

WEA TRUST HEALTH ASSESSMENT PROGRAM FREQUENTLY ASKED QUESTIONS/CONCERNS

Why complete the Health Assessment yearly?

Suggested Responses:

- To see the comparison from the last time you completed it...where you're improving and where opportunities lie for continued change.
- If you would like to make some lifestyle changes, you may be eligible to work with a personal health advisor over the phone that could help you.
- To get an updated physician profile to take to your health care provider.

Concerns about confidentiality.

Suggested Responses:

- Participation is voluntary.
- Your school district will receive only group aggregate reports of 50 or more people.
- Personal health information is protected under Federal legislation, the Health Insurance Portability and Accountability ACT (HIPAA), and cannot be used to deny coverage or claims.
- WEA Trust health professionals use your results to offer programs tailored for your specific needs. Also, based on your results, some members are offered the opportunity to work with a personal health advisor. Your health information is protected and secure. The Trust does not make claims or eligibility decisions based on your Health Assessment results, and your employer cannot access individual results.

Concerns about unwanted phone calls.

Suggested Responses:

- Research shows that the telephonic personal support and advising helps members reduce risks and improve health. This can help moderate health care costs. Participation is voluntary.
- The WEA Trust partners with Healthways for administering the personal support and advising. Personal advisors may call Health Assessment participants and invite them to participate.
- In the invitation process, Healthways will leave up to four generic messages for a member. If you are not interested in participating, *return their call to decline participation and the calls/messages will stop.*

What if I don't know my blood pressure, cholesterol, or blood glucose (sugar)?

Suggested Responses:

- Although blood pressure, cholesterol, and blood glucose (sugar) are not required to complete the Health Assessment, including this information will provide you

with personalized information and resources to help you improve your health. You can call your doctor if you have had recent tests and request this information.

- If you do not know your blood pressure, cholesterol, and blood glucose (sugar), you can still get valuable information by completing the Health Assessment including a personal health profile, a health profile you can share with your physician (physician report), and potential personal support and advising.

What can I do if I cannot access the Health Assessment, or if I get an error message when I am online?

- Make sure the member trying to access the Health Assessment is eligible to participate. Subscribers and their spouse who have the Trust as their primary health insurance and retirees who are primary with the Trust (Not primary with Medicare) are eligible to participate.
- If the member is new to the health plan, please call the WEA Trust Customer Service Department at (800) 279-4000.
- The problem could be with the personal computer (PC) the member is using. Try a different PC—if the problem occurred at home, use a school PC. If the problem happened at school, the school Web master may be able to help (it could be that the school district blocks certain sites) or try your home PC. After trying both, there are two links for assistance on the login page of the online Health Assessment. One link is for problems and the other is for feedback. Both of these links will send an e-mail message to the University of Michigan, and a staff member will get back to you.
- If you cannot complete the online Health Assessment, a paper version will be automatically mailed to your home.

NOTE: When someone clicks on the start button to access the Health Assessment questionnaire and receives a message prompting them to enter a secure password, this is an individual browser problem. It is most likely that a certificate was installed on the individual PC and will need to be addressed by the school district or the individual (depending on the location of the PC—home or work). The Trust and the University of Michigan (our vendor) are not able to assist with this issue since it is not related to either Web site.