

Lakeland Regional Health System
myHealth Program Action Year 2015 for Benefit Year 2016
Frequently Asked Questions

Who is eligible to participate in the myHealth program?

- All associates and spouses who are on the Lakeland medical benefit plan

What is the reward for participating in the myHealth program?

If **both** the covered associate and covered spouse complete all of the program requirements on or before October 31, 2015, the associate will receive the wellness incentive for the 2016 calendar year beginning with the first paycheck in January, 2016

My spouse is covered under the Lakeland medical plan. Do we both have to participate to receive the wellness incentive?

- Participation is completely voluntary
- Both Lakeland associate and spouse covered under the medical plan have to participate and meet the requirements for the wellness incentive

What is the Wellness Incentive?

- The wellness incentive is an addition to your pay that helps offset the cost of your medical premium
- The amount will be determined based upon the 2016 healthcare budget

Where do I find the Primary Care Provider Wellness Visit Verification form to take to my provider?

- The PCP Wellness Visit form may be found on the ourWellness page (on the myHealth tab) on the Lakeland intranet

What are the important dates for the program requirements?

- **May 31, 2015:** Sign up for a myChart account by May 31, 2015.
- **May 31, 2015:** Biometrics completed or PCP Wellness Visit Verification form with Biometrics must be submitted by May 31, 2015
- **October 2015:** Tobacco Use Attestation statement will be completed during the month of October. All employees who participate must complete the attestation. Watch for details on completing the attestation in October, 2015
- **October 31, 2015:** Alternate Satisfaction Activities must be completed and submitted by October 31, 2015
- Wellness incentive will begin on the first pay check in January, 2016

This is the first year that health screens will be offered onsite. How do I know if I should sign up for a health screen or schedule a wellness visit with my PCP?

- Health screens are being provided at earlier and later times than normal office hours to provide convenient options for associates and spouses who work second or third shift
- Each associate can decide if he/she wants to sign up for a health screen or schedule an appointment with their PCP

What are the biometric numbers required?

- The biometric data submitted in 2015 must include ALL of the following: HA1C, blood pressure, and height/weight/BMI
- The on-site biometric screenings will include the required biometrics
- **All** numbers must be included on the form as part of the myHealth program requirements

Do I need to have an HA1C done?

- **Maybe**

YES, if you have not submitted an HA1C with your 2014 biometrics

YES, if your HA1C was actionable or urgent in 2014

NO, if you submitted an HA1C in 2013 or 2014 and it was in desirable range

Do I have to use my Employee ID number? How do I find my Employee ID number?

- Yes, Your Employee ID number is required to credit you with the myHealth program reward
- Your Employee ID number is a 5 digit number
- Your Employee ID number is NOT your social security number
- If you do not know your Employee ID number, please call Human Resources and they will assist you

May I use my biometrics from last year?

- Maybe...
 - If your biometrics were performed on or **after October 1, 2014** and you had no actionable or urgent values then you may elect to use those biometrics. If you are eligible to use your 2014 biometrics you will receive an email from myHealth by March 2, 2015
 - You will still need to meet the other program requirements listed above

Does my spouse covered under Lakeland’s medical plan have to complete the Tobacco Use attestation?

- Lakeland associates will complete the tobacco use attestation for both themselves and their covered spouse

How will newly eligible associates or spouse be enrolled in this program?

- Have a wellness visit with your physician and have them complete the 2015 PCP Wellness Visit Verification form. Biometrics required include fasting lipid [profile, glucose, HA1C, B/P and height/weight/BMI
- Submit the completed form to Lakeland Care
- Complete any alternate satisfaction activities if required
- If spouse is covered on Lakeland’s medical plan, they must also complete a PCP visit and submit the completed form to Lakeland Care
- If you (and your covered spouse, if applicable) have met all of the myHealth program requirements by the 15th of the month, the wellness incentive will be applied on the first paycheck of the following month

What qualifies as Tobacco Free?

- You are **“tobacco-free”** if you have not smoked, chewed, or in any manner used tobacco products of any kind (such as cigarettes, pipes, cigars, snuff, dipping tobacco, chewing tobacco, e-cigarettes, or other smokeless tobacco products) for at least 120 days before completing the Tobacco Attestation between October 1 and October 31, 2015
- **And** do not intend to begin or resume using such products in the coming year
- **OR** you have completed Lakeland’s tobacco cessation program. Please sign in at each session so that your attendance is recorded
- If you or your spouse covered under Lakeland’s medical plan begin using any tobacco products after you complete the attestation in October, 2015, you must notify HR immediately of the change in Tobacco status
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How will I complete a tobacco attestation?

- All benefit eligible employees will receive an email in October, 2015 with instructions on completing a tobacco attestation, certifying that you (and your spouse) have been tobacco free for at least 120 days.
- If you or your spouse have used tobacco, you may still meet this requirement by completing the Smoke Free Life series before October 31, 2015. For more information on Smoke free Life, please email smokefree@lakelandhealth.org

Is there any assistance available to help me quit smoking or using tobacco?

- Lakeland's prescription drug benefit covers nicotine patches, gum and medications to assist you with your efforts to stop smoking
- Lakeland offers "Smoke Free Life" Tobacco Cessation program to help in your efforts to quit. Please watch the Pulse and your email for details on when the classes will be held
- Help is available right now! If you would like to talk to someone now about quitting, please contact Lakeland's tobacco cessation specialist at 269-927-5403 or e-mail smokefreelife@lakelandhealth.org to learn more and enroll

How will I know that Lakeland Care has received my biometrics from my doctor?

