

Q1. Who is Healthyroads?

Healthyroads is our wellness program provider. The university selected Healthyroads from a Request For Proposal (RFP) process last year. Serving more than 5.7 million members nationwide, Healthyroads provides a comprehensive and fully integrated health management platform, including personal health coaching programs and an integrated online health improvement portal.

Q2. Why does the university want to have an employee wellness program?

One of the key purposes of a wellness program is to “keep the healthy people healthy, and keep the unhealthy from getting worse.” Early detection and chronic condition management are important components of any wellness program. By encouraging everyone to “know their numbers” and be aware of their health risks, and by giving them tools to help improve their lifestyle and healthy habits, we can have an impact on future health plan costs.

Last year, almost 23 percent of our plan members had no claims. Some of these people are certainly very healthy. But many could be “care avoiders,” who haven’t had a preventive exam or routine screening recently, or in many years. Care avoiders could be high risk individuals with undetected health conditions that could lead to high cost claims.

Q3. Why should I do this?

Of course we want our employees to be happy and healthy. Early detection is key to managing your health. Many chronic conditions, such as diabetes, are first recognized during routine eye exams and annual physicals before other symptoms are easily identified.

Q4. Who does this cover and why?

The wellness program is available to employees and spouses/Financially Interdependent Partners (FIP) enrolled on the UA Choice health plan. Employees who have waived coverage but are enrolled as a spouse or FIP of another employee can access the program as a spouse. We are including spouses/FIPs because they drive about 40 percent of plan costs while making up only 25 percent of our population.

Q5. How do my spouse and I sign up?

Employees can go to the link on the benefits web site for the single-sign-on access using their employee username and password. Spouses/FIPs (including employees who have waived coverage but are enrolled as a spouse or FIP of another employee) should go directly to Healthyroads.com to sign up.

Q6. What’s this about a wellness rebate?

A. To encourage employees and their spouses/FIPs to get involved with the wellness program, we’re offering some money back to you for taking the Personal Health Assessment (PHA) and having your biometrics reported to Healthyroads by June 30, 2014. We’re making it worth your time with a rebate of up to \$600 for you, and \$600 for your spouse, for a total of up to \$1,200.

Q7. What does earning a rebate "up to \$600" mean? How is it paid to us?

The rebate isn't paid in one lump sum, but rather on a pay period basis like the health plan deduction. Twelve month employees will get 26 "rebates," and less than 12 month employees will get 19. Employees who leave the university mid-year won't get the full amount. Likewise, employees who are hired during the year get the rebate after qualifying with it paid from that point to the end of the plan year.

Q8. What do I need to do to get the rebate? How do I know I qualify?

You need to go to Healthyroads to take the Personal Health Assessment (PHA) as part of qualifying for the rebate. The biometrics, whether sent by your health care provider on the Health Care Provider Form (available on the benefits web site at www.alaska.edu/benefits), or done through the Quest off-site or on-site options, will be populated into your portal (your "scorecard" at Healthyroads) and they'll send you an e-mail when it's posted. You'll be able to see on the site that you've completed 100 percent of the requirements after you've taken the PHA and your biometrics have been posted.

Q9. How do I have my biometric screening done and sent to Healthyroads?

We're giving employees/spouses three options to get this done:

1. You can have routine blood work (a key part of the biometric screening) done as part of a regular preventive health visit with your health care provider. Your doctor will send orders to a lab for the bloodwork. Give your doctor the Health Care Provider Form (found on our web site, here: <http://www.alaska.edu/benefits/>) and ask them to fax the results to Healthyroads. The lab work should be covered as any other routine preventive exam, and the plan picks up 100 percent of allowable charges for that.
2. Alternatively, you can go to a Quest Patient Service Center and have your biometric screening done there, also covered by the wellness program. Just go to my.blueprintforwellness.com, and use the university's registration key of UOAreMOTE. Follow the prompts to register for your screening at a time that works for you.
3. Any on-site screenings will be covered through the wellness program (not the health plan), at no cost to the participant. We'll schedule those, starting at the rural sites, in May and June.

Q10. When I try to register at my.blueprintforwellness.com, I get the error message of "Project does not allow open enrollment." What is going wrong?

Use the first three letters of your first name, and your full last name, including any spaces. So Michelle Anderson would be MicAnderson, and Andrew Thompson II would be AndThompson II.

Q11. I've opted out of the health plan as an employee, but I'm on another employee's coverage as their spouse. How do I sign up for Healthyroads and the screenings?

You would sign up like any other spouse, directly at Healthyroads.com because that's how your eligibility was sent to them. For the screening appointments, you would answer the "Are you an employee?" question as no, because you've been reported to Quest as a spouse, not employee.

Q12. I have already had my wellness exam with my provider for this plan year....and my provider did not order blood work. Will I have to pay for yet another doctor's visit to have the biometrics completed?

You should be able to call your doctor and ask for orders to a lab for the bloodwork. Give your doctor the Health Care Provider Form (found on our web site, here: www.alaska.edu/benefits/) and ask them to fax the results to Healthyroads. The lab work should be covered as any other routine preventive exam, and the plan picks up 100 percent of allowable charges for that.

You shouldn't need a follow up visit with your doctor unless he or she finds something in the results that needs attention. For some people, this can be the most valuable part of this type of exam since so many chronic conditions can start with few or no symptoms.

Q13. What happens to my personal information after Healthyroads gets it? Is it shared with UA?

The results of your Personal Health Assessment and biometric screenings are kept on the Healthyroads portal. This is a secure site for your use that you can access whenever you want to. You can take the PHA again to track your progress, but you only need to do it once to complete the rebate requirements. Healthyroads only shares aggregate data with the university, such as how many employees and spouses completed each step, how many are in what risk category, what our top risk factors are as a population, etc. This information helps us gauge the success of our program, and what areas we might need to focus on to improve.

Some employees have mentioned concerns with the Healthyroads privacy language, but this is standard language that providers use to comply with the provisions of federal privacy laws, such as the Health Insurance Portability and Accountability Act (HIPAA).