



LOMA LINDA UNIVERSITY
HEALTH

March 31, 2014

TO: LLU Employees
FROM: Department of Risk Management
RE: Wholeness Plan - Health Risk Assessment and Biometric Screening

The LLU Employee Health Plan open enrollment period will be from April 15 to May 15, with coverage to become effective as of July 1, 2014. **During this time, all employees will need to re-enroll in the Health Plan to maintain medical and dental coverage.**

Health Plan Options - With the new year, you have the option of participating in one of two plans.

- You may continue to participate in an enhanced version of our current medical plan. We are now referring to this Plan as the “**Wholeness Plan**”.
- There is a second, new plan called the “**Base Plan**”. This plan will also provide comprehensive coverage but will include higher co-payments and an increase in the amount of your monthly medical plan contribution.

Eligibility Requirements - There are no requirements to participate in the Base Plan other than completing the enrollment process. In order to be eligible to enroll in the Wholeness Plan, you and your covered spouse must agree to complete the following activities:

- 1) an online health risk assessment (HRA)
- 2) biometric screening
- 3) as appropriate, accept an invitation to personalized health coaching or care management services.

To enroll in the Wholeness Plan, the HRA and biometric screening must be completed between April 15 and May 30, 2014. To complete both of these tasks, you will need to go to the following web site and sign in: <https://LLUH-HRA.com>. Attached is a “Quick Guide” that provides a summary of step-by-step instructions to establish an account and schedule your biometric screening. You and your spouse will need the 8 digit EID number on your employee badge for this process. If you are an employee but you are covered under your spouse’s Plan, use the EID number of your spouse who is the subscriber for coverage. Detailed information about the HRA and screening is also posted on the staff and faculty pages of the myLLU website and the log-in page of the PeoplePortal.

Completing the Health Risk Assessment

The HRA includes 62 questions about your health and lifestyle and 5 optional spirituality questions. The HRA questions are available for review on the PeoplePortal and myLLU web sites. Most people complete the HRA in about 15 minutes. You may complete the HRA at work or at home. If

you complete the HRA at work, you will be paid for this time. You will not be paid for any time that you spend completing the HRA at home.

Scheduling an Appointment for Your Biometric Screening

We have contracted with an independent vendor to offer onsite biometric screening services for eligible employees and spouses. Biometric screening will be done by individual appointment. Spouses will need to make separate appointments as all information will be kept separate and confidential. Biometric screening events will begin on April 15 and be held at various times including mornings and evenings through May 30. Events will also be held on Sundays. The tests offered require no fasting, but you will receive additional biometric values if you have not eaten during the 9 hours prior to the screening. Therefore, fasting is best when possible. Screening will include: measured height and weight, waist circumference, calculated BMI, total cholesterol, HDL, LDL, triglycerides, blood glucose, and blood pressure. All blood measurements will be obtained by a simple finger-stick process. To schedule your screening, you will need to log on to the biometric appointment scheduler at: <https://LLUH-HRA.com>. (If you have questions, refer to the user's guide on myLLU or the PeoplePortal.) When you log on, you will see a listing of the available dates, appointment times and screening locations. The site also includes more information about the screening process. When you arrive for your screening appointment, both you and your spouse will need your EID number. If you are an employee but you are covered under your spouse's Plan, use the EID number of your spouse who is the subscriber for coverage.

After you have completed your HRA and biometric screening, your screening results will be automatically transmitted into your HRA in approximately 14 days. When this process is complete, you and/or your spouse will be able to access this web site to obtain a comprehensive report on your wellness status. This report will provide you with valuable information and identify opportunities for you to improve your health. This confidential report will be provided only to you.

With the new health risk assessment and biometric screening process, individual privacy will always be maintained. **Information collected through the health risk assessment and biometric screening will not be included in the LLUH electronic medical record. Any personal information or medical screening results provided by an employee will not be disclosed to another individual, an employer or a healthcare provider without authorization.** Individual screening information will only be used by the Health Plan Administrator to communicate directly with a health plan member regarding a personal health care issue. Aggregate data will be analyzed and used to identify opportunities to improve the health of our entire workforce.

The following pages provide a health plan enrollment checklist and answers to a number of frequently asked questions about the HRA and biometric screening. We hope that you find this information to be useful. If you have any other questions about this process, you may contact customer service at the Department of Risk Management by calling (909) 651-4010. If it is more convenient, you may also send an e-mail message to: RiskManagementHealthPlans@llu.edu.

Health Plan Enrollment Check-list

Wholeness Plan

- ☐ Complete medical and dental on-line enrollment process between April 15th and May 15th, 2014. To enroll, go to: <https://peopleportal.llu.edu>
- ☐ Go to: <https://LLUH-HRA.com> (employees and enrolling spouses)
 - ☐ Schedule your Biometric Screening
 - ☐ Complete your Health Risk Assessment
- ☐ Complete your biometric screening between April 15th to May 30th (employees and enrolling spouses)
 - ☐ Remember to bring your EID with you to the screening. If you are the spouse of the employee/subscriber you will need to bring the employee's EID with you.
 - ☐ Optional: Fast for at least 9 hours to receive more information from your biometric screening; limited biometrics are available if non-fasting.

