



ST. LUKE'S WELLNESS PROGRAM FAQ(S)

Caring Starts with You is an incentive based wellness program designed to help our employees and their spouses understand their own health. All employees and spouses (if the spouse is covered on either health plan) are able to participate in the program. Participation includes completing lab work at a St. Luke's Lab, a biometric screening, a health assessment and 2 healthy living activities. The incentive for completing the *Caring Starts with You* will be a \$25 per pay (\$650/annual) wellness credit that is applied toward your health insurance premiums in 2019. Please be aware that if you cover your spouse on health insurance, you and your spouse must complete the program in order to earn the incentive.

St. Luke's strives to have a healthy workforce and strongly encourages employees to participate in the program, understand their current health status and learn new ways to improve their overall health.

Below are some Frequently Asked Questions that will help you successfully complete the program this year if you chose to participate.

General

1. Why is *Caring Starts with You* Important to me?

St. Luke's offers any employee, and spouses enrolled in either Medical Plan, the opportunity to participate in the program. We also want our employees and their family members to be educated about their current health status, ways to maintain and improve their health, and resources available to help with maintaining and improving health. Any employee, and their spouse if their spouse is enrolled in health insurance through St. Luke's, who complete the program will earn a Wellness Credit incentive to help offset the payroll contributions you make toward your health insurance.

2. How has the program been successful?

Year over year, employee participation has been at 90% for employees and their spouses who are enrolled in a medical plan. As a result, we have heard success stories of significant weight loss, life style changes that have led to lowered cholesterol and blood pressure, tobacco cessation success, and a general feeling of better health due to the awareness and programs that *Caring Starts with You* helped to bring. We see a trend of some decreasing health risks in our population. We now meet or exceed SEVEN Healthy People 2020 goals including high blood pressure, tobacco use, and colorectal cancer screening rates. This is a testament to the hard work and commitment that our leadership, providers, Care Teams, employees and their families are making towards being healthy.

3. Is there anything new this year for *Caring Starts with You*?

Yes! We have some program changes this year:

- All employees are able to participate this year, including reserve employees
- New, enhanced online portal dedicated to *Caring Starts with You*
- Easier portal password – single sign-on from your work computer or using your SLUHN network log-in
- Easier kiosk password – set by you
- Upgraded kiosks – use one of SLUHN's 11 kiosks, or Higi's nationwide network
- Get credit for some of your own Healthy Living Activities.
- Non-fasting lipid panel – no more early morning lab visits during busy hours!

4. What do I need to do to meet the requirements for *Caring Starts with You*?

As long as the following 7 tests are ordered by a St. Luke's physician and completed between 4/1/18 and 8/31/18, they will satisfy the lab and biometric portions of the employee wellness program:

- 1-4) Lipid Panel (Total cholesterol, HDL, LDL, Triglycerides) – fasting not required
- 5) Hemoglobin A1C
- 6) Blood Pressure
- 7) Weight/BMI

Step 1: Get blood work completed at a designated St. Luke's lab using a provider lab slip or a slip from the *Caring Starts with You* portal. If you have had the Lipid Panel and Hemoglobin A1C ordered by your SLPG doctor's office after April 1st, that lab work will satisfy the *Caring Starts with You* lab requirements. Please log into the *Caring Starts with You* portal to verify that your lab results are in your wellness portal.

Step 2: Measure your blood pressure and BMI at a Higi Kiosk OR at a SLPG office visit. If you have had your blood pressure and BMI checked at a SLPG doctor's office after April 1st, those results should feed into the *Caring Starts with You* portal. If you have not had an office visit since April 1st, if you don't see blood pressure values and/or BMI in your *Caring Starts with You* portal account, or if you would like to update your blood pressure and/or BMI values, visit one of the 11 St. Luke's Higi kiosks, or any of the nationwide Higi network kiosks. Connect to Higi by linking your Higi account to your *Caring Starts with You* portal account, and your blood pressure and BMI results will appear in the *Caring Starts with You* portal within 48 hours.

Find a list of kiosk locations at secure.higi.com/locator

Step 3: Complete the online health assessment and two Healthy Living Activities in the *Caring Starts with You* portal.

5. What if my spouse or I do not want to participate in the wellness program?

Participation is voluntary; however, if you decide not to participate, you will not receive the incentive, which means you will pay more out of each of your paychecks to have health insurance in 2019.

