

Wellness Screening FAQ

What you want to know about the LSS wellness program...

1. How do I create an account with SimplyWell?

Visit connect.simplywell.com or the SimplyWell app

- Select Register
- Enter your last name and date of birth (DOB)
- Enter your identifier:
 - Employee: 6-digit Employee Number, including leading zeros (example 012345)
 - Spouses: 6-digit Employee Number (including any leading zeros) + 'S' (example 012345S)
- Enter the registration code: LSSwellness
- Then follow the prompts to complete registration

How does my spouse sign up for the wellness screening?

Spouses who are covered under your medical plan can register for the onsite or offsite screenings through the SimplyWell mobile app or on the website. Their identifier will be your 6-digit Employee Number (including any leading zeros) + 'S' (example 012345S)

2. Should I register on the SimplyWell website or app, even if I do not plan to participate in the screenings process?

Yes. With our move to SimplyWell, we are excited to introduce an online wellness platform that all LSS staff can access. SimplyWell is the market leader in offering engaging technology with a true mobile app you can use on your smartphone as well as on a desktop computer. This technology will provide additional support and resources for the wellness-focused efforts, events, and programs your local Wellness Lead coordinates today.

5. Who can participate in the wellness screening?

Beginning 9/1/18, all employees and health-plan covered spouses are eligible to log on to connect.simplywell.com or the SimplyWell app to start the program. Download the mobile app by searching "SimplyWell" in the App Store or Google Play.

6. What is a biometric screening?

A Biometric Screening is a short, 15-minute exam that provides you with a snapshot of your current health, including measurements for cholesterol, glucose, and more. Once complete, your results will be displayed on the Profile section of connect.simplywell.com or the SimplyWell mobile app.

7. What does the biometric screening test for?

These screenings provide vital information about your overall health, including cholesterol (total, LDL, and HDL), triglycerides, cardiac risk, glucose, blood pressure, Body Mass Index (BMI), and cotinine (tobacco).

8. Who will be conducting the biometric screening?

SimplyWell partners with Quest Diagnostics to provide the screening professionals (who are professional health providers).

9. Can I eat 9-12 hours before the screening?

Glucose and cholesterol levels can be affected by eating before the screening. To ensure accuracy, we recommend that you avoid eating or drinking anything other than water and prescribed medications 9 to 12 hours before your screening unless your doctor says otherwise. (You may enjoy black coffee during this fasting period, but only if it's truly "black coffee", i.e. no cream, no sugar, not anything other than coffee.)

10. Do I need to make an appointment online for the onsite wellness screening?

Although not required, scheduling an appointment will guarantee you are seen for a screening at your desired time. Fasting is not the most fun thing to do, but waiting around for an opening for a "walk-in" is even less fun with an empty stomach. Please schedule an appointment for your own benefit, but also to help LSS plan accordingly so we know how many participants to plan for. Appointments for onsite testing need to be scheduled two weeks in advance.

If you are in the SimplyWell mobile app, you won't see the option to schedule your biometric screening until after you complete your MHA. If you'd like to schedule your biometric screening before you complete your MHA, you may do so by visiting the portal on a computer via the webpage. Viewing the SimplyWell portal in a browser, you will see options for both the biometric screening and MHA next to one another.

11. How do I schedule an offsite appointment with Quest?

You can schedule an offsite biometric screening through the SimplyWell portal, just like with the onsite screenings. (The only difference is offsite screening appointments may not always require scheduling 2 weeks in advance.)

12. Is there a list of offsite Quest locations?

Yes, when you are in the SimplyWell portal you can start the biometric screening registration process and view a list of offsite Quest locations.

13. How do I schedule an onsite appointment through SimplyWell?

Log on to connect.simplywell.com or the SimplyWell mobile app and follow the prompts on the homepage under “Biometric Screening” to sign up for an upcoming Quest Diagnostics onsite screening at your work location. Appointments need to be scheduled 2 weeks in advance.

14. How do I view my screening results?

You can view your results directly on the SimplyWell mobile app or on the website under “Profile”.

