

HealthPlus Wellness Program

Frequently Asked Questions

General Q & A

Q: What is the HealthPlus Wellness Program available to Federal Government members?

A: The HealthPlus Wellness Program is a program offered by HealthPlus to assist Federal Government employees, spouse and dependents 18 and over to learn about their health and improve/maintain a healthy life. This program is completely voluntary. However, by participating in the one or two wellness opportunities, you will qualify to receive up to a \$75 gift card.

Q: What are the two wellness opportunities?

A: Complete the HealthPlus wellness assessment to earn \$50. Complete both a biometric screening and the wellness assessment to earn \$75. ***Both the biometric screening and wellness assessment must be completed by June 30, 2014 to qualify for the gift cards.***

Q: Why should I participate in the HealthPlus Wellness Program?

A: The HealthPlus Wellness Program is offered to you free of charge. Besides helping you learn to live a healthier lifestyle, your participation in the program will qualify you qualify for up to \$75 in gift cards.

Biometric Screening Q & A

Q: What is a biometric screening?

A: The Biometric screening is a fasting blood test to learn your cholesterol, HDL, LDL and triglycerides and blood glucose.

Q: How do I get the biometric screening done?

A: You were mailed a lab voucher from HealthPlus at the beginning of April. This lab slip can be taken to the lab mentioned. Your results will then be mailed to your provider and HealthPlus will be notified.

Q: Is there a cost to have my biometric screening done?

A: Having the biometric screening done at the lab indicated on your lab order form is covered 100% under HealthPlus. If you go to your doctor to be seen for something in addition to your annual physical such as a sick visit, you may be subject to the applicable office visit co-pay.

Q: Can I go to my doctor to get my biometric screening done?

A: Yes, you can see your doctor to have your biometric screening done. However, there may be an office visit co-pay applicable.

Q: What if I have already had biometric screening done?

A: If you have had your biometric screening done in 2014, you simply need to complete the back of the letter you received from HealthPlus and return it to HealthPlus by June 30.

Q: How do I know HealthPlus received my biometric screening?

A: The best way to know your biometric screening has been received is to login to healthplus.org/healthieru, then click Track Wellness Credits. If you have received credit for Know Your Numbers, your biometric screening has been received. If you do not see this credit, call HealthPlus at 866-810-4540.

Q: When will I get the \$25 gift card for completing my biometric screening?

A: All members that completed their biometric screening by June 30 will receive the \$25 gift card in the mail mid-July.

Q: What kind of gift card is it?

A: The gift card is to a retailer of your choice. There are over 200 retailers in which to choose from.

Wellness Assessment Q & A

Q: What is the Wellness Assessment?

A: It is a questionnaire asking you about your health. It is 40-50 questions and takes about 20 minutes to complete. After completion, you will receive a wellness score and a personal report about your health.

Q: Do my answers on the Wellness Assessment have an impact on my medical plan?

A: No. The information you supply when completing your Wellness Assessment is completely confidential. The summary report you receive upon completion of the questionnaire is to aid you in determining your own health risk level and provide feedback on areas for health and lifestyle improvement.

Q: How do I complete the Wellness Assessment?

A: The Wellness Assessment is available on the HealthPlus website at healthplus.org/healthieru. You must register on the website using your HealthPlus ID number on your insurance card. You will then be prompted to create a user name and password to enter the secure portion of the HealthPlus website.

Q: How do I earn the \$50 gift card?

A: In order to qualify for the \$50 gift card, you must complete the wellness assessment by June 30, 2014.

Q: How soon can I complete the Wellness Assessment?

A: You may complete your Wellness Assessment any time before June 30, 2014.

Q: What information will my employer receive?

A: Your personal health information is strictly confidential and will not be shared with your employer. HIPAA rules prohibit anyone at your place of employment from receiving any of your personal health information. It is available solely to you as a means to prevent future illnesses and to help you proactively manage your health.

Q: Can my spouse or children complete the wellness assessment?

A: Your HealthPlus covered spouse and children over 18 should complete the assessment, to also be eligible for the \$50 gift card.

Q: How will I know I completed my wellness assessment?

A: At the end of the wellness assessment, there will be a button to click that says Finish Now. Once you click that, you will immediately see your wellness score and summary report.

Q: When will I get the \$50 gift card for completing my wellness assessment?

A: All members that completed their wellness assessment by June 30 will receive the \$50 gift card in the mail mid-July.

Q: What kind of gift card is it?

A: The gift card is to a retailer of your choice. There are over 200 retailers in which to choose from.

Q: Who can I call if I have questions or need assistance?

A: You may call HealthPlus at 866-810-4540 or you can email them at wellness@healthplus.org.