

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

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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 Highmark Delaware 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.

(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 Wellness Profile, attend an Annual Physical Exam and utilize the health tools available on the Highmark Delaware website.

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

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

1. Schedule and attend your Annual Physical Exam
2. Complete your online Wellness Profile

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

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 Wellness Profile. You can view your progress on the "My Reward" page located on the Highmark Delaware website at www.highmarkbcbsde.com.

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

The text around "earning and redeeming your reward" on the Highmark Delaware "My Reward" page is standard language used across all Highmark Delaware 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 Highmark Delaware 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 Wellness Profile can help you identify your current and future health risks. When you complete the online Wellness Profile, 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 Wellness Profile and *reward* yourself with *good health!*

(7) How will I know that I have completed DelaWELL's two easy steps (Annual Physical Exam and online Wellness Profile)?

Complete two easy steps between July 1, 2015 and April 30, 2016: (1) Certify online that you completed an Annual Physical Exam and (2) Complete the online Wellness Profile. You will receive a confirmation email after you fulfill these steps. **Please print and save the email for your records.**

(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 Highmark Delaware 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?

Your privacy is very important to us. Your Health Plan or WebMD may disclose information to your employer. Information may also be disclosed to a third party. This is a party who provides services on behalf of the Plan. This information is related to:

- WebMD registration status
- Wellness Profile completion
- Enrollment or participation in offers or programs that the Plan offers through the WebMD Tools
- Information about participating in or completing programs offering an award or incentive

This information is provided to the Plan or your employer to use for:

- Registration analysis
- Fulfillment of a gift, award, incentive or other program

Your health plan will also have access to:

- Electronic claims data
- Information you enter in your WebMD Personal Health Record
- Other contracted third-party information related to the Personal Health Record
- Program offerings between your health plan, employer and WebMD

Online Wellness Profile

(12) What is the online Wellness Profile?

The Wellness Profile is an online series of questions about topics ranging from blood pressure to exercise habits. It is designed to identify your current and future health risks. When you complete the Wellness Profile, you will receive a detailed health summary, personalized action plan and recommendations for health and wellness programs that can help improve your health.

(13) How do I access the online Wellness Profile?

Visit www.highmarkbcbsde.com to access the Wellness Profile.

(14) How long does the online Wellness Profile take to complete?

The Wellness Profile takes approximately 15-20 minutes to complete.

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

Yes, you may complete and submit your online Wellness Profile without your biometric numbers. Once you complete your Annual Physical Exam and receive your biometric numbers, you may go back in and enter your health values into your online Wellness Profile.

(16) Can I retake the online Wellness Profile during the program year?

Yes, you are able to retake your online Wellness Profile multiple times during the program year, if you have information you wish to update in it. *Please note that we are only asking members' to complete the online Wellness Profile once during the program year.*

Preventive Care - Annual Physical Exam

(17) 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. Check your Highmark Delaware plan for details - <http://ben.omb.delaware.gov/medical/bcbs/index.shtml>.

(18) 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>.

(19) 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. You're getting this care to follow medically-recognized guidelines as shown on the Preventive Schedule at <http://ben.omb.delaware.gov/delawell/highmark.shtml>.

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.

(20) 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 primary health care provider could be a general practitioner or gynecologist. Please note: In order to count towards this requirement, your annual physical exam must be completed between July 1, 2015 and April 30, 2016. After you have your annual physical exam or OB/GYN exam please certify online that you completed it. Certification is due by April 30, 2016. Learn more about Annual Physical Exams and review the latest Preventive Schedule at <http://ben.omb.delaware.gov/delawell/highmark.shtml>. Services received in accordance with the Preventive Schedule are no cost to the member.

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

Call the member services number (800) 633-2563 found on the back of your ID card, and a representative can assist you, or search online at <https://providr.highmarkbcbsde.com/>.

(22) 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.

(23) 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.

