QUICK GUIDE — SUBSCRIBERS

Activities to be eligible for the Wholeness Health Plan's wellness discount

STEP 1: Visit **livingwhole.llu.edu.** Click on"Wholeness Health Plan Discount Requirements."

- Please be sure you have your personal EID number ready.

STEP 2: HEALTH RISK ASSESSMENT (HRA)

Subscribers Only

1. Go to section A-Assessment and Account.
2. Click on the Complete HRA button.
3. Use your personal Loma Linda University Health (LLUH) Username and Password (API and Outlook Logins) and click Submit.
4. Read Terms and Conditions and "Agree" at the bottom of page.
5. Read the "WELCOME" instructions and click the blue "Get Started" box.
6. Proceed to answer questions. Watch your progress; the sections will turn green upon completion.
7. On the final page, click "Save and Submit" to complete your HRA.

New hires and spouses have 90 days from their health plan effective date to complete HRA and biometric screening.

STEP 3: REGISTER FOR MYCHART

- Go to section A-Assessment and Account on the website.
- Please skip Step 3 if you already have a MyChart Account.
- Click on "Create MyChart account." Once opened, go to New User and click on "Sign Up Now."
- Enter activation code, ZIP code, and date of birth (mm/dd/yyyy).
- Click "Next" to go to the next sign-up page.
- Create a username. This cannot be changed, so think of one that is secure and easy to remember.
- Create a password. You can change your password at any time.
- Enter your Password Reset Question and Answer and click "Next."
- Select your communication preference and enter your email address. Click "Sign In."

If you do not have your activation code provided in your enrollment packet, please follow these steps:

- Select "Sign Up" on the far right of the page.
- Select: "No Activation Code? Sign Up With Your Information."
- Follow the prompts for setup.

Please refer to page 2 of the Quick Guide for additional instructions.

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STEP 4: SCHEDULE A BIOMETRIC SCREENING APPOINTMENT

Your Biometric screening must be completed at a LabCorp location ONLY. No other laboratory will be accepted.

Subscribers Only

1. Go to section B-Biometric Screening and click the "Subscribers primary coverage holder" button.
2. Use personal LLUH username and password (API/Outlook).
3. You will then be required to complete the additional information requested to register your account.
4. Once logged in, select your preference of an LLUH Onsite Screening or Labcorp Patient Service Center.
5. Confirm your demographics and select "Continue."
6. You can now search and schedule your appointment.
7. Please check your email to ensure all information is correct.

Onsite screenings are held once a month and have limited availability. If there are no available appointments within your deadline due date, please schedule at a Labcorp Patient Service Center.

To schedule appointments over the phone, call **844-251-6524,** Monday-Friday, 6 a.m.-6 p.m. Please have your EID ready.

To request a LabCorp Test Requisition Form:

- Log into your LabCorp WellConnect account (if you have not created an account, please use instructions in Step 4).
- Once logged in you will see a welcome page that gives two options.
- Please select "Schedule Appointment" under Labcorp Patient Service Center.
- You will be transferred to confirm your demographic information and prompted to continue.
- Select "Continue." A dialogue box will pop up. Please select the third option, "Email a test requisition form only."

Be sure to take in the printed form to your appointment or show it on your phone to the staff checking you in.

Your PLAN eligibility and coverage are not contingent on reaching any specific results. Also, the recommendations of your personal physician will be accommodated and if an ELIGIBLE EMPLOYEE or SPOUSE is unable to participate in these activities, such activities may be waived or delayed or reasonable alternative arrangements will be offered. For more information, including reasonable alternative arrangements, you may contact RISK MANAGEMENT. To request an accommodation or waiver, please contact RISK MANAGEMENT. To request an accommodation or waiver, please contact ***WholenessHealthPlan@llu.edu****.*

The "C-Care Management" section of the web page is ONLY for individuals who received care management notices in the mail.

QUICK GUIDE — COVERED SPOUSES

Activities to be eligible for the Wholeness Health Plan's wellness discount

STEP 1: Visit **livingwhole.llu.edu.** Click on"Wholeness Health Plan Discount Requirements."

- Please be sure you have your personal EID number ready.

STEP 2: HEALTH RISK ASSESSMENT (HRA)

Covered Spouses Only

1. Go to section A-Assessment and Account.
2. Click the Complete HRA Button.
3. Fill in the required information to set up your account. Click the "Submit" box.
4. You will be prompted to set up two-factor authentication.
5. Read the "WELCOME" instructions and click the blue "Get Started" box.
6. Proceed to answer questions. Watch your progress; the sections will turn green upon completion.
7. On the final page, click "Save and Submit" to complete your HRA.

New hires and spouses have 90 days from their health plan effective date to complete HRA and biometric screening.

STEP 3: REGISTER FOR MYCHART

- Go to section A-Assessment and Account on the website.
- Please skip Step 3 if you already have a MyChart Account.
- Click on "Create MyChart account." Once opened, go to New User and click on "Sign Up Now."
- Enter activation code, ZIP code, and date of birth (mm/dd/yyyy). Click "Next" to go to the next sign-up page.
- Create a username. This cannot be changed, so think of one that is secure and easy to remember.
- Create a password. You can change your password at any time.
- Enter your Password Reset Question and Answer and click "Next."
- Select your communication preference and enter your email address. Click "Sign In."

If you do not have your activation code provided in your enrollment packet, please follow these steps:

- Select "Sign Up" on the far right of the page.
- Select: "No Activation Code? Sign Up With Your Information."
- Follow the prompts for setup.

Please refer to page 2 of the Quick Guide for additional instructions.

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STEP 4: SCHEDULE A BIOMETRIC SCREENING APPOINTMENT

Your Biometric screening must be completed at a LabCorp location ONLY. No other laboratory will be accepted.

Covered Spouses Only

1. Go to section B-Biometric Screening and click the "Spouses" button.
2. Fill in the Log In and Registration required fields.
3. You will then be required to complete the additional information requested to register your account.
4. Once logged in, select your preference of an LLUH Onsite Screening or Labcorp Patient Service Center.
5. Confirm your demographics and select "Continue."
6. You can now search and schedule your appointment.
7. Please check your email to ensure all information is correct.

Onsite screenings are held once a month and have limited availability. If there are no available appointments within your deadline due date, please schedule at a Labcorp Patient Service Center.

To schedule appointments over the phone, call **844-251-6524,** Monday-Friday, 6 a.m.-6 p.m. Please have your EID ready.

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