6. What is the deadline for completing all the requirements to be eligible for lower payroll contributions for the medical plans in 2019?

The deadline to complete these requirements is August 31, 2018.

Eligibility

7. Who is eligible to participate in *Caring Starts with You*?

All employees are eligible to participate in Caring Starts with You. Spouses covered on either health plan are also eligible to participate. If you cover your spouse on either of the Medical Plans offered by St. Luke's, s/he must also complete the program steps in order for you to receive lower payroll contributions toward your health insurance for the 2019 calendar year. If both you and your spouse do not complete the requirements, you will not be eligible for the lower contributions. Children, regardless of their age, are not included in the wellness program.

8. What if both my spouse and I are employed by St. Luke's and we are enrolled as employee and dependent on a medical plan?

If you and your spouse are employed at St. Luke's and are enrolled in either Medical Plan, both of you must complete all requirements to receive the lower medical plan for the 2019 plan year.

9. What if I am an employee and I am eligible for St. Luke's medical benefits, but I am not enrolled in the medical plan, am I still eligible to participate in the wellness program?

Yes. We want our employees to be aware of their current health status and take steps to improve their health for themselves and their families. Therefore, we encourage all of our employees to participate in the wellness program. If you decide to take health insurance in 2019, your payroll contribution will be determined by whether or not you participated in *Caring Starts with You*.

10. I am not eligible for benefits. Can I participate?

Yes. We want our employees to be aware of their current health status and take steps to improve their health for themselves and their families. Therefore, we encourage all of our employees to participate in the wellness program. If your status changes and you become benefit eligible and you elect to take health insurance in 2019, your payroll contribution will be determined by whether or not you participated in *Caring Starts with You*.

11. What if I was hired after June 1, 2018? Do I need to participate in *Caring Starts with You*?

If your benefits take effect after June 1st you will automatically be assigned the lower payroll contribution for 2019. If you would like to participate, you may. [**Caring Starts with You Portal**](#)

12. How do I log in to the Caring Starts with You portal?

Employees

The *Caring Starts with You* portal link for employees is <https://sluhn.wellness.geisinger.org/api/sso/sluhn>. New this year! You can access the portal using a single sign-on from your work computer, or by logging in through MyNet when you are offsite. Visit mynet/employeeewellness, and click the *Caring Starts with You* portal link to be automatically logged in to your account.

Spouses

1. Go to SLUHN.Wellness.Geisinger.org
2. Spouses will follow the on-screen prompts to log in to their account. Spouses will create their own username and password.

If you are unable to log in to your *Caring Starts with You* portal account, call Geisinger Health and Wellness at 866-415-7138 for assistance.

13. What is my unique username and password? Does my spouse have the same or different username and password?

Both you and your spouse will each have your own *Caring Starts with You* portal account. Employees can log in using their SLUHN network log in. Spouses will create their own username and password when they access the *Caring Starts with You* portal for the first time.

14. What is my username and password for the Higi Kiosks?

New this year, you will create your own Higi username and password. If you forget your kiosk password after you create your account, use the self-service password reset link at [Higi.com/login](https://higi.com/login).

Blood Work

15. What blood tests are being done this year?

In order to have a comprehensive screening, the tests we ask that you have done are a Lipid Panel (Total Cholesterol, HDL, LDL & Triglycerides) and a Hemoglobin A1C test. The tests do not require fasting.

16. How do I get the blood work portion of the requirement completed?

There are two options to complete this part of the requirement.

The first way to complete the process is to log onto the *Caring Starts with You* portal to print a lab slip and take it with you to a designated St. Luke's lab. Your spouse, if applicable, must also login separately and print his or her own lab slip as well.

The second way to complete your labs would be if you had the tests that the program uses ordered by a SLPG physician after April 1, 2018 and had your blood work completed at a St. Luke's lab site. Those results will feed into the *Caring Starts with You* portal.

17. Where do I go to complete my blood work?

All blood work must be completed at one of the designated St. Luke's labs. Visit www.sluhn.org/labs for a list of designated St. Luke's labs to find a location convenient for you. You do not need an appointment. Labs completed at a non-St. Luke's lab will not count for the program.

18. How can I avoid wait times at the lab?

SLUHN has over 50 locations for you to visit to get your blood work completed. In 2017, four locations experienced a much higher volume of employee lab work than other locations, while over 30 locations had fewer than 100 *Caring Starts with You* visits during the whole 2017 program.

