



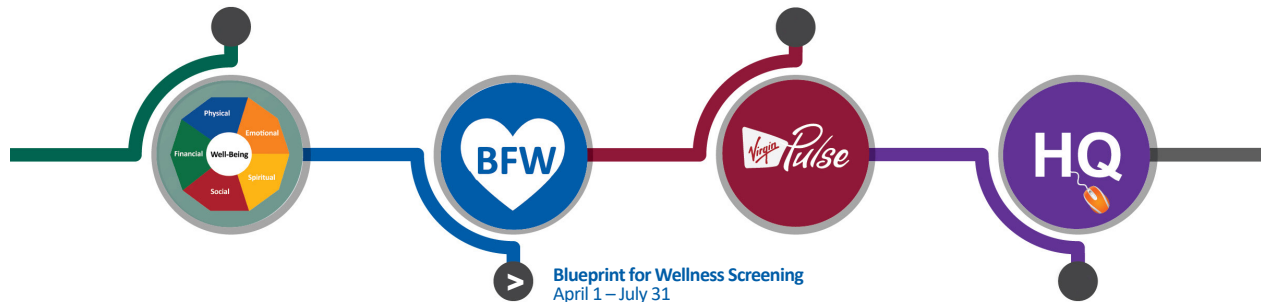
Wespath

BENEFITS | INVESTMENTS

a general agency of The United Methodist Church

Center for Health

Quest Diagnostics Blueprint for Wellness[®]



Frequently Asked Questions for HealthFlex Plan Sponsors

Please note: Details in this FAQs focus on HealthFlex, unless indicated otherwise.

Q: Why offer the Blueprint for Wellness (BFW) screening through Quest Diagnostics?

A: The Quest Diagnostics screening program was chosen because it:

- Allows flexible access for all eligible participants and spouses, including those unable to attend “on-site events” such as annual conference or an employee wellness event;
- Offers improved ease of administration, including assistance with registration and scheduling, and full support for on-site events;
- Provides thorough individual and aggregate health information, including information about non-blood biometrics such as blood pressure, height and weight, and waist circumference; and
- Facilitates an economy of scale for screening, which promotes stewardship of HealthFlex plan resources while still providing excellent services to participants.

Additionally, Quest Diagnostics has an excellent reputation among physicians and other health care providers. Participants and health care providers can be confident about test result accuracy.

Q: Why does HealthFlex offer this screening to participants?

A: Screenings are an important way to identify areas for improvement, so health concerns can be addressed before they become more serious. By enabling early detection when conditions are most treatable, screenings help keep our participants healthier and promote improved well-being throughout the denomination. Early detection through screenings also supports stewardship of the Church’s health care resources. Blueprint for Wellness is one of many wellness programs offered through the Center for Health.

Q: Is there a cost to the participant or the plan sponsor for this screening?

A: No. Blueprint for Wellness screenings are paid for by the HealthFlex plan. There is no additional cost to HealthFlex plan sponsors, participants and spouses enrolled in HealthFlex.

Q: Who is eligible for the Blueprint for Wellness screening?

A: Participants and spouses enrolled in a HealthFlex plan are eligible to take the Blueprint for Wellness screening and earn the PulseCash incentive.

Additionally, participants and spouses in a Medicare supplement or Medicare Advantage plan elected through Via Benefits® (previously, OneExchange) or another provider may be eligible for Blueprint for Wellness—*if their plan sponsor chooses to offer this screening.*

Please note:

- The PulseCash incentive applies only to participants and spouses in HealthFlex plans (not Medicare plans). Eligible participants and spouses must complete the screening between **April 1 and July 31** and **must** be enrolled in the Virgin Pulse well-being program at the time of screening to qualify for the PulseCash incentive.
- HealthFlex incentives (PulseCash) do not apply to participants and spouses in plans outside of HealthFlex. However, some non-HealthFlex plan sponsors may choose to offer their own incentives.



Q: Why should our conference or organization consider hosting on-site screenings?

A: Hosting an on-site event when many eligible participants are together is a good way to offer both screening options to participants (on-site and at a Quest Diagnostics location). An on-site event makes the screening convenient for your participants, and also demonstrates your group’s commitment to their well-being. All HealthFlex plan sponsors offered on-site screenings in recent years and experienced high participation rates.