HEALTH RISK ASSESSMENT AND BIOMETRIC SCREENING

FREQUENTLY ASKED QUESTIONS

Q: Is there a cost for the HRA or biometric screening?

ANSWER: No. These services are provided at no cost to you.

Q: What happens if I or my enrolled spouse does not complete the HRA or the biometric screening by May 30, 2014?

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 will not be eligible to enroll in the Wholeness Health Plan as of 7/1/14. You will remain eligible to enroll in the Base Plan but will be subject to higher monthly contributions and co-payments.

Q: 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.

Q: Will my HRA or biometric screening results affect my health plan eligibility or coverage?

ANSWER: No. The individual HRA and screening results are your personal information to help you better understand your health status. This information will not affect your health plan eligibility, coverage or cost.

Q: 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 be away from your job in order for the screening, you will need to make arrangements with your supervisor.

The HRA and biometric screening should be completed between April 15 and May 30, 2014. If an employee cannot leave his/her job duties to complete the screening during any regular work day

during this two month period, he/she should seek supervisor approval to complete the screening before or after hours, on a regularly scheduled work day. If approved by the supervisor, the employee may stay clocked-in and will be paid for this time. If an employee wants to voluntarily complete the screening with a spouse on the weekend or on an unscheduled day for personal convenience, the employee will not be paid for this time. Employees who voluntarily choose to complete the HRA at home or outside of their regular work hours will not be paid for this time.

Q: How long does this whole process take to complete?

ANSWER: Setting up your biometric screening appointment online should take 5 minutes. Your actual biometric screening appointment may take up to 30 minutes and the health risk assessment will take 10-15 minutes to complete.

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

ANSWER: No. You may visit the web site and sign up for your biometric screening appointment at any time. This web site will also provide you with access to the on-line health risk assessment. You may complete the HRA at your convenience. You can also complete a portion of the HRA and return to the site to finish it at a later time.

Q: What are my usernames and passwords?

ANSWER: To schedule your biometric testing: Username: lluh Password: wholeness

To complete the HRA - Employee Username: 8-digit EID # on ID badge; Password: wholeness
Please note: Spouses will need to go through a self-registration process using the “sign-up” button at the bottom of the page. Spouses will then use their personal email address as their username and create their own password.

Q: What if I need web site assistance during the online HRA process?

ANSWER: You will be able to access assistance via email or telephone at:
LLUHHHELPDESK@WELLSOURCE.COM or (909) 651-4010

Q: 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.

Q: Are there any forms I will need to sign during this process?

ANSWER: Yes. If you would like to preview these documents, they can be found on the myLLU site or the PeoplePortal <https://peopleportal.llu.edu> and the “Frequently Used” section of the VIP page. These forms will be provided for you to sign at the screening.

Q: 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 or send an e-mail to:
RiskManagementHealthPlans@llu.edu.

Q: What if I don't agree with the Screening Consent Forms?

ANSWER: Health Solutions and Wellsource are independent vendors that have been contracted to provide services. You will need to sign Consent Forms to participate in the HRA and screening. If you do not consent, you will not be allowed to participate.

BIOMETRIC SCREENING FAQs

Q: What is a biometric screening, and why should I Know My Numbers?

ANSWER: A biometric screening is designed to raise awareness of your health factors—to “Know Your Numbers”. A screening is not a diagnostic process and does not replace tests that your personal care provider would perform or the advice and treatment he/she would provide. A biometric screening is a combination of measurements and readings about certain health factors that may be helpful in identifying potential risk factors for chronic diseases or conditions, like heart disease, hypertension, or diabetes. Most of the risk factors identified through on-site screening events have no symptoms, so participating in this event can help you proactively identify possible risk factors which can lead to chronic illness. Or, you could simply confirm your health status and gain peace of mind.

Q: What tests will be performed at the onsite biometric screening event?

ANSWER: LLUH has contracted with an independent vendor to offer onsite biometric screening services for eligible employees and spouses. The tests require no fasting, but you will receive additional biometric values if you come fasting for at least 9 hours. Therefore, fasting is best when possible. Screening will include: measured height and weight, waist circumference body composition measurement, resting heart rate, blood pressure and a finger-stick blood test to provide total cholesterol, HDL, LDL, triglycerides and blood glucose levels.

Q: What if I or my spouse cannot come to a screening appointment during work hours?

ANSWER: Biometric Screening events will be held at various times including early mornings, nights and evenings. Events will also be held on Sundays. When you log on to the Biometric Scheduler through <https://LLUH-HRA.com> you will see a listing of all available dates, appointment times and locations.

