



2015-2016 DelaWELL Health Management Program Frequently Asked Questions (FAQs) For Aetna Members

Table of Contents

- **Program Overview and Eligibility.....Pages 1 - 3**
- **Confidentiality.....Pages 3 & 4**
- **Online Health Assessment.....Pages 4 & 5**
- **Preventive Care – Annual Physical Exam.....Pages 6 & 7**
- **Aetna Health Connections – Disease Management Program.....Page 7**
- **Informed (Nurse) Health Line.....Page 7**
- **Aetna Discount Program.....Pages 7 & 8**
- **Beginning Right Maternity Program.....Page 8**
- **Healthy Lifestyle Coaching.....Page 8**
- **Journeys – Online Coaching Programs.....Pages 8 -11**

Program Overview and Eligibility

(1) What is the DelaWELL Health Management Program?

The DelaWELL Health Management Program is a program designed to help you be more involved in your health and make real health improvements. Unlike “one-size fits all” wellness and disease management programs, the DelaWELL Health Management Program was designed through a partnership between the State of Delaware and Aetna to address specific health and wellness needs. The program reflects the State of Delaware’s commitment to healthy lifestyles. Learn more about the overall DelaWELL Health Management Program at www.ben.omb.delaware.gov/delawell and Aetna specific wellness and disease management programs at <http://ben.omb.delaware.gov/delawell/docs/aetna-de-brochure.pdf>.

(2) Who is eligible to participate in DelaWELL?

Benefit-eligible employees (state agency, school district, charter school, higher education and participating group), state non-Medicare eligible pensioners, and their spouses and dependents over the age of 18 who are currently enrolled in a State of Delaware Group Health Plan, are encouraged to participate in the DelaWELL Health Management Program.



(3) Can my spouse or other family members participate?

Yes, spouses and dependents over the age of 18 who are enrolled in a State of Delaware Group Health Plan are also encouraged to take the online Health Assessment, attend an Annual Physical Exam and utilize the health tools available on the Aetna website.

(4) What are the State of Delaware and Aetna encouraging eligible members to do between July 1, 2015 and April 30, 2016?

The State of Delaware and Aetna encourage you to focus on your health by completing two easy steps:

1. Schedule and attend your Annual Physical Exam (Well-Adult Exam or Well-Woman Exam)
2. Complete your online Health Assessment

(5) How do I track my progress to see that I have completed DelaWELL's two easy steps (Annual Physical Exam and Online Health Assessment)?

Complete two easy steps between July 1, 2015 and April 30, 2016: (1) Schedule and attend your Annual Physical Exam and (2) Complete the online Health Assessment. You can view your progress on the "Incentives" page of the Aetna website by logging on www.aetna.com.

(6) What is my "incentive or reward" for participating in the 2015-2016 DelaWELL Health Management Program?

The text around "incentive rewards program" on the Aetna "Incentives" page is standard language used across all Aetna clients, regardless if an incentive is being offered or not. Please note that there are no cash incentives in the 2015-2016 DelaWELL Program Year; however, the State of Delaware and Aetna encourage you to focus on the things that really matter like leading a happy and healthy life.

Your greatest reward is having good health! Most preventive care is covered 100% as of July 1, 2015. By getting regular preventive care, you boost your chances for a longer, healthier life. Regular physical exams can help find problems early, when your chances for treatment are better. During a routine physical, your doctor can measure things like your height, weight and blood pressure, review your health history and make sure you are up to date with your age-appropriate screenings. Completing the online Health Assessment can help you identify your current and future health risks. When you complete the online Health Assessment, you receive a detailed health summary, personalized action plan and recommendation for health and wellness programs that can help improve your health. Participation in the DelaWELL Health Management Program is an effective way to help control health care costs for the State of Delaware and its members.

Complete your Annual Physical Exam and online Health Assessment and *reward* yourself with *good health*!



(7) How do I make sure I completed both my Annual Physical Exam and online Health Assessment?

Simply click the “View Incentive” page of the Aetna website by logging on www.aetna.com. Then, select the program dropdown box. Your activity for completing your Annual Physical Exam will show on the “Incentives” page approximately 30 days after the date of your exam and your Health Assessment completion will populate immediately.

(8) What if I choose not to participate?

Participation in the DelaWELL Health Management Program is voluntary, but strongly encouraged.

(9) Is there a cost to participate in DelaWELL?

Enrolling in a State of Delaware Group Health Plan provided by Aetna gives you automatic, confidential access to their online resources, health coaching, online health assessments and disease management programs.

(10) Does participation in DelaWELL help control health care costs for the State of Delaware and its members?

