

HealthPlus Healthier U™ Challenge Program Frequently Asked Questions for Members

Q: What is HealthPlus Healthier U™ Challenge Program?

A: The *HealthPlus Healthier U™ Challenge Program** is a wellness program offered by HealthPlus, in partnership with your employer. This program represents your employer's commitment to promoting health and wellness for employees. The Challenge program provides information and resources on wellness that promotes healthy lifestyles. This program is completely voluntary. By participating in the Challenge program and completing the requirements, you will qualify for an incentive provided by your employer.

Q: Why should I participate in the HealthPlus Healthier U™ Challenge Program?

A: The *HealthPlus Healthier U™ Challenge 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 for an incentive provided by your employer.

Q: Who is eligible for the HealthPlus Healthier U™ Challenge Program?

A: You and your covered spouse are eligible for the program.

Q: What if my covered spouse does not want to participate in the Challenge program?

A: This situation depends on your employer. Contact your employer's HR or wellness representative to answer this question.

Q: What are the two steps required to earn the incentive?

A: In order to qualify for an incentive, you must complete the two steps listed below.

Steps 1 and 2 must be completed by your employer's deadline.

Step 1: Visit your primary care provider for completion of the *Wellness Visit Form*

Step 2: Fill out the *Wellness Assessment* online at healthplus.org/healthieru

Q: Do I need a complete physical exam to complete my Wellness Visit Form?

A: No. Your provider can complete the Wellness Visit Form without conducting a full physical exam, although your provider may choose to do one if you are due for a physical. The Wellness Visit Form focuses on three primary health measures: tobacco use, BMI, and blood pressure. These measures can be assessed easily during a brief office visit.

Q: What happens if I can't get an appointment with my provider before the deadline?

A: Call your provider as soon as possible to schedule an appointment. If you call early, your provider is likely to have an available appointment for you. If you have a problem scheduling an appointment, call HealthPlus Customer Service at 1-800-332-9161. There will be no extension of the deadline if you (or covered spouse) fail to complete the Wellness Assessment or have the Wellness Visit Form completed by the deadline.

Q: What if I see my provider before I have started the Challenge program?

A: If you have visited your provider within six months of your Challenge program the form may be completed by your provider using the information from that visit. This will be up to your provider as they may want you to come in again.

Q: What happens after my provider fills out the Wellness Visit Form?

A: You are responsible for submitting the completed form to HealthPlus. Submit the completed form to HealthPlus by mailing or faxing it to the number or address on the form. It will take up to 10 business days to process the form. You will be able to view confirmation that HealthPlus received the form by logging in to healthplus.org/healthieru. You receive one wellness credit for the Wellness Visit Form.

Q: What if I can't go online to check and see if my Wellness Visit Form has been received or a message doesn't show up?

A: You can call HealthPlus Customer Service at 1-866-810-4540 to verify that your Wellness Visit Form has been received.

Q: How do I complete the Wellness Assessment?

A: The Wellness Assessment is available at healthplus.org/healthieru. You and your covered spouse must create a user name and password to enter the secure portion of the HealthPlus website.

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 soon can I complete the Wellness Assessment?

A: You may complete your Wellness Assessment starting with your effective date of coverage with HealthPlus. You may complete the Wellness Assessment once a year.

Q: Do my children participate in the HealthPlus Healthier U™ Challenge Program?

A: Not at this time. The Challenge program is only available to the employee and covered spouse. All HealthPlus members 18 years of age and older do have access to the HealthPlus of Michigan online wellness programs at healthplus.org/healthieru but are not eligible for the incentive.

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. Your employer will receive a statement of your program completion so that you will receive the incentive.

Q: How often can I qualify for the incentive?

A: You have the opportunity to qualify once in a year that the program is offered. The start dates and deadlines will vary by employer.

Q: What happens if I elect to participate in COBRA?

A: If a member and/or covered spouse elect to participate in COBRA, they are not eligible for the Challenge program.

Q: What programs are available through HealthPlus to help me achieve my health behavior goals?

A: HealthPlus offers many resources and services free-of-charge as part of the Healthier U™ program. As a result of completing the Wellness Assessment, you will receive a monthly electronic newsletter with tips on healthy behaviors; you may be eligible for a lifestyle coach or participate in a virtual coaching program online and you have access to member discounts.

Q: What if I am unable to complete the steps as required for medical reasons?

A: Reasonable Alternative: The health plan is committed to helping members achieve their best health.

Rewards for participating in a wellness program are available to all employees. If the member believes they might be unable to meet a standard for a reward under this wellness program, they might qualify for an opportunity to earn the same reward by different means. Contact HealthPlus at 866-810-4540 and we will work with the member and provider to find a wellness program with the same reward that is right for them in light of their health status.

**The HealthPlus Challenge Program is not intended to replace any medical care or advice from a physician.*