

# Wellness Biometric Screenings

## Frequently Asked Questions (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. Based on your bloodwork, these screenings provide you vital information about your overall health, including 5 key metrics: cholesterol, triglycerides, glucose, blood pressure, and nicotine use (i.e. cotinine).

### 2. How do I view my biometric screening results?

You will receive an email when your results are available to view online 1-3 business days after your screening. To view your results online go to [My.QuestForHealth.com](http://My.QuestForHealth.com). You will also receive a confidential, personalized, multi-page report providing current health status and individual risk factors in the mail within 2 to 3 weeks of your blood draw.

### 3. Who conducts the biometric screening?

Quest Diagnostics conducts the health screening process.

### 4. How and where can I complete my biometric screening?

You have 3 options to choose from... You can screen at a participating Quest lab, you can request an “at-home kit” to be mailed to your home, or you can choose to have your own physician draw the labs necessary and submitted on the authorized Quest paperwork (this third option may cost you out of pocket expenses for your own doctor).

### 5. Who can participate in the biometric screening process?

All LSS employees (18 years of age or older), as well as any employee’s spouse 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.

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

You can schedule a biometric screening through the Quest platform. Log on to [My.QuestForHealth.com](http://My.QuestForHealth.com), go to the Benefits page and navigate to the Quest biometric screenings section. You may choose from any of the available screening options on the Quest portal: Sign up to visit a Quest offsite lab, download a physician results form, or have an at-home kit mailed to your home.

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

Yes, when you log in to the Quest website you will be taken to your dashboard. You can schedule a biometric screening and view a list of participating Quest labs.

### 8. Do I have to complete a biometric screening through Quest, or can my doctor simply complete my screening and provide his/her lab results to Quest?

Yes, you can download a Physician Results Form from the Quest portal and have your doctor document the lab results on that form. Once your doctor completes the form, you will need to submit it directly to Quest. Note: You may incur out of pocket costs that you are responsible for with this option. You'll want to login to Quest platform, go to the Wellness Screening section, then under Physician Results Form, select the Order Form button. You may fax the completed form to the fax number indicated on the form or you may submit your completed form to Quest electronically using the Upload Form button on the dashboard.

#### **9. What if there is not a participating Quest lab located near my home or work?**

Quest offers a biometric screening that can be done at home. This option is known as their Q-card Dried Blood Spot Method, or "At Home Screening Kit". This allows you to self-administer a biometric wellness screening in the comfort of your own home.

#### **10. How does the screening-at-home work?**

Log in to the Quest platform, in the Wellness Screening section, go to Self-Collection and click on Order Materials. The materials are mailed to your home, shipped within 3-5 business days, and include everything you need to perform the screening yourself.

You will be given an instructional brochure on how to collect a dried blood sample using the lancet finger stick device provided. When complete, you will mail the screening sample back to Quest Diagnostics in a self-addressed, prepaid envelope. Quest Diagnostics processes the sample and will send email notifications to alert you when your results are ready to be viewed online.

#### **11. How do I create an account with Quest? (including Spouses)**

Visit [My.QuestForHealth.com](http://My.QuestForHealth.com). First time visitors must enroll and create their account by following these steps:

- Visit [My.QuestForHealth.com](http://My.QuestForHealth.com)
- In the Create Account area (green box), enter your Registration Key: `lutheranseniorservices2021`
- Click the Register Now button
- When prompted, enter your Unique ID: Employee ID (Spouses' Unique ID will be the Employee ID with an "S" added to the end, e.g. 123456S)
- Complete the screens that follow to finish the registration process
- Once you've registered, you'll arrive at the dashboard
- Under Wellness Screening, select an option to schedule your screening

#### **12. 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.)

#### **13. 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" screening 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.

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

For questions regarding registration or scheduling your appointment, contact the Quest Diagnostics Service Center by email at Wellness@QuestDiagnostics.com or by phone at 855-623-9355, Monday to Friday, 7:00 AM to 7:00 PM CT and Saturday, 7:30 AM to 2:00 PM CT.

**15. Is my health information kept 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 50 points (Tier 1). You'll receive the full, maximum discount for each adult who completes the biometric screening, plus achieves their health outcome screening goals 100 points (Tier 2). For more info on how to earn the full, maximum discount see the following question/answer.

**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 (Tier 2) by completing the biometric screening, as well meeting your health outcome screening goals.

Meeting your health outcome 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 not improved from the past year of screening, you can have your medical provider complete a "Physician Engagement Form" 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. Once your medical provider has completed the Physician Engagement Form, you must fax it to Quest to qualify for the full 100 points (Tier 2).

- To locate the Physician Engagement form: Visit the LSS Benefits site under the wellness section [here](#), then go to 'learn more' and click on "Physician Engagement Form"
- To submit a completed Physician Engagement form: You may fax the completed form to the fax number indicated on the form

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

If you obtain 50 Points (Tier 1) for completing the Biometric Screening, you will receive a partial wellness credit on your medical premiums.

| Health Assessments  | Max Points |
|---------------------|------------|
| Biometric Screening | 50         |

Total points: 50

If you obtain 100 Points (Tier 2) by completing the Health Check survey and biometric screening, AND meet your achieve healthy outcome standards in all 5 categories 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         |
| LDL Cholesterol   | Less than 130 mg/dL                         |            |
| Blood Pressure    | Systolic: Less than 141 mmHg                |            |
|                   | Diastolic: Less than 91 mmHg                |            |
| Glucose           | Fasting: Less than 100 mg/dL                |            |
|                   | Non-fasting or Unknown: Less than 140 mg/dL |            |
| Nicotine/Cotinine | Negative                                    |            |

Total points: 100

**19. Will the testing experience/process be the same whether I test at a Quest Lab or at home?**

No. Completing the screening a Quest lab center will include a venipuncture blood draw, whereas completing a screening at home requires you to perform the screening yourself with a fingerstick.

**20. Should I participate in the biometric screening if I am pregnant?**

If you are pregnant you may print out the Physician Engagement form and have your physician document that you are excused from the medical screening due to medical reasons. If you have already received your biometric screening results and your pregnancy is preventing you from achieving the defined biometric standards, you may print out the Physician Engagement form and have your physician indicate which health metrics(s) you are under their care for and the completed Physician Engagement form can be faxed to Quest.

**21. Who should I talk to if I have additional questions?**

You should contact Quest or your local LSS Human Resources representative(s) if you have additional questions to discuss.