

University of Alaska
Health Risk Management (HRM) Frequently Asked Questions
October 1 – 31, 2007

| Questions | Answers |
|--|--|
| I'm getting information from WebMD. Who is WebMD? | WebMD is a leading provider of health information services to consumers, physicians, healthcare professionals, employers and health plans. |
| Why WebMD? | Premera partnered with Summex Health Management for Health Risk Management programming in 2004. In April 2006, Summex was purchased by WebMD. As a result of this acquisition, Premera now offers a state of the art personal health assessment and continued health coaching services. |
| What information about me will the University of Alaska share with WebMD? | Name, address, UAK employee ID and spouse's name. NOTE: Blue Cross Blue Shield of Alaska will share your Member ID with WebMD as your unique identifier . |
| Why are we required to use our BCBS of Alaska Member ID number to log in? | WebMD scans thousands of Personal Health Assessments every week. As you may guess, there are many people with the same last name or full name. In order to be HIPAA compliant and to make sure that no one receives another individual's personal health information, there needs to be a unique identifier for each person. The University of Alaska has chosen to use BCBS of Alaska Member ID numbers for this purpose rather than Social Security numbers. |
| How long does it take to complete a Personal Health Assessment (PHA)? | Most people complete the questionnaire in 20 minutes. |
| Will I receive an incentive? | Employees and spouses who participate will each receive a check for \$100 sent by mail from WebMD. |
| When will University of Alaska offer the PHA to employees? | From October 1 through October 31, 2007, University of Alaska employees (and enrolled spouses) will be able to complete an online Personal Health Assessment and receive an online report within minutes. A Personal Health Assessment will also be mailed to each eligible employee and enrolled spouse for those who prefer to complete a paper version rather than online. <u>In order to receive the \$100 incentive, the completed paper assessment MUST BE RECEIVED by WebMD before 11/15/2007.</u> Upon receipt of the completed Personal Health Assessments, WebMD will mail Personal Health Reports to participants within 10 business days. |
| Can I complete the Personal Health Assessment at another time, later in the year? | No. Your window of opportunity to complete the online PHA begins October 1 and will run until midnight on October 31, 2007. Paper assessments must be received by WebMD before November 15, 2007. |
| How many days do I have to log in and view my personal report? | A participant can log in to view their report for the entire year of the online contract. After completing the questions, the participant uses their user name and password to log back in. However, participants can only take one Personal Health Assessment per year, and they can only view the current year's report. |
| What happens if I stop in the middle of the online PHA? | Answers will be saved up to the last page that was completed prior to logging out or being timed out. You will need to log in with your user name and password to continue taking the questionnaire. When you log in, you will be taken to the beginning of the last section that was completed. Once you have completed your PHA, answers cannot be changed. |