Q: What will I need to bring to my biometric screening appointment?

ANSWER: Employees and spouses will need to bring the 8-digit EID number located on the employee's ID badge.

Q: 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 healthcare provider for further advisement, action, or possible diagnoses if indicated.

Q: How accurate is the finger-stick analysis compared to that performed by a laboratory?

ANSWER: Results obtained from the Cholestech finger-stick process are comparable to those obtained by reference laboratories.

Q: Will my screening results be kept confidential?

ANSWER: Yes, all information is treated as confidential medical information. You allow Health Solutions, Wellsource and the Plan Administrator to receive this information by signing the Screening Consent Form. Your personal results will not be shared with your employer.

HEALTH RISK ASSESSMENT (HRA) FAQs

Q: What is a health risk assessment?

ANSWER: The HRA is an on-line health questionnaire for each person to complete for themselves. The HRA is a valuable tool that provides you with personalized information about your health risks and strengths. Approximately 14 business days after you have completed your biometric screening your biometric numbers will be uploaded into your Health Risk Assessment. You will be able to log back into the <https://LLUH-HRA.com> website and download your personalized HRA report. The report displays information about each of your health indicators, such as weight, blood pressure, and cholesterol and places them in the strength or risk area. Recommendations provide a personalized list of why and how you should address your risks to improve your health.

Q: Why should I take the HRA?

ANSWER: Taking the HRA is a great way to assess your personal wellbeing. The report will help you focus on the things that can have the biggest impact on your health. The report will also include suggestions on how to take action with online tools or other resources available to you.

Q: 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 <https://LLUH-HRA.com> sign-on page - select Spanish.

Q: I have completed an HRA in the past. Why should I take it again?

ANSWER: Small changes in health habits can make a big difference in determining your health risk. When you take the Health Assessment over time, you will see where you're doing better and areas that may need improvement. You'll see in quick and easy terms where you need to take action. Your updated results will also help you create a list of important things to talk to your doctor about such as tests you may need or treatments you may want to consider, such as for high cholesterol.

Q: Is my HRA information private and confidential?

ANSWER: Our HRA provider, WellSource, has built and administers the <https://LLUH-HRA.com> website. The site has been developed with security and confidentiality in mind. You can access complete information on how your privacy is protected by viewing the Privacy Policy located in the portal.

Q: Can I make changes to my answers once I have completed the HRA?

ANSWER: You will have the opportunity to verify and change your answers prior to submission. Once submitted, you won't be able to make changes.

Q: How long is the portal available to me? ANSWER: The portal will be available 24/7 for employees and spouses to complete the HRA during April and May of 2014. After that date, the portal will continue to be available for you to access your HRA report.

Quick Guide

Wholeness Health Plan Health Risk Assessment (HRA) and Biometric Screening Process

STEP 1: VISIT [HTTPS://LLUH-HRA.COM](https://lluh-hra.com)

STEP 2: SCHEDULE A BIOMETRIC SCREENING APPOINTMENT

- Click on the orange link at the top of the page labeled "BIOMETRIC SCHEDULER"
- A new page will open
- Login: lluh (lowercase)
- Password: wholeness (lowercase)
- Click "Create a New Account"
- Fill in Create New Account Information and hit "Save My Account Profile"
- Click "Create New Appointment"
- Click the circle next to the words "Biometric Health Screening" (far right column) next to the event/location of your choice and scroll to the bottom of the page and click "Create New Appointment"
- Select your appointment time from the drop down menu and click "Save New Appointment"
(You will receive a confirmation email shortly after saving your appointment.)

STEP 3A: EMPLOYEES ONLY

- Complete the Health Risk Assessment by returning to <https://lluh-hra.com>
- Use the following login information
- User Name: This is your 8-digit EID # located on your employee badge
- Password: wholeness (lowercase)
- Change your password as prompted and record your new password for future reference
- Complete registration by entering your data in the required fields
- Click "Health Risk Assessment" under My Health Tools on the left
- Complete the "My Health Stats" section and click "Submit"
- Click "OK" to proceed to the HRA
- Read the Terms of Use and click "Agree" at the bottom of the page
- Click "Start New Assessment" and complete questions and click "Finish" on the last page

STEP 3B: SPOUSES ONLY

- Complete the Health Risk Assessment by returning to <https://lluh-hra.com>
- Click "I don't have an account: Sign-Up" at the bottom of the page in orange
- Fill in all required fields and click "Next". (You will need your spouse's 8-digit EID # and your own email address.)
- Fill in the biometric fields and click "Next"
- Enter your email address as your user name, create a password, select a password reset question and click "Finish"
- Click "Continue"
- Click "OK"
- Read the Terms of Use and click "Agree" at the bottom of the page
- You will be taken to the first page of the HRA
- Complete questions and click "Finish" on the last page

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