Yes, participation in the DelaWELL Health Management Program is an effective way to help control health care costs for the State of Delaware and its members. Being proactive about your wellness, engaging in preventive care, controlling chronic conditions and being a wise health care consumer, can all contribute to better health and well-being of our members. It is everyone’s responsibility to take care of their own health and being a wise health care consumer can help you and your employer to control the rising cost of health care.

Confidentiality

(11) How is my privacy protected?

In order for you to make an informed decision about whether to disclose your personal information to us via Aetna Navigator, we are providing you with the following information about how we collect and use personal information. By “personal information,” we mean data that is unique to an individual, such as a name, address, *social security number, e-mail address, or telephone number.

*Aetna does not request a social security number as a form of validation but will accept if offered.

- We may use personal information for the following purposes:
Verifying your identity so that we can be sure that all of our communications with you are secure and confidential; Responding to inquiries or requests from you; Delivering web-based products and services to you, such as our health risk assessment.



- Where required by law or regulation, you will be able to update the information that you provide to us either by sending us an e-mail or, where you have established personal profiles with us, by updating your profile online. Please refer to the specific pages where data is collected for more information.
- Except in connection with the sale, transfer, merger, consolidation or other transaction involving all or part of our company, we will not sell, license or otherwise transfer any rights to your personal information to any third party unless expressly authorized by you.
- We may transmit or disclose your personal information to third parties for the following purposes: If required by law, such as pursuant to a subpoena, regulatory oversight, or other legal process; To enable Aetna contractors or vendors to perform certain services for us, including, but not limited to, website maintenance and performance improvement tasks.
- This website is not directed to and we will not knowingly collect personally-identifiable information from minors under the age of twelve (12) without their parents' consent. In all cases, we will disclose your personally identifiable information consistent with applicable laws and regulations and we will require the recipient to protect the information and use it only for the purpose it was provided.

Security

We have adopted and adhere to stringent security standards designed to protect non-public personal information at Aetna.com against accidental or unauthorized access or disclosure. Among the safeguards that Aetna has developed for this site are administrative, physical and technical barriers that together protect this web site and our other internal systems from unauthorized access or use. We periodically subject our site to simulated intrusion tests and have developed comprehensive disaster recovery plans.

The full privacy policy can be found at <https://www.aetna.com/legal-notices/privacy/web-privacy.html>.

Online Health Assessment

(12) What is the online Health Assessment?

It asks you questions about your health history and habits. The health assessment can help you learn more about your health risks, so you can take steps to lower them. Plus, it will give you personalized health results you can share with your doctor.

(13) How do I access the online Health Assessment?

1. Log into www.aetna.com – new users will need their Aetna ID card to log-in. Click the link on the left-side toolbar that says “Take a Health Assessment.”



2. Upon completion of the health assessment, access your health dashboard. The date of health assessment completion should be displayed below the “Launch My Health Assessment” box.

(14) How long does the online Health Assessment take to complete?

The Health Assessment takes approximately 12-15 minutes to complete after you register on Aetna Navigator.

(15) Can I complete and submit the online Health Assessment if I do not have my biometric numbers?

Yes, you may complete and submit your online Health Assessment without your biometric numbers. Once you complete your Annual Physical Exam and receive your biometric numbers, you may go back and retake the online Health Assessment from the beginning and include your values.

(16) Is the online Health Assessment data secure?

Yes, it complies with all applicable state and federal law, including the HIPPA privacy and security rules. Information that is entered into the health assessment will not be viewable by your employer or Aetna.

(17) How are my online Health Assessment results presented? Will I receive a personalized feedback report?

Immediately following completion of the Health Assessment, you will receive a full health status summary report. The report explains your personalized health score, top strengths and top risks, peer comparisons and at-a-glance risk areas.

(18) After I complete the online Health Assessment, how do I improve my health risks?

Upon completion of the Health Assessment, you will receive immediate actionable next steps, tailored specifically toward your risk factors. Try accessing a health Direction and taking an online wellness Journey.

(19) Can I retake the online Health Assessment during the program year?

Yes, you are able to retake your online Health Assessment multiple times during the program year. When retaking the health assessment, members' must start completely over from the beginning questions in the assessment. *Please note that we are only asking members' to complete the online Health Assessment once during the program year.*



Preventive Care - Annual Physical Exam

(20) I heard most preventive care is covered 100 percent starting July 1, 2015, is that true?

Beginning July 1, 2015, most preventive care is covered 100 percent. That's right. No copays, no coinsurance, no deductibles. Check your Aetna plan for details - <http://ben.omb.delaware.gov/medical/aetna/index.shtml>.

(21) What preventive medications and services are covered effective July 1, 2015?

In accordance with the Patient Protection and Affordable Care Act, (ACA), members enrolled in a Highmark Delaware or Aetna non-Medicare Health Plan may receive selected preventive medications at no cost through the Express Scripts prescription drug plan, subject to age and other limitations. Read more at <http://ben.omb.delaware.gov/script/programs.shtml>.

