



WHOLENESS HEALTH PLAN 2018 ENROLLMENT REQUIREMENTS

DEADLINE: SEPTEMBER 1, 2017

For more than 100 years, healthy living has been a cornerstone of Loma Linda University Health (LLUH). As an employer, we want to continue providing you and your family exceptional medical and dental coverage and encourage your active engagement. **This year we're emphasizing personal wellness through your participation in the ABC requirements explained below.** As a follow-up to the re-enrollment notification sent to you earlier this month, this packet will detail the Wholeness Health Plan enrollment requirements.

This year, the Wholeness Health Plan enrollment requirements will provide you an opportunity to focus on your health and wellness. This includes not only making sure you have a MyChart account but completing a biometric screening and health risk assessment (HRA). These three activities have been designed to help you take personal inventory of your wellness status and help connect you with your health care provider(s).

From medical to wellness services, Loma Linda University Health is committed to providing you with affordable, whole-person care. In November, you will have the opportunity to enroll into the health plan that best fits you and your family's needs.

Wholeness Health Plan

Provides you with more coverage at a lower cost and *does* include participation requirements. If you would like to enroll into the Wholeness Health Plan, but do not want to complete these requirements, you are welcome to enroll into the Wholeness Health Plan by paying a surcharge. The Wholeness Health Plan with a surcharge, represents the highest cost option for employees.

Base Health Plan

This Base Health Plan has no participation requirements and includes higher co-payments, higher monthly contributions and coverage differences.

**In this packet you will find a plan comparison for this (2017) coverage year. Please look for the plan comparison document for 2018 which will be distributed during open enrollment (November 2017) to review any changes.*

If you would like to enroll into the Wholeness Health Plan without a surcharge, you and your covered spouse will need to complete the requirements below. Aggregate data will be used for wellness program development and evaluation and to help design services for which you may be asked to participate. If you are currently on this health plan, the requirements will be familiar to you. Current Base Health Plan members must also complete these requirements by September 1, 2017, if they wish to elect the Wholeness Health Plan without a surcharge in November 2017.

The requirements are as easy as **A-B-C!**

A

Assessment and Account

Complete a new health risk assessment (HRA) and ensure you have an activated MyChart account.

B

Biometric Screening

Complete a new biometric screening at one of the many locations on our campus.

C

Care Management

If you or your covered spouse are sent a letter of invitation for care management, you will need to complete the entire program or a series of appointments/activities by the September 1, 2017.

You and your covered spouse must complete all requirements by September 1, 2017 to qualify for the Wholeness Health Plan without a surcharge. If these requirements are not met, you and your family will qualify for only the Base Health Plan or the Wholeness Health Plan with a surcharge for the entire 2018 plan year. Only the Wholeness Health Plan requires participation in these activities. Your health plan eligibility or coverage is not contingent upon reaching any specific clinical results. *Please note, if you and your covered spouse have completed the HRA and biometric screening after January 1, 2017 you will not need to repeat these two requirements.*



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HEALTH

When you re-enroll in November, only the health plans you qualify for will be available to you and your family. The re-enrollment process will be described to you in November 2017 in a separate communication.

Please visit the Wholeness Health Plan website at livingwhole.llu.edu for detailed information. Click on the Wholeness Health Plan requirements section on the homepage. Please follow the "Current Members" Quick Guide contained in this packet; it will walk you through each process step-by-step. This guide is available also on the website and it contains your usernames and passwords to complete the HRA and schedule an appointment for your biometric screening.

If you have any questions, please call Risk Management at **909-651-4010** or email RiskManagementHealthPlans@llu.edu.

The A-B-Cs Explained*

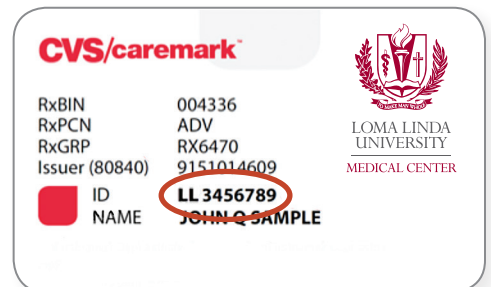
None of your responses or clinical results will have any effect on your health plan eligibility or employment.

Assessment and Account

- The online HRA is a wellness questionnaire designed to assess behavioral and environmental factors that may be influencing your health and wellness. Each employee and covered spouse is required to take their own assessment which will take approximately 10-15 minutes to complete. If you completed the HRA in the past, you will be able to compare your current and past results when you review your personal wellness report. Your report will be available with your biometric screening results within 14 business days after you have completed your biometric screening.
- Creating a MyChart account will allow you to access LLUH's online portal and mobile app which enables you to access your personal health information and communicate electronically with your physicians and other providers. This account will enable you to receive medical advice, request prescription refills and access test results. Please note, if you already have a MyChart account, you do NOT have to create another one.

Biometric Screening

- This free screening is designed to raise awareness of your health risk factors. It is a combination of measurements that may help to identify potential risk factors for chronic disease. This screening will be provided by an outside vendor and will include blood pressure, height, weight, body composition, saliva based cotinine test and a finger-stick blood test to assess total cholesterol; HDL, LDL, triglycerides, glucose and hemoglobin A1c. Fasting 8 hours is preferred, but not required. Participants who are fasting will receive additional results for LDL and triglycerides. A variety of screening dates, times and locations are available; however, appointments fill up quickly. Early scheduling will help ensure a convenient time is available for you and your covered spouse. Please note, you and your covered spouse must bring your biometric screening code to your individual appointments. This code is located on your CVS/Caremark insurance card labeled ID, starting with "LL" (See picture).