| | |
|--|--|
| <p>What if I realize that I accidentally entered an incorrect value or answer on the PHA and have already printed my report or completed the last question?</p> | <p>You can call the Health Monitor Help Line, 1-800-488-3140. With proper verification, the incorrect values can be updated by the Help Line associate, and then you may log in and view a corrected report.</p> |
| <p>What are the WebMD Customer Service Hours?</p> | <p>Customer Service is staffed live from 8:30 a.m. until 5:00 p.m. PST. Outside these standard hours, participants may access voice mail. All voice mail is returned the next business day. Voice messaging and email is an option 24 hours/day, 7 days/week.</p> |
| <p>How long will it be until I get my personal health report?</p> | <p>If you are completing the PHA online, the report is available almost instantly. Upon receipt of completed paper PHAs, individual reports will be mailed within 10 Business days.</p> |
| <p>Is there any cost to me?</p> | <p>As part of your University of Alaska benefits, the Health Risk Management Program is being offered to enrolled employees and enrolled spouses at no charge.</p> |
| <p>Why should I complete the PHA?</p> | <p>There are many reasons for you to invest the time to complete a Personal Health Assessment. Some key reasons include:</p> <ul style="list-style-type: none"> ▪ A PHA is an important first step toward improving your health. The Health Monitor™ Personal Report is a valuable summary of any health risks you may have and suggestions for successfully reducing or eliminating those risks. ▪ If you are identified as having health risks, telephonic health coaching will become available. This service is only available to those who complete a PHA. ▪ The University of Alaska will receive an aggregate report of all PHA results (no employee/spouse identification is included). The report will help the University of Alaska plan future programs and services to support you in improving your health and maintaining wellness. |
| <p>What program must I have in order to view the personal report on-line?</p> | <p>Adobe Acrobat 6.0 is recommended, but 5.0 should work as well. Pop-up blockers must be disabled to view and/or print your Personal Health Report. Here is a link with instructions on disabling your system's pop-up blocker: http://www.myvirtualmanager.net/Support/PopupBlockers.htm#whatis</p> |
| <p>What are some of the other Health Risk Management Program services?</p> | <p>In addition to the Health Monitor™ Personal Health Assessment and report, University of Alaska employees and spouses who meet the criteria will be offered the following valuable services as part of the Health Risk Management Program offered by the University of Alaska:</p> <ul style="list-style-type: none"> ▪ Telephonic Health Coaching (if high risk), 6 to 12 calls per year ▪ HEALTHSTAGES™ self-directed change guides (if high risk) |
| <p>How many calls can I expect to receive if I am in the telephonic coaching program?</p> | <p>This will vary depending on the health risks identified and goals you have set. Participants will be provided with two to twelve telephonic health coaching sessions over a 12-month period.</p> |
| <p>What happens if I'm not home when the WebMD health coach calls me?</p> | <p>The health coaches will attempt to reach you seven times. If they are not successful on the seventh attempt, a letter is sent. The letter asks for a correct phone number, best time to call, and if you would like a HEALTHSTAGES™ Guide book.</p> |

| | |
|--|---|
| <p>What degrees or background do the health coaches have?</p> | <p>Public health, health education, community health, nutrition, dietetics, kinesiology, exercise physiology, mental health therapy and personal training are some of the represented disciplines. All of the health coaches must acquire CHES (Certified Health Education Specialist, through the National Certification of Health Education Credentialing) certification within one year of hire.</p> |
| <p>When will I be contacted by the health coaches?</p> | <p>If you are eligible for health coaching, you will be contacted within 30 days of completing your PHA. Participants are contacted in the evening unless they ask to be called at work. Health coaches are available 6:00 a.m. until 8:30 p.m. PST, Monday through Thursday, 6:00 am – 3:00 pm PST, Friday and Saturday, and 11:30 a.m. to 8:30 p.m. PST on Sunday.</p> |
| <p>I've deleted the e-mail with log-in instructions. How do I login to take my online assessment?</p> | <p>Follow these instructions to get started (you may want to print this e-mail for future reference)</p> <ol style="list-style-type: none"> 1. Be sure to disable or turn off any pop-up blocker you have running on your PC. 2. Enter the site <ul style="list-style-type: none"> ▪ Log on to https://www.summexhealthmonitor.com/pbcbs ▪ <u>If you took part in the assessment last year.</u> <ul style="list-style-type: none"> ○ Click the “Proceed to Log-In” icon: ○ Enter your username and password *** <p>***If you have forgotten your username and password please follow the prompts to attain your username and password. Your unique ID is your 11 digit Premera Member ID.</p> ▪ <u>If this is the first time you have taken part in the assessment, proceed as follows:</u> <ul style="list-style-type: none"> ○ Click the “Proceed to register” icon: ○ Enter your registration key which is AK0915 ○ Enter your 11-digit member ID number located on your Premera member ID card (9-digit ID followed by a 2-digit suffix), ○ Click Submit 3. If you are a new user fill in your personal information, returning users please verify your personal information. <ul style="list-style-type: none"> ▪ New users create a unique username and eight-character password. You’ll need these the next time you enter the site. Write them here to help you remember. Username: _____ Password: _____ ▪ Click “submit” to enter the welcome page 4. Take the Survey <ul style="list-style-type: none"> ▪ Click “Take Questionnaire” in the left-hand column. <p>If you have any questions regarding the completion of the assessment please call 1-800-488-3140 or look for more information at http://www.alaska.edu/hr/benefits/thaw/faq.xml.</p> |