This year we ask for your help in making sure our labs do not become overwhelmed. Please use our online lab locator at www.slhn.org/labs to find a location that may work for you. There may be one near your home that would offer a shorter wait time. This will help us keep demand on popular locations down so we may better serve our patients. If you choose to go to one of the four high volume locations shown below, please arrive after 10:30am.

19. Can I complete the blood work in my personal doctor's office?

You may not have your blood work drawn in your doctor's office but you may take a script for blood work from your SLPG physician to a St. Luke's lab and have that blood work count for this program if the tests that they order are the Lipid Panel and the Hemoglobin A1C.

20. Do I need to get blood work done again if I have recently had blood work completed through my doctor?

If a SLPG physician ordered a Lipid Panel and a Hemoglobin A1C test after April 1, 2018 then those results will count for *Caring Starts with You*. However, if you had blood work done prior to April 1st or if you had blood work ordered by a non-SLPG physician then those tests will not count for *Caring Starts with You* and you will still need to complete the blood work portion of the program.

21. Do I have to pay for the blood work?

No. St. Luke's will pay the full cost of the blood work for you and your spouse when you go to one of our designated St. Luke's labs and present your blood work order form. Please be aware that if you are presenting to the lab with a lab slip from your physician and those tests will count for *Caring Starts with You*, you will still need to show your insurance card. If you use the lab slip available in the *Caring Starts with You* portal, you will not need to provide your insurance card when registering.

22. When will my blood work results be available?

When you have blood work done at a St. Luke's lab, your results will be automatically loaded into MyChart and be available for viewing 3 to 5 days after your test is performed. If you do not see your lab results after 5 days, please contact the SLUHN Patient Technical Services Desk at 484-526-8893.

The lab results will feed automatically from EPIC into the *Caring Starts with You* portal

Blood Pressure/Body Mass Index (BMI)

23. Where do I go for my blood pressure and BMI screening?

You have two options for completing this program step. You can visit a Higi Kiosk located at or near a lab at the main campuses, in addition to St. Luke's North, West End Medical Center, and St. Luke's Center. For the address of these facilities, please visit <http://mynet/employeeewellness>. You may also use any of the nationwide Higi network kiosks to check your BMI and blood pressure.

Find a list of kiosk locations at secure.higi.com/locator

If you have had an appointment with a SLPG physician since April 1, 2018, your blood pressure and BMI are automatically recorded as a part of the office visit. Those results will feed into the *Caring Starts with You* portal.

Please remember, once you have your blood pressure and BMI recorded, you will need to link your Higi account to your *Caring Starts with You* portal account by following the "connect to Higi" steps.

24. What is the Higi Kiosk?

The Higi Kiosk is a self-serve kiosk that offers health checks for:

- Blood pressure
- BMI
- Vision / Color Blindness
- Body Fat Composition

The kiosks feature a touchscreen that will show your health information immediately after completing the screening; your blood pressure and BMI results will be loaded into your *Caring Starts with You* portal once you authorize the data to flow by following the “connect to Higi” steps. The values will show in your *Caring Starts with You* portal account within 48 hours of following the “connect to Higi” steps. You will also have the opportunity to elect a vision/color blindness screening and body fat composition analysis, although these are not required screenings as part of the employee wellness program.

25. Am I required to complete the blood pressure/BMI requirement at the same time as my blood work?

No. It is not necessary to complete the blood pressure and BMI screening at the same time as your blood work.

26. What if my blood work, blood pressure and/or BMI results do not appear in my *Caring Starts with You* portal account?

It may take approximately 2-3 days for the results of your blood work, blood pressure and BMI to appear in the *Caring Starts with You* portal. If you do not see your lab results after 3 days, please contact Employee Wellness at 484-526-2284 for assistance.

Online Health Assessment

27. What is the online health assessment?

The online health assessment is a confidential, online questionnaire where you self-report your health factors and lifestyle behaviors to assess your current health. The assessment takes less than 10 minutes to complete.

28. How do my spouse and I complete the online health assessment?

To take the assessment, log into your *Caring Starts with You* portal account. Please see questions 12 for instructions on accessing the portal and logging in. Once you are in your account, you will be able to see any of the biometric values that have fed into your account, view your Healthy Living Activities, and complete the online health assessment. You will be able to verify your progress through the program steps, and also tell whether your spouse, if applicable, has completed their program steps.