(22) What is the difference between a preventive and diagnostic exam?

Preventive care is given to you when you are symptom-free and have no reason to think you are unhealthy. Aetna members can log into their secure member website at www.aetna.com to obtain the medically-recognized guidelines.

1. Choose "Health Programs," then "Preventive Health Schedule."
2. Then select the age and gender for the schedule you would like to view.

Diagnostic care is care given in response to symptoms or risk factors, for example, you are sick or you are going to the doctor because something is hurting or bothering you.

(23) What counts as an Annual Physical Exam?

An annual physical exam is an examination from a primary health care provider that generally involves a medical history and physical examination. Your doctor (Internal Medicine, General Practitioners, Family Practice and GYNs) can provide annual physicals, as well as treat small problems before they become serious. Please note: In order to count towards this requirement, your annual physical exam (Well-Adult Exam or Well-Woman Exam) must be completed between July 1, 2015 and April 30, 2016. Learn more about Preventive Care and Annual Physical Exams at <http://ben.omb.delaware.gov/delawell/docs/aetna-de-preventive-care.pdf>.

(24) How do I find a primary health care provider?

Call 1-877-54 Aetna and a representative can assist you, or search online at http://www.aetna.com/docfind/home.do?site_id=statede&langpref=en.

(25) How can I best prepare for my Annual Physical Exam and what should I bring with me?

Please read the "Annual Physical Exam Checklist, Tracking Sheet & Doctor Memo" (located at www.ben.omb.delaware.gov/delawell) prior to your exam date, as well as print and bring a copy with you to your appointment. This document provides



supportive material to help you better prepare for your exam, including information on what to bring with you to your exam, what you can expect during your exam and what the difference is between preventive and diagnostic care. Reviewing this information prior to your appointment can help to make sure you get the most out of your Annual Physical Exam. On page two of the document is an “Important Message For My Doctor” that you are encouraged to provide to your primary health care provider to make them aware of your involvement in the DelaWELL Health Management Program and your goals and objectives for having your Annual Physical Exam.

(26) After I attend my Annual Physical Exam, where will it show that I completed this activity and when?

You can view your progress on the “Incentives” page of the Aetna website by logging on www.aetna.com. Your activity for completing your Annual Physical Exam will show on the “Incentives” page approximately 30 days after the date of your exam.

(27) What if I had an Annual Physical Exam prior to July 1, 2015?

You are eligible for one physical exam per plan year (July 1 through June 30). If you had an exam prior to July 1, 2015, you will be eligible for another exam beginning July 1, 2015. You do not need to wait twelve months; you are eligible as of July 1, 2015 for an annual physical exam.

Aetna Health Connections – Disease Management Program

(28) What is the Aetna Health Connections – Disease Management Program and how do I enroll?

Visit <http://ben.omb.delaware.gov/delawell/docs/aetna-de-disease-management.pdf> for details surrounding the program and how to sign-up.

Informed (Nurse) Health Line

(29) What is the Informed Health Line?

The Informed Health Line gives you access to registered nurses for health information. Call 1-800-556-1555 to speak to one of the Aetna nurses.

(30) When is the Informed (Nurse) Health Line available?

It is available 24 hours a day, 365 days a year.

Aetna Discount Program

(31) What is the Aetna Discount Program?

Save on gym memberships, weight-loss programs, chiropractic and more. Aetna members can log into their secure member website at www.aetna.com.

1. Choose “Health Programs,” then “See the discounts.”



2. Follow the steps for each discount you want to use.

Beginning Right Maternity Program

(32) What is the Beginning Right Maternity Program?

Learn more about having a healthy pregnancy and baby. If you are thinking about becoming or are already pregnant, contact Aetna's Beginning Right Maternity Program at 1-800-CRADLE (1-800-272-3531) to enroll.

Healthy Lifestyle Coaching

(33) What is Healthy Lifestyle Coaching?

With Healthy Lifestyle Coaching, you can work one-on-one with a highly trained wellness coach to help improve the way you feel, every day. When you sign up, we pair you with one person who'll stick with you throughout the program. Your wellness coach is your ally who will help you make the changes you want to make.

The Healthy Lifestyle Coach primarily focuses on several areas including:

- Losing weight
- Quitting smoking or tobacco
- Increasing physical activity
- Eating better
- Sleeping better
- Managing stress

Call 1-866-213-0153 to begin working with a Healthy Life Coach today.

Journeys – Online Coaching Programs

(34) What is a Journey and how do I participate?

There are 12 health Directions made up of multiple self-paced online coaching programs called Journeys. Each Direction shown below is supported by multiple Journeys to provide activities members can use in their everyday lives to improve their health. Aetna members can log into their secure member website at www.aetna.com to begin a Journey.

