

## Wellness Biometric Screening FAQ

### **1. What is a “biometric screening”?**

A biometric screening is a short, 15-minute exam that provides you with a snapshot of your current health. These screenings provide vital information about your overall health, including 5 key metrics: cholesterol, triglycerides, glucose, blood pressure, and tobacco use (cotinine). Once complete, your results will be displayed on the Profile section of connect.simplywell.com or the SimplyWell mobile app.

### **2. Who conducts the biometric screening?**

SimplyWell partners with Quest Diagnostics to provide the screening professionals (who are professional health providers) if you screen offsite at a participating Quest or at an on-site LSS screening event.

### **3. Who can participate in the biometric screening process?**

All LSS employees, as well as employees’ spouses covered on an LSS medical plan, may have a biometric screening completed. If your spouse is covered on your LSS medical plan and does not complete a biometric screening, you will not receive their portion of your premium discount.

### **4. How can I schedule an appointment for a biometric screening?**

You can schedule a biometric screening (both on-site or off-site) through the SimplyWell portal Log on to connect.simplywell.com or the SimplyWell mobile app and follow the prompts on the homepage under “Biometric Screening” to sign up for an appointment. Note: If you are scheduling an appointment for an on-site screening event, all appointments must be made 2 weeks in advance.

If you are in the SimplyWell mobile app, you won’t see the option to schedule your biometric screening until after you complete your MHA. If you’d like to schedule your biometric screening before you complete your MHA, you may do so by visiting the portal on a computer via the webpage. Viewing the SimplyWell portal in a browser, you will see options for both the biometric screening and MHA next to one another.

### **5. Is there a list of participating offsite Quest labs that I may screen at?**

Yes, when you are in the SimplyWell portal you can start the biometric screening registration process and view a list of participating Quest labs.

### **6. Do I have to complete a biometric screening through Quest, or can my doctor simply share his/her lab results with SimplyWell to satisfy the screening requirement?**

Yes, but you may incur out of pocket costs that you are responsible for with this option. If you do not already have lab results for glucose, triglycerides, cholesterol, blood pressure and

cotinine collected since 7/1/2019, you should request your doctor to collect labs for these 5 health metrics. You'll want to login to SimplyWell portal, follow the prompts on the homepage under "Biometric Screening" to download the "Physician Results Form". You and your physician complete and sign the "Physician Results Form" (providing data on all 5 health metrics based on labs dated between 7/1/2019 and 5/31/2020), and then fax the completed form to Quest for processing.

### **7. How do I create an account with SimplyWell?**

Visit [connect.simplywell.com](https://connect.simplywell.com) or the SimplyWell app

- Select Register
- Enter your last name and date of birth (DOB)
- Enter your identifier:
  - Employee: 6-digit Employee Number, including leading zeros (example 012345)
  - Spouses: 6-digit Employee Number (including any leading zeros) + 'S' (example 012345S)
- Enter the registration code: LSSwellness
- Then follow the prompts to complete registration

### **8. How does my spouse sign up for an account with SimplyWell?**

Spouses who are covered under your medical plan can register for the onsite or offsite screenings through the SimplyWell mobile app or on the website. Their identifier will be your 6-digit Employee Number (including any leading zeros) + 'S' (example 012345S)

### **9. Should I register on the SimplyWell website or app, even if I do not plan to participate in the biometric screening process?**

Yes. With SimplyWell, we are excited to have an online wellness platform that all LSS staff (and spouses covered on an LSS medical plan) can access. SimplyWell is the market leader in offering engaging technology with a true mobile app you can use on your smartphone as well as on a desktop computer. This technology will provide additional support and resources for the wellness-focused efforts, events, and programs your local Wellness Lead coordinates today.

### **10. Can I eat before the screening?**

Glucose and cholesterol levels can be affected by eating before the screening. To ensure accuracy, we recommend that you avoid eating or drinking anything other than water and prescribed medications 9 to 12 hours before your screening unless your doctor says otherwise. (You may enjoy black coffee during this fasting period, but only if it's truly "black coffee", i.e. no cream, no sugar, not anything other than coffee.)

**11. Will Quest accept me as a “walk-in” and let me screen if I forget to make an appointment ahead of time?**

Although not required, scheduling an appointment will guarantee you are seen for a screening at your desired time. Fasting is not the most fun thing to do, but waiting around for an opening for a “walk-in” is even less fun with an empty stomach. Please schedule an appointment for your own benefit, but also to help LSS plan accordingly so we know how many participants to plan for.