Blues On Call Health Coach (Nurse Line – Available 24/7)

(24) What is Blues On Call?

Blues On Call is a comprehensive health information and support program offering a wide variety of up-to-date, easy-to-understand health care resources. A Blues On Call licensed professional Health Coach can help you answer your health questions and guide you to solutions for your health problems.

(25) Who do I speak with when I call Blues on Call?

Contacting Blues On Call connects you to a Health Coach, who is a specially trained registered nurse.

(26) How do I contact a Health Coach from Blues on Call and what can I discuss?

Call Blues On Call day or night at **1-888-BLUE-428 (1-888-258-3428)**. As a Highmark member, you have access to our Blues On Call Health Coaches (who are specially trained registered nurses) 24 hours a day/ 7 days a week. You can discuss questions about any health topic that concerns you — a rash, an earache, a recent diagnosis, medications, a scheduled medical test or surgery.

(27) When is Blues On Call available?

Blues On Call is available 24/7 to assist you.

(28) Is there a limit to how often I can call?

No, there is no limit. Your personal Health Coach is available 24 hours a day, as often as you want.

(29) Do I have to be ill to contact a Blues On Call Health Coach?

No, you do not have to be ill to contact a Health Coach. You can learn about available programs and resources that address stress management, personal nutrition, weight management, physical activity and more to help you stay healthy and active.

(30) Will a Health Coach ever contact me directly?

If you have a chronic condition or you've recently been hospitalized, you may receive a call from a health coach or nurse case manager, offering services and assistance.

(31) Is participating in Health Coaching a requirement of the 2015-2016 DelaWELL Health Management Program?

Participation in coaching is not a requirement of the 2015-2016 DelaWELL Health Management Program. However, you are strongly encouraged to “take the call” if a coach calls you, or “make the call” if you would like to utilize the services of a coach. All information shared during your phone conversations with a Health Coach will remain confidential and will not be shared with your employer, your manager or other employees. There is no obligation to participate in the programs offered. If you do not

want to participate in coaching conversations, simply tell the Health Coach and no further attempt will be made to contact you.

(32) How can a Health Coach help if I have a chronic condition?

If you have one or more chronic conditions such as cancer, diabetes, chronic obstructive pulmonary disease (COPD), congestive heart failure (CHF), asthma or coronary artery disease (CAD), a Health Coach can help you better manage your health and provide you with the latest information on your condition.

Blue 365 Discount Program

(33) What is the Blue 365 Discount Program?

Whether you are looking for discounted gym memberships, weight loss programs or a discount on massage therapy, it can all be found on the Highmark Delaware member website (www.highmarkbcbsde.com). Take advantage of the great discounts on health care products and services, along with health and wellness information you can use throughout the year.

Baby Blue Prints® Program

(34) What is the Baby Blue Prints® Program?

Are you expecting? Get off to a healthy start. Our Baby Blue Prints® program encourages you to take a more proactive role in your health by providing clear, in-depth educational information and ongoing personalized support throughout your pregnancy and after the delivery. Enrolling in Baby Blueprints is easy. Just call toll-free at 1-866-918-5267. You can enroll anytime during your pregnancy, but the earlier the better to take advantage of all the program's offerings.

Other Online Healthy Resources

(35) What other online healthy resources does Highmark Delaware offer?

Whether you want to improve your health, manage a health condition or maintain your health, support is as close as your desktop or mobile device. Check out these helpful tools and resources at www.highmarkbcbsde.com - **My Health Assistants:** Get help to eat healthier, manage stress, quit tobacco or start an exercise program as close as your computer or mobile device. **Health Trackers:** Track your progress in health measures like blood pressure, blood sugar, cholesterol, weight and physical activity. **Health Information:** Research health topics and stay informed on the latest health news with news articles, a health library, e-newsletters, videos and more. **Symptom Checker:** Find out what could be causing that ache, pain, itch, rash or weird feelings, what can you do to make it feel better and if you should see your doctor.