Personal Health Report

29. What is the personal health report?

Your personal health report will include the results of your blood work, blood pressure and BMI screenings and self-reported online health assessment.

30. How do I access the personal health report?

Your personal health report will be available in your *Caring Starts with You* patient portal after all your program steps are complete.

31. Can I print my personal health report and bring it to my doctor?

Yes, you can print your report but your SLPG provider will receive your report. We encourage you to discuss your results with your doctor in order to develop an action plan to improve or maintain your current health.

32. What if my health assessment and/or screening results show that I am at high risk, what should I do?

Talk with your doctor about what steps you can take to lower your risks. Employees and spouses also have access to certified health coaches who can answer your questions and help you develop a personal plan to reduce your risks. Call Employee Wellness at 484-526-2284 to speak with a health coach or if you're interested in participating in the health coaching program.

33. If I do not already have a family doctor and would like to discuss the results of my blood work, blood pressure and BMI screening, and online health assessment, how do I find a doctor?

Call St. Luke's Info Link at 484-526-7900 or 1-866-STLUKES (785-8537) toll free 8:30 am to 4:30 pm Monday through Friday or contact Info Link via email anytime info.link@sluhn.org for physician referrals.

34. Can I continue to access the *Caring Starts with You* portal after August 31 to view my personal health report?

Yes. You can continue to access the *Caring Starts with You* portal 24/7 to view your personal health report.

Confidentiality

35. Are the results of my blood work, blood pressure and BMI screening, and online health assessment confidential?

St. Luke's University Health Network understands that medical information about you and your family is personal and we are committed to protecting your Protected Health Information (PHI). St. Luke's will be taking several steps to ensure that the medical information you provide under the wellness program remains protected. St. Luke's is required by the privacy regulations issued under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) to maintain privacy of PHI, and it is a top priority that we do so for both our patients and our employees. It is anticipated that some of your health information collected through our voluntary wellness program will be shared with selected trained care management professionals and health coaches (some of whom may be employed by St. Luke's University Health Network) in order to assist you (and your spouse, if applicable) in improving your overall health.

36. Will the results of my blood work, blood pressure and BMI screening, and online health assessment be shared or disclosed for employment related purposes?

St. Luke's University Health Network cannot and will not use health information obtained from the voluntary wellness program for any employment-related actions.

37. Will selected care management professionals including health coaches have access to my health information obtained as a result of participation in the voluntary wellness program?

Yes. By participating in St. Luke's wellness program, you are opting in to allow selected care management professionals including health coaches (some of whom may be employed by St. Luke's University Health Network) to have limited access to PHI. This may include individual medical records for any known conditions identified as a result of participation in the wellness program for purposes of designing individualized health improvement programs.

38. Where can I find the St. Luke's Notice of Privacy Practices related to St. Luke's health plans?

You may view or print a copy of the St. Luke's Privacy Notice at <http://mynet/employeeewellness>

Special Circumstances

39. What happens if, as a result of a life event, I add my spouse to my medical coverage (or remove him or her from coverage) after June 1, 2018? Will he/she be required to complete the requirements in order for me to receive the lower medical plan?

No. If you add or remove your spouse as a result of a qualifying life event (marriage, divorce, death) after June 1, 2018, your spouse is not required to complete the program in order for you to receive the lower payroll contribution for the Medical Plans in 2019. You, as an employee, will still be required to complete all the requirements of the employee wellness program in order to receive the lower payroll contributions for the Medical Plans in 2018.

40. What happens if I am unable to complete any of the program steps due to a physical disability or limitation?

If you think that you need a reasonable accommodation due to disability or you may be unable to meet a standard for the incentive under this wellness program, you might qualify for reasonable accommodation or other opportunity to earn the same incentive by different means. Please contact the Employee Wellness department at 484-526-2284 for more information.

Additional Information

41. What if I do not have internet access or a computer?

If you do not have access to a computer or printer, please contact the Employee Wellness Department at 484-526-2284 for assistance with completing the program steps.

42. Who should I contact if I have questions regarding the St. Luke's wellness program?

Please call Employee Wellness department at 484-526-2284 or email employeeewellness@sluhn.org

43. How can I reach a health coach to discuss my personal health report?

You can call a personal health coach at 484-526-2284 who can answer your questions and help you develop a personal plan to reduce your risks.

44. Who should I contact if I am having technical difficulties?

For technical issues or password assistance, please contact Geisinger Health & Wellness at 866-415-7138.