

# Frequently Asked Questions (FAQs) About Health Risk Assessments (HRAs)

## **1) What information is collected in the login process on to the Health and Wellness portal?**

The information collected during the login process is used to personalize the experience for each user. The information collected includes: First and Last Name, Zip Code, Date of Birth, Gender, Height and Weight. Users are also presented with the option to receive newsletters and personalized messages to their health and wellness inbox by clicking the checkboxes on the registration screen.

## **2) How do I register?**

Begin by accessing: <https://healthatoz.myuhc.com/portal/bridge/FHDA> to get started. By clicking 'Log In', new users can register on the website. Be sure to have the information mentioned above readily available.

## **3) I'm registered. Now how do I begin?**

Upon registering, the user is taken to their health and wellness homepage. From here, all of the health and wellness tools are available to the individual. To further personalize the on-line health and wellness experience, you may opt to begin with a health assessment, available by clicking on the 'Take a Health Assessment' link on the homepage.

## **4) What is the Health Assessment? How do I take it? What information should I have available?**

The Health Assessment, provided by the University of Michigan, is the industry's premier health assessment. Upon clicking the 'Take a Health Assessment' link, users are presented with a page of frequently asked questions, and are asked to have available:

- Blood Pressure
- Total Cholesterol
- HDL Cholesterol
- Date of last checkup
- Date of last vaccinations
- Date of last cancer screenings

If the user does not have this information available, he/she may still take the health assessment. The results will be more accurate if all information is available. Please note *that if you have participated in the District sponsored Biometrics Screening program for the past two years (2008 and 2009), your data will be uploaded by OptumHealth to your personal Wellness Portal for comparison.*

Upon clicking on the 'Continue to Health Assessment' link at the bottom of the screen, the user is seamlessly transferred to the Health Assessment, which is hosted by the University of Michigan. From here, they are presented with the 52 questions that comprise the Health Assessment. When finished, the user clicks 'Submit', and is asked to verify that the biometric data they have entered is correct.

**5) Why should I take a health risk assessment?**

You will receive valuable feedback about your health and your risk factors for chronic diseases such as diabetes or heart disease. Evidence shows that this individualized response can increase your awareness of your health issues. Awareness is the first step to making healthy changes that can reduce your risk for disease and improve your quality of life.

**6) Why is my employer (Foothill-De Anza) asking me to take a health risk assessment?**

Chronic disease, including cancer, heart disease, lower respiratory disease, and diabetes, account for 70% of all deaths and 40% of health care spending in the United States. Yet, these diseases are largely preventable by eating healthy and getting regular exercise, or manageable if detected early through preventive screenings.

If you take a health risk assessment and begin making changes to improve your health, you'll win because you'll feel better, the District will win because employees who are healthier are more productive, and everyone wins if we can put the brakes on health care spending.

**7) How often do I complete a health risk assessment?**

You are encouraged to take an HRA at least once a year, but no more than twice a year.

**8) Why are individuals allowed to take a Health Assessment only twice per year?**

The answer is two-pronged. In order to maintain the integrity of the time-over-time reporting the District receives, individuals are limited to retaking the Health Assessment every 6 months. This ensures that the District receives an accurate understanding of the health risks among the employee population.

Secondly, significant changes in health behavior take time to have an effect on health risks. Individuals may begin to see actual results if they are able to implement changes in their behavior and address current and potential health risks.

**9) I understand that I must wait 6 months before retaking my Health Assessment. What if I try to take it before 6 months?**

Individuals trying to retake the Health Assessment before the 6-month wait period is up will be brought directly to their Health Assessment results page.

**10) What about my Personal Health Record? How and when can I access it, and what information can I input?**

The Personal Health Record may be accessed at any time once the user has registered on the portal. The Personal Health Record is available on the user's homepage, and may be used to store and track important health information.

The Personal Health Record contains 9 tabs: Health Summary, Personal Profile, Track Your Health, Conditions & Allergies, Medications, Medical Care, Dental & Vision Care, Calendar & Reminders and Create Reports.

The Health Summary tab provides a concise list of important health information, including personal and contact information, biometric data, medications and conditions. Clicking on the additional tabs provides a more extensive look at each of the health areas. Users may enter as much or as little data as they desire.

**11) Can any other members of my household take the health risk assessment?**

Yes! Dependents who are enrolled in a District health plan are encouraged to take a health risk assessment.

**12) Who has access to my health risk assessment information?**

The information you provide in the health risk assessment remains with your health plan. Similar to your other health information, your health plan is required by the federal Health Insurance Portability and Accountability Act of 1996 (HIPAA) **to keep your personal information confidential.**

**13) What will be done with my answers to the HRA?**

As an employer, the District will only see a broad picture of employees' health as a group, assuring anonymity of individuals. This information will help the District Wellness Advisory Committee to identify the major health risks such as lack of physical activity in the population and provide evidence-based programs to address the risks. District Wellness will provide on-line and worksite programs and tools to assist employees who choose to reduce their health risks and improve health status. **No personally identifiable health information will be available, except to the individual taking the HRA.**

**14) Will the health risk assessment affect my insurance coverage?**

No. The health risk assessment will **not** be used to guide insurance coverage decisions.