- You will receive an e-mail to your Lakeland e-mail address to let you know that we received your form (and/or your spouse's form)
- Lakeland Care's goal is to communicate within 7 days of receiving your form.. If you do not receive an email after 7 days, please email myhealth@lakelandhealth.org to ask if your form was received. Please remember it may take a few days after your doctor's appointment for your form to be sent to Lakeland Care.
- Your e-mail will indicate if you have met the requirements. If an alternate satisfaction activity is needed for you to meet the myHealth program requirements, the e-mail will include information on your next steps.
- **Please remember:** It is your and your spouse's responsibility to "know your numbers" and to know if you need to fulfill any alternate satisfaction activities

What is an Alternate Satisfaction Activity?

- An Alternate Satisfaction Activity provides you an opportunity to qualify for the program reward (wellness incentive) even if you do not meet the health goals
- The Health Insurance Portability and Accountability Act (HIPAA) and Affordable Care Act (ACA) provides guidelines for employer wellness programs such as myHealth and their guidelines state that reasonable alternative standards (activity) must be allowed for those individuals for whom it is either unreasonably difficult due to a medical condition or medically inadvisable for you to attempt to achieve the health goal
- The myHealth Alternate Satisfaction Activities are designed to encourage associates to become more aware of, engage in and improve their health

Why would I need to do an Alternate Satisfaction Activity?

- Please refer to the myHealth Program Summary to view the alternate satisfaction activities required for BMI, HA1C and B/P (Blood Pressure)
- Alternate Satisfaction Activities are designed to help you improve and maintain your health
- The Alternate Satisfaction Activity provides you an opportunity to qualify for the program reward (wellness incentive) even if you do not meet the health goals

What is an Actionable or Urgent Value?

- An Actionable value is a significantly abnormal result that should be addressed to help you move toward better health
- Urgent results are results at such variance with respect to desirable, that if left untreated, the patient could be placed at serious health risk

What are examples of an Alternate Satisfaction Activity?

- The myHealth Wellness Program offers several different health related opportunities for associates to participate in to meet the requirement. Some examples follow:
 - Participate in and complete myHealthier Lifestyles Series 1 or 2. Please watch your email and the Pulse for class dates, times and locations. You will enroll on NetLearning
 - Meet with a Health Coach and set realistic goals and develop and begin a plan to address your risk factors
 - Participate and complete myCare diabetes management

Can I participate in my own activities, such as exercise programs or Weight Watchers and count it as an Alternate Satisfaction Activity for the myHealth program??

- No, the Alternate Satisfaction Activity must be an approved myHealth activity
- The specific alternate satisfaction activities for each of the biometrics can be found on the myHealth Program Summary

How will I document that I complete the myHealthier Lifestyle or myCare classes?

- Your attendance will be tracked at each class. Please make sure you sign in at each class you attend

What or who is a Lakeland Care Health Coach?

- A Health Coach is a health care professional who will help you navigate through your healthcare needs
- The Health Coach may include assisting with coordination of care between multiple healthcare providers, developing a healthier lifestyle, and/or setting priorities to deal with multiple health issues.
- The Health Coach utilizes a comprehensive approach and works with your physician for medical oversight
- The Health Coach focuses on you, as the individual and advocates for your achievable and optimal long-term health

What is the cost to meet with a Lakeland Care Health Coach?

- Lakeland HealthCare covers all costs associated with the Health Coach as part of the myHealth program
- There is no cost to the associate

How do I schedule a consultation with the Health Coach?

- Please call 269-982-9330 to schedule an appointment

How do I enroll in myChart?

- You will need a personalized activation code to create your MyChart account. There are a number of ways you can obtain this code.
 1. After seeing your doctor, you will be given a summary of the visit. At the end of this summary is a section for MyChart which will outline the steps needed to create your account
 2. When registering for any service at Lakeland, ask the receptionist to e-mail your activation code to you
 3. Call our MyChart Support center at 1-800-LAKELAND (1-800-525-3526) or 269-982-9300. Operators will ask for your name and some personal identification information and then mail the code to your home

Will I have to pay for the PCP Wellness Visit form to be filled out by my provider?

- Different provider practices may or may not charge to complete the PCP Visit form

Do “my numbers” have to improve for me to qualify for the reward?

- You can qualify for the reward by completing the Alternate Satisfaction Activities even if you do not meet the health goals or if your numbers do not improve
- myHealth is a program that is designed to help associates improve their health status

Who is Lakeland Care?

- Lakeland Care is a partnership between area physicians and Lakeland HealthCare. We are a PHO - Physician Hospital Organization
- Lakeland Care is a separate corporation from Lakeland HealthCare, affiliated with our participating physicians
- Lakeland Care is a not-for-profit, taxable corporation governed by a Board of Directors comprised of 11 physicians and a Lakeland HealthCare administrator
- Lakeland Care provides a variety of health management programs to area employers.
- Lakeland Care has been contracted by Lakeland HealthCare to manage the myHealth program

Is my medical information confidential?

- Your individual medical information is confidential, protected by law and not shared with Lakeland HealthCare

Who has access to my medical information?

- You, your provider and Lakeland Care
- Your medical information is NOT shared with Lakeland HealthCare

How will Lakeland HealthCare know that I met the requirements of the myHealth program?

- Lakeland Care will provide Lakeland HealthCare a list of associates who met the requirements of the myHealth program. The list will include associate name, employee ID number and spouse name (if applicable)
- Lakeland HealthCare does not receive any medical information from Lakeland Care

Where do I find the forms and more information?

- Go to the Lakeland Intranet => myWorkplace => ourWellness
Go to the myHealth tab
Information will be found in the myHealth tab on the ourWellness home screen

Who do I talk to if I still have questions?

- For myHealth related questions please e-mail myHealth@lakelandhealth.org or call Lakeland Care Employer Services at 269-927-5154