Q: What incentive is being offered to HealthFlex participants for completing the screening?

A: A PulseCash incentive through Virgin Pulse will be awarded to each participant or spouse in HealthFlex who completes the Blueprint for Wellness screening **between April 1 and July 31**. If the primary participant completes the screening and the eligible spouse also completes the screening, they both will receive the incentive (\$100 each). Individuals must be enrolled in Virgin Pulse at the time of their screening to receive the PulseCash incentive. PulseCash is deposited approximately 30 days after completing the screening.

Additionally, participants may earn up to 120 Wellness Points toward their 150 Points/\$150 PulseCash incentive for achieving healthy or improved health measures. See the *Wellness Incentives Frequently Asked Questions* for details.

Q: Why incentivize the screening, but not wellness exams?

A: Defining and measuring who has taken a wellness exam is difficult because of provider differences in coding for wellness exams. Offering a measurable incentive for wellness exams would require either a manual-intensive process or opening up the incentive to all office visits, which can be for a variety of “non-wellness exam” reasons. Neither would be a prudent approach.

Wellness screenings, such as the Blueprint for Wellness program, provide the opportunity to reward individuals for an annual preventive health behavior, with the hope that individuals will share their results with their doctor or other primary care provider (PCP), so the screening test does not need to be repeated at the office visit.

Q: What do screenings offer that wellness exams do not?

A: The benefits of screenings over wellness exams include:

- The opportunity for *all participants* and covered spouses to receive a high-quality screening, regardless of regional or individual practitioner differences. Some practitioners may order full screening panels during wellness visits, while others may not. The Blueprint for Wellness screening ensures a high standard of screening information is available to all participants and spouses enrolled in HealthFlex.
- Economies of scale provided by Quest Diagnostics allow HealthFlex to achieve incremental cost savings for every individual who participates in the Blueprint for Wellness screening instead of getting the identical screening in their primary care provider’s (PCP’s) office or through their PCP’s order at a local lab.
- Offering screenings through a national provider allows HealthFlex and individual plan sponsors to measure the aggregate health status of their populations in an accurate and objective manner.
- Importing biometric data from Blueprint for Wellness into the HealthQuotient (HQ) enhances the accuracy of the data available in the HQ.
- Sharing the results at office visits may provide immediate care, so participants may not need to return for results.

Q: How can individuals take the Blueprint for Wellness screening?**A:** Individuals can take the Blueprint for Wellness screening in one of two ways:

1. During an on-site event, such as annual conference or an employee wellness event. (*Registration is strongly recommended.*)
2. At a local Quest Diagnostics patient service center (Quest lab) for a Blueprint for Wellness screening. (*Registration is required.*)

Individuals who lack access to either a local Quest Diagnostics center or an on-site event may qualify for the PulseCash incentive if their physician submits a completed *Physician Results Form*. (*See details below.*) However, out-of-pocket costs for a physician visit and tests will apply.

Q: Is registration necessary (online or by phone), or can we accept walk-ins during an on-site event?**A:** Registration online or by phone is *strongly recommended* to allow for appropriate planning, staffing and supplies at on-site events and to minimize wait times. A limited number of walk-ins may be accommodated at on-site events, based on the availability of materials, Quest Diagnostics staffing and time slots.**Q: What if an individual does not have access to an on-site event and does not have a local service center within reasonable driving distance? How can this individual qualify for the PulseCash incentive?****A:** Individuals (participants or spouses) who do not have access to either an on-site event or a Quest Diagnostics patient service center within reasonable driving distance can receive the PulseCash incentive by submitting a *Physician Results Form* completed by their physician or PCP. **Please note:** We encourage participants who submit the *Physician Results Form* to get these tests done at the same time as their annual wellness exam, to avoid paying out-of-pocket costs.**Q: How do PCPs complete the *Physician Results Form*?****A:** Guidelines for use of the form are available here:

1. Log into **HealthFlex/WebMD**
2. Click on **Quest Diagnostics Blueprint for Wellness** in the gray bar to access and print your own physician form.
3. **All values indicated on the form must be completed** for the participant to receive the incentive.
4. The completed form must be submitted to Quest Diagnostics via upload, e-mail or fax to **1-844-560-5221** by **July 31** for the participant to receive the PulseCash incentive.