**15) Will the health risk assessment affects my healthcare cost-shares or premiums?**

No. Completing a health risk assessment will not affect your healthcare cost-share or premiums.

**16) How long will the health risk assessment take me to complete?**

It will take you about 15 minutes and you are allowed to do this on work time. You will be asked for some login information before you begin.

**17) Do I need information from my doctor or provider to answer the questions?**

If you have high cholesterol value or high blood pressure, you will need to know your most recent LDL cholesterol and/or blood pressure reading. There are also questions about when you had your last preventive services or health screenings such as: flu shot, blood pressure, cholesterol, Pap test, and mammogram. If you have participated in the District sponsored Biometrics Screening program for the past two years (2008 and 2009), your data will be uploaded by OptumHealth to your personal Wellness Portal for comparison.

**18) What kinds of questions are on the health risk assessment?**

There are questions that ask you about your health habits in the following topics: physical activity, food selection, tobacco use, sun exposure, women's and men's health, chronic conditions, preventive services and health screenings, alcohol use, sexual behavior, biometrics measures, and a few others.

**19) Do I have to answer all of the questions?**

No, you may skip questions that you do not want to answer. **With questions you are comfortable answering, we strongly encourage you to answer them honestly.** Your answers are completely confidential and there is no penalty for skipping questions.

**20) I've taken my Health Assessment. What else can I do?**

The user is invited to participate in relevant **On-line Health Coaching** programs to address their health risk areas. They may participate in up to 3 programs at a time, and are asked to choose

which 3 they would like to address first. If the user has less than 3 health risks, they may choose to participate in the one or two programs offered.

To further personalize each coaching program, the user may be asked several additional questions pertaining to their specific areas of risk. These questions will assist in determining which risk areas need the greatest attention.

When On-line Health Coach programs have been selected, the user will be presented with the opportunity to begin Level 1 of all selected programs. Note that only one level may be completed each week, and each On-line Health Coach program consists of 5 levels. Thus, each program may be completed in no less than 5 weeks, though up to 3 programs may be completed simultaneously.

## **21) Where can I go to get information on my conditions, medications or medical questions?**

In addition to personalized health management, the web portal provides an extensive medical encyclopedia, drug guide and interaction checker, tools and more.

The following may be accessed from the user's homepage:

1. **Disease and Condition Centers:** drive consumer behavior change using evidence-based clinical standards for diagnosis, treatment, management and care of common diseases and conditions. Includes a **Tests and Procedures** section, which helps consumers prepare for tests and procedures with this interactive library of facts, treatments and aftercare.
2. **"Life Stage" Health Channels & Lifestyle Centers:** age- and gender-specific health information and guidelines that support self-care and family caregiver needs. Content is designed to increase consumer wellness with motivational content for exercise, nutrition, safety and more.
3. **Medical Encyclopedia** – evidence-based clinical information on a wide range of diseases, conditions, tests, procedures, treatments and therapies.
4. **Exclusive Articles** – published twice a week, these original consumer-friendly and motivational articles empower consumers with the latest health news and trends.
5. **Drug Guide & Interaction Checker** – the Drug Guide educates consumers on general drug information, generics, proper dosage, side effects, warnings, and FDA recalls and alerts in addition to recent FDA approvals. Its search function makes it easy to find a specific medication. Then, once a drug is identified, the Interaction Checker confirms any food and drug interactions of concern.
6. **Tools**
  - a. **Symptom Checker:** Symptom Checker steps consumers through an interactive series of questions to determine their best treatment options. The consumer begins by clicking on a specific body part or choosing from a series of drop-down menus, and then follows a branching symptom tree.
  - b. **Condition Quizzes:** designed to test consumer knowledge on a variety of health risks and conditions (examples include: cholesterol, folic acid intake and ADHD).
  - c. **Calculators including the following:**

Body Mass Index (BMI)	Waist Measurement
Heart Attack Risk	Healthy Weight
Target Heart Rate	Cost of Drinking
Cost of Smoking	Children's Growth
Calcium	Calories Burned
Fertility	Due Date

**d. Health and Wellness Trackers including the following:**

Weight	Calorie Intake
Sleep	Daily Drinks
Stress	Walking
Cholesterol	Blood Pressure
Tobacco Intake	Glucose
Hemoglobin	Hemoglobin A1C

**22) Is there an incentive for taking the health risk assessment?**

You will get personalized feedback regarding your health risks. If you are a District Medical Plan member, and have participated at **both** the **2009 Biometrics Screening event** (held on May 11-14, 2009), and **HRA on-line programs** (to be held during the month of June 2009), you are eligible to earn a **\$100 gift card** for improving your health habits. Please be advised that the financial incentive is considered as imputed income and will be taxed in compliance with the Internal Revenue Services (IRS) regulations. The program is restricted to full-time or reduced **contract employees** only.