1. Select "Take a Health Assessment," then "Launch my Programs."
2. Next choose "Embark on a Journey".
3. Then select the Journey that fits your mood.



List of available Journeys:

Be Tobacco Free

Real change is possible when tobacco users can replace current habits with healthy new ones. That's the power behind the engaging, tangible and practical steps that make up Be Tobacco Free Journeys. Each journey moves participants down the road to quitting for good through real-time practice, gathering social support, prepping the environment and getting past triggers. Participants choose the small steps that play to their strengths as they make their way through a Journey unique to them. Titles like "Make Your Date to Quit" and "Stay on Track" are focused on the smoking habit, but offer powerful steps for any tobacco participant.

Blood Pressure in Check

Whether they have been diagnosed with high blood pressure or are like the millions living with pre-hypertension, the "Blood Pressure in Check" Journey helps participants move their numbers to a healthier zone. Small, doable—even fun—steps center on eating healthier, getting active and managing medications. Titles such as "DASH Your Way Healthier" and "Master your Blood Pressure Meds" keep the Journey experiences specific and motivational.

Diabetes Life

Diabetes Life Journeys start with the premise that each individual is his or her own best coach. Journeys in this direction help participants try on and extend new habits by practicing fresh new ways to eat and move more, to engage their care team effectively and to monitor their own health at home. One small step at a time, participants learn to be curious about changes in their health and to watch for patterns. Most importantly—they discover how to make the call when it's time to take action. Journeys like "Team Up with the Pros", "Master Your Meds" and "Glucose Sleuth" help participants discover that it is possible to live well with diabetes.

Eat Healthier

It takes more than nutritional guidance to change behavior—especially when culture and environment keep us stuck in old habits. Eat Healthier Journeys help participants make the leap from concept to everyday practice one focused pathway at a time. Journeys like "More Veggies in No Time", "Go Mediterranean" and "Eat for Energy" help participants first "try on" and then practice new habits for better nutrition, feeling better and weight loss.

Get Active

There's a Get Active Journey for participants at all points on the fitness spectrum—from those who don't exercise at all, to those who simply need to increase the intensity of what they're already doing. Each Journey introduces engaging new ways to work physical activity into daily life and then encourages participants to extend and "habitize"



their way to greater fitness and energy. “Crank Up Your Workout”, “Fit in Fitness for Families” and “Fitness to Go” are examples of Journeys in this focus area.

Healthy Back

In this focus area, participants will work to prevent back pain one small step at a time with safe, gentle movements, improved posture, strength-building exercises and lifestyle choices that ease the effects of tension and stress. The Journeys in this direction include “Lift Right”, “Sit Right” and “Strengthen from the Core”.

Heart-Healthy Cholesterol

Heart-Healthy Cholesterol Journeys go beyond simply educating participants to engaging them in new practices that change the way they live. Journeys in this direction pinpoint specific and memorable habit areas such as “Good Fat, Bad Fat” and “Master Your Cholesterol Meds”.

Live Well with Asthma

Live Well with Asthma Journeys help people with asthma actually practice the habits that will help them breathe better. Journeys like “Make A Plan to Breathe Easier” help participants raise their standards for feeling good.

Sleep Well

Whether it’s getting more exercise or choosing the right pillow, dining on schedule or de-cluttering the bedroom—a good night’s sleep depends on what we do all day. Sleep Well Journeys help participants set up their daily lives for the rest they need to boost energy and build health. “Bedtime Game Plan”, “Get Back to Sleep” and “Plan Your Day for Better Sleep” are three of the Journeys in this health Direction.

Stress Less

Journeys like “Peak Performance Mind”, “Make Time for Play”, and “Choose a New Attitude” help participants practice new ways of seeing and responding to the inevitable pressures life can throw their way. Small steps like “volunteer for one hour” and “retell your funniest story” and “make a worry appointment” help participants refocus their energy and regain their sense of calm.

Weigh Less

For every person who wants to lose weight, there is a key to success. Weigh Less Journeys help participants find the key for themselves by “trying on” small, concrete steps that engage, rather than overwhelm. If participants want to try one weigh less habit a day they can do “21 Days to Lighten Up Habits”. If participants want to explore an eating pattern that doesn’t ask for measuring, weighing or counting they can try “Go Mediterranean”. With any Weigh Less Journey the goals are small, specific, memorable and lead to long-term habits that can be sustained over time.

Health in a Hurry

Making time to get and stay healthy is a challenge. This Direction has 10 Journeys to choose from to help participants keep on track. In “Plan Your day for Sleep”, participants can start working on a well-rested routine. This smorgasbord of daytime practices will help your mind, body and bedroom prepare for a gentle slide into nighttime slumber.