



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. Employees who did not complete *Caring Starts with You* in 2018, people hired after June 1, 2018 and spouses (if the spouse is covered on either health plan) are able to participate in the 2019 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* program will be a \$25 per pay (\$650 annually) wellness credit that is applied toward your health insurance premiums in 2020. Please be aware that if you cover your spouse on the 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 greater than 80% for employees and their spouses who are enrolled in a medical plan. As a result, we have heard success stories of significant weight loss, lifestyle 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 trends 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:

- Only employees who did not participate in *Caring Starts with You* in 2018 are eligible for participation in the program this summer
- If you completed *Caring Starts with You* last year, you will automatically get the contribution credit in 2020.
- No Kiosks – blood pressure and BMI will feed from EPIC from any encounter you have had since September 15, 2018

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 9/15/18 and 8/31/19, 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

1. Log in to your *Caring Starts with You* portal account to see what you have credit for, and what you may still need to complete.
2. 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 September 15, 2018 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.
3. If they are not already complete, measure your blood pressure and BMI at a SLPG Primary Care Provider appointment or SLUHN medical visit documented in EPIC. If you have had your blood pressure and BMI checked at a SLPG doctor's office since September 15, 2018, those results will feed into the *Caring Starts with You* portal automatically. If your provider does not use EPIC, you can submit your values using a Medical Results Form (available in the *Caring Starts with You* portal).
4. Complete the online health assessment in the *Caring Starts with You* portal.
5. Complete two Healthy Living Activities. (Check your *Caring Starts with You* portal to see which of the options you may already have credit for.)

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 2020.

6. What is the deadline for completing all the requirements to be eligible for lower payroll contributions for the medical plans in 2020?

The deadline to complete these requirements is August 31, 2019.

Eligibility

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

All employees who did not complete *Caring Starts with You* in 2018 are eligible to complete the program this year. Spouses of eligible employees who are covered on either health plan are also eligible to participate. If you are an eligible employee and 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 2020 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, did not participate in *Caring Starts with You* in 2018 and are enrolled in either Medical Plan, both of you must complete all requirements to receive the lower medical plan for the 2020 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 eligible employees, including reserve employees, to participate in the wellness program. If you decide to take health insurance in 2020, 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 who did not complete the program in 2018 to participate in the wellness program. If you elect to take health insurance in 2020, 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, 2019? Do I need to participate in *Caring Starts with You*?

If you were hired after June 1st you will automatically be assigned the lower payroll contribution for 2020. 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>. 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](https://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.

****NOTE: If you and your spouse are both employees of SLUHN, the spouse who carries the health insurance should log in using the employee login method. The employee who is covered by their spouse should use the spouse login instructions.**

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.

Blood Work

14. 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.**

15. 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 to take 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 September 15, 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.

16. 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 automatically feed to the portal and will need to be manually submitted by using a Medical Results form available on the portal and emailing it to Geisinger's Wellness team.

17. 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 2018, four locations (Bethlehem, Anderson, West End and North) 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 2018 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, we suggest that you arrive after 10:30am to minimize your wait time.

18. 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.

19. I completed the program steps last year, but I want to check my values. How can I get labs drawn in 2019?

If you are interested in checking your lab values, please make an appointment with your primary care provider so they can order any labs you may need.

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 September 15, 2018 then those results will count for *Caring Starts with You*. However, if you had blood work done prior to September 15, 2018 then those tests will not count for *Caring Starts with You*.

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 2-3 days after your test is performed. If you do not see your lab results after 3 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?

Any office visit with a SLPG practice or SLUHN encounter since September 15, 2018 where your blood pressure and BMI are captured in EPIC will automatically feed your data to the *Caring Starts with You* portal. If your provider does not use EPIC, you can submit your values using a Medical Results Form (available in the *Caring Starts with You* portal).

24. 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.

25. Can I still use the Higi kiosks?

The 11 SLUHN Higi kiosks will remain operational for personal use, but values will not feed or count for *Caring Starts with You*.

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 to 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 the Employee Wellness Help Line at 484-526-8440 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 question 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 on the *Caring Starts with You* 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. 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. You will 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 are 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) option 4, toll free 8:30 am to 4:30 pm Monday through Friday, contact Info Link via email anytime info.link@sluhn.org for physician referrals, or visit findadoctor.slhn.org.

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 a health coach 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, 2019? 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, 2019, your spouse is not required to complete the program in order for you to receive the lower payroll contribution for the Medical Plans in 2020. 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 2020.

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

If you think that you need 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 and Wellness at 866-415-7138.