You and your spouse must bring your biometric screening code to your appointment.

Care Management:

- If you or your covered spouse received a communication requesting the completion of the Nicotine/Tobacco Cessation Program or the PRIME program, but did not complete these requirements, you must complete them by September 1, 2017.

**ABC REQUIREMENTS DEADLINE
FOR CURRENT MEMBERS
SEPTEMBER 1, 2017**

Frequently Asked Questions

QUESTION If I completed an LLUH biometric screening and health risk assessment before, do I have to do it again?

ANSWER Yes. If you completed the Biometric Screening and HRA prior to January 1, 2017, you will need to repeat them. If you completed your biometric screening and HRA after January 1, 2017, you have completed this requirement and do not have to repeat these two requirements.

QUESTION I already have a MyChart account, do I create another one?

ANSWER No, you have already completed this requirement.

QUESTION Do my children have to complete an HRA and/or biometric screening for the Wholeness Health Plan?

ANSWER No. The HRA and biometric screening is a requirement for employees and their enrolled spouses only.

QUESTION What happens if I or my spouse does not complete the HRA or the biometric screening?

ANSWER The HRA and the biometric screening need to be completed by both of you to qualify for the Wholeness Health Plan. If this requirement is not met, you and your family may enroll into the Wholeness Health Plan with a surcharge or move to the Base Health Plan.

QUESTION Can I complete these activities when I am at work?

ANSWER Yes. Employees are invited to complete the HRA and biometric screening during their regularly scheduled work day and will be paid for this time. If you are planning to complete these requirements during work, you will need to make scheduling arrangements with your supervisor. Please note: This excludes care management requirements.

The HRA and screening need to be completed before September 1, 2017. If an employee wants to voluntarily complete the screening with a spouse on the weekend or during an unscheduled day for personal convenience, the employee will not be paid for this time. Employees who voluntarily choose to complete the on-line HRA at home or outside of their regular work hours will not be compensated for this time.

QUESTION How long does this whole process take to complete?

ANSWER The entire process should be completed in less than one hour. This hour can be broken up into convenient segments over the months leading to the deadline of September 1, 2017.

REQUIREMENT	APPROXIMATE LENGTH OF TIME TO COMPLETE	TIMES AVAILABLE
Completing a Health Risk Assessment (HRA)	10-15 minutes	24 hours a day, 7 days a week
Creating a MyChart Account	5 minutes	24 hours a day, 7 days a week
Scheduling a Biometric Screening Appointment	5 minutes	24 hours a day, 7 days a week
Completing a Biometric Screening	Up to 30 minutes	Time and dates vary. <i>Early mornings, mid-day, evenings and Sundays have been scheduled.</i>
Care Management	Varies depending on program	Varies depending on program

Continued on next page.

Frequently Asked Questions

QUESTION Do I have to complete all online activities at one time?

ANSWER No. You may visit the website and sign up for your biometric screening appointment at any time. The ability to create a MyChart account and access your HRA is available to you 24 hours a day, 7 days a week. You can also complete a portion of the HRA and return to the site to finish it at a later time.

QUESTION What if I do not have internet access at my home to complete the needed processes?

ANSWER Contact 909-651-4010 to find out about access to an LLUH computer lab. You may also be able to complete your HRA and schedule your biometric screening from your smart phone or tablet.

QUESTION What if I have an extraordinary circumstance which prevents me and/or my spouse from completing the requirements?

ANSWER If you have an extraordinary circumstance that may require a special accommodation, please call Risk Management at 909-651-4010 to find out about a formal appeal process.

QUESTION How will this data be used?

ANSWER This personal health information will never be shared with your employer or affect your employment. This data will be used by your employer-sponsored group health plan to design and evaluate wellness programs and activities tailored to meet the special needs of our health plan members. Some of these special programs will be required to avoid the Wholeness Health Plan surcharge. For example, participation (only) in a cessation program for nicotine users may be required.

QUESTION What will I need to bring to my biometric screening appointment?

ANSWER Employees and spouses will need to bring their biometric screening code to their appointment. Therefore, please make sure you bring your CVS/Caremark ID card to your screening.

QUESTION Does the biometric screening replace going to my doctor for an annual physical?

ANSWER No. Worksite screenings do not replace a complete preventive annual exam with a physician. It is meant to alert you to potential risk factors and you are encouraged to follow-up with your personal health care provider for further advisement, action or possible diagnoses, if indicated.

QUESTION What if my primary language is Spanish?

ANSWER A Spanish version of the health risk assessment is available. Click the drop-down menu under languages on the left side of the HRA homepage. There is also a Spanish version of the Quick Guide available on our website at livingwhole.llu.edu.

QUESTION How do these requirements apply to current Base Plan Members?

ANSWER It depends. Current Base Health Plan members must also complete these requirements by September 1, 2017, if they wish to elect the Wholeness Health Plan without a surcharge in November 2017.