To watch a video that walks you through the steps on how to access the form, [click here](#).

Q: How should participants involve their personal PCPs in this screening process?**A:** *The Blueprint for Wellness screening does not replace contact with a personal physician or PCP.* Please encourage your participants to involve their PCPs.

- The participant can inform the PCP that he or she can access a comprehensive screening from a Quest Diagnostics lab as part of their employee wellness program, at no out-of-pocket cost.
- The participant should discuss the Blueprint for Wellness screening with the PCP.
- If the PCP questions the validity of the results, the participant can explain the advantages of the Blueprint for Wellness screening, including: excellent-quality screening that is comparable (or even more comprehensive) to a screening the individual might receive in the PCP's office, as well as cost savings for the health plan and patient.

Q: Where can a participant find more information about the opportunity to earn Wellness Points for healthy or improved health measures?**A:** The *Incentives Frequently Asked Questions* provide many details about earning Wellness Points for health measures. Participants can access the incentives FAQs online after logging in to HealthFlex/WebMD website.

Q What if a participant's PCP says he or she is unable to achieve healthy or improved health measures? Is there a reasonable alternative to qualify for the incentive?

A: Yes. Reasonable alternatives or waivers will be made available for those who cannot achieve healthy or improved measures due to an underlying medical condition. If you have a participant who believes he or she needs a reasonable alternative, please direct the participant to make a request by e-mail or U.S. mail:

- E-mail: **incentiverequest@wespath.org**
- U.S. mail: Wespath Benefits and Investments
Attention: Incentive Request
1901 Chestnut Avenue
Glenview, IL 60025

We will work with the participant (and his/her PCP, if the participant wishes) to find a reasonable alternative so the participant can achieve the same reward.

Q: Is participants' privacy protected by Quest Diagnostics and WebMD?

A: Yes! HealthFlex values the privacy of its participants, and personal health information is kept confidential. Plan sponsors and Wespath will not receive personal lab results. Quest Diagnostics is bound by HIPAA and other federal law requirements to protect the privacy of participants. Lab results will be electronically transmitted to WebMD to populate the HQ, this process is automatic—no individual at WebMD or Wespath can view an individual's data, except a WebMD health coach (if applicable). WebMD health coaches also are bound by HIPAA privacy rules and will not disclose personal health information. Participants' church, annual conference, employer or insurance carrier cannot see personal screening results.

Q: Where can participants learn more about the Blueprint for Wellness screening and the incentive?

A: Detailed information on Blueprint for Wellness is included in the *Incentives Frequently Asked Questions* document, posted on the HealthFlex/WebMD website. HealthFlex also will mail information directly to participants in the spring.

Additionally, HealthFlex plan sponsors are encouraged to use the HealthFlex Toolkit materials for communicating to their participants. The toolkit is on the Wespath extranet (extranet.gbophb.org; username: **extranet**; password: **gbop!123**).

Q: Where can plan sponsors learn more about the timeline and steps involved for hosting an on-site screening?

A: An *Event Checklist* with guidelines for hosting your event is available on the Wespath extranet.

Q: How do individuals register for the Blueprint for Wellness?

A: Participants and covered spouses can register online or by phone.

Online:

- Go to wespath.org, click on "HealthFlex/WebMD," and then enter their **username** and **password**.
- Select "Quest Diagnostics Blueprint for Wellness" from gray bar.
- Upcoming events and local screening locations will be listed by the participant's ZIP code and plan sponsor affiliation. Participants can search by a different ZIP code if they prefer. Select the event or local screening location.

By phone:

- Dial **1-855-623-9355** to speak with a Quest Diagnostics customer service representative.
- Provide name and date of birth.
- Identify the program name as **United Methodist Church** or **HealthFlex**. The customer service representative will assist the HealthFlex participant or spouse in selecting the event or screening location of their choice.

Participation in HealthFlex well-being programs is voluntary.

The IRS considers cash wellness incentives as taxable income. Participants should consult with a tax advisor.