**12. How do I view my screening results?**

You can view your results directly on the SimplyWell mobile app or on the website under “Profile”. If you screen at an LSS on-site event, your results will be provided to you immediately and you will be able to review your results with a professional health coach at that same time. If you screen offsite at a Quest lab, your results will be ready and available in the SimplyWell portal within 10 business days later.

**13. What is the Member Health Assessment (MHA), and do I need to complete one?**

The Member Health Assessment, or “MHA”, consists of questions about specific lifestyle habits. Your MHA responses are analyzed to show your risk level and generate a Health Index. You can complete your MHA at [connect.simplywell.com](http://connect.simplywell.com) or the SimplyWell app. In order to earn the minimum premium discounts, you must complete a biometric screening AND your MHA. Together, completion of these two components will earn you 50 points.

**14. How can I contact SimplyWell if I have questions?**

You can send a secure electronic message to your coach via the SimplyWell website their mobile app, or by calling toll-free: 888-848-3723, during their normal business hours below:

- Monday – Thursday: 7:00 a.m. – 7:30 p.m. CST
- Friday: 7:00 a.m. – 6:00 p.m. CST
- Saturday – Sunday: Closed (as well as holidays)

**15. Is my health information confidential?**

Yes, all programs are confidential and in compliance with the Health Insurance Portability and Accountability Act (HIPAA). Your individual Protected Health Information (PHI) will not be shared with anyone at Lutheran Senior Services (LSS).

**16. What is the incentive for completing the biometric screening?**

The most important incentive is better health, but if you're enrolled in LSS medical benefits, you can earn significant discounts on your medical premiums. You'll receive a partial discount off your medical premiums for each adult who simply completes the biometric screening and MHA (50 points). You'll receive the full, maximum discount for each adult who completes the biometric screening and MHA, plus achieves their health screening goals (100 points). See below.

**17. How do I meet my goal and receive the full premium discount?**

To receive the full wellness credit and save the most money on your medical premiums you will need to earn 100 points by completing the biometric screening and MHA, as well meeting your health screening goals. Meeting your health screening goals means either having your screening numbers in the "Low Risk" range or at least improving from your metrics in the past year. If your screening scores are not in the "Low Risk" range or improved from the past year of screening, you can have your medical provider complete a "Physician Engagement Form" (aka "program appeal") stating that they are aware of the particular health metric you have not met and that you are under their care for that health component, and return that to SimplyWell to qualify for the full 100 points. You can locate this form in the SimplyWell portal under the Profile tab, then by clicking "Resources" and then "Forms and Documents" - Print off the document and bring it to your medical provider for completion. Once completed, you'll submit a copy to SimplyWell.

**18. How does the point system work for the wellness screening?**

If you obtain 50 Points for completing the Member Health Assessment (MHA) and Biometric Screening, you will receive a partial wellness credit on your medical premiums.

| Health Assessments       | Max Points |
|--------------------------|------------|
| Member Health Assessment | 10         |
| Biometric Screening      | 40         |
| Total points: 50         |            |

If you obtain 100 Points by completing the Member Health Assessment (MHA) and biometric screening, AND meet your biometric screening metric standards and/or complete the necessary steps such as the "Physician Engagement Form", you will receive the maximum wellness credit on your medical premiums.

**Outcomes**

**Max Points**

|                   |   |  |
|-------------------|---|--|
| Triglycerides     | Less than 150 mg/dL   | 50<br><br>(10 points for each of these 5 health metrics) |
| LDL Cholesterol   | Less than 130 mg/dL   |  |
| Blood Pressure    | Systolic: Less than 141 mmHg<br>Diastolic: Less than 91 mmHg                |  |
| Glucose           | Fasting: Less than 100 mg/dL<br>Non-fasting or Unknown: Less than 140 mg/dL |  |
| Nicotine/Cotinine | Negative  |  |
| Total points:     |   | 100  |

**19. Should I test if I am pregnant?**

Pregnant members that elect the pregnancy program in lieu of the standard program will not be required to complete a biometric screening as often times blood work is skewed during pregnancy. To elect this pregnancy program, the member will need to return the “Pregnancy Alternative Request” form (found under the ‘Resources’ section of the portal). You should can still complete the Member Health Assessment and the Tobacco Free screening however.

**20. Will the testing experience/process be the same whether I test onsite at LSS or offsite at Quest?**

No. The onsite biometric screening consists of a fingerstick and mouth cotton swab. You will also have the opportunity to talk with a health provider onsite and view your results immediately. Completing the screening offsite at a Quest center will include a blood draw and your results will not available right away.