15. How long does it take for my screening results to be made available to me?

If you screen onsite, your results are available immediately and you will be able to review your results with a professional health coach at that same time. If you screen offsite at a Quest lab, your results will be ready within 2-10 business days later, and you will be able to view your results directly on the SimplyWell mobile app.

16. What is the Member Health Assessment?

The Member Health Assessment, or “MHA”, consists of questions about specific lifestyle habits. Your MHA responses are analyzed to show your risk level and generate a Health Index. You can complete your MHA at connect.simplywell.com or the SimplyWell app.

17. How can I contact SimplyWell if I have questions?

You can send a secure electronic message to your coach via the SimplyWell website their mobile app, or by calling toll-free: 888-848-3723, during their normal business hours below:

- Monday – Thursday: 7:00 a.m. – 7:30 p.m. CST
- Friday: 7:00 a.m. – 6:00 p.m. CST
- Saturday – Sunday: Closed (as well as holidays)

18. Is my health information confidential?

Yes, all programs are confidential and in compliance with the Health Insurance Portability and Accountability Act (HIPAA). Your individual Protected Health Information (PHI) will not be shared with anyone at Lutheran Senior Services (LSS).

19. What is the incentive for completing the wellness screening?

The most important incentive is better health, but if you’re enrolled in LSS medical benefits, you can earn significant discounts on your medical premiums. You’ll receive a partial discount off your medical premiums for each adult who completes the biometric screening and MHA (50 points). You’ll receive the full, maximum discount for each adult who completes the biometric screening and MHA, plus achieves their health screening goals (100 points).

20. How do I meet my goal and receive the full premium discount?

To receive the full wellness credit and save the most money on your medical premiums you will need to earn 100 points by completing the biometric screening and MHA, as well meeting your health metrics. Meeting your health metrics means either having your screening numbers in the “Low Risk” range or at least improving from your metrics in the past year. If your screening scores are not in the “Low Risk” range or improved from the past year of screening, you can have your medical provider complete a “Program Appeal” form stating that they are aware of the particular health metric you have not met and that you are under their care for that health component, and return that to SimplyWell to qualify for the 100 points.

21. How does the point system work for the wellness screening?

Partial Discounts (Tier 1): If you obtain 50 Points for completing the Member Health Assessment (MHA) and Biometric Screening, you will receive a partial wellness credit on your medical premiums.

Health Assessments	Max Points
Member Health Assessment	10
Biometric Screening	40

Total points: 50

Full Discounts (Tier 2): If you obtain 100 Points by completing the Member Health Assessment (MHA) and Biometric Screening (above), AND meet your biometric screening metric standards and be “tobacco-free” (i.e. “meeting your health metrics”), you will receive the maximum wellness credit on your medical premiums.

Outcomes		Max Points
Triglycerides	Less than 150 mg/dL	50 (10 points for each of these 5 health metrics)
LDL Cholesterol	Less than 130 mg/dL	
Blood Pressure	Systolic: Less than 141 mmHg Diastolic: Less than 91 mmHg	
Glucose	Fasting: Less than 100 mg/dL Non-fasting or Unknown: Less than 140 mg/dL	
Nicotine/Cotinine	Negative	

Total points: 100

22. Should I test if I am pregnant?

Pregnant members that elect the pregnancy program in lieu of the standard program will not be required to complete a biometric screening as often times blood work is skewed during pregnancy. To elect this pregnancy program, the member will need to return the “Pregnancy Alternative Request” form (found under the ‘Resources’ section of the portal). You should still complete the Member Health Assessment and the Tobacco Free screening however.

23. What is an “appeal” and when should that be used?

A “Program Appeal” is used when you do not meet your health metric goal. You can have a medical provider complete the form to verify that you are currently under their care for those specific health metrics that you did not fall within range on, including but not limited to becoming tobacco-free.

24. On the “Program Appeal” form, I see references to things I’m not aware of, like “Program Education” and “Program Activities” for example. What are those pieces about?

This is a standard form used by all SimplyWell clients, and these are items that are not currently utilized by LSS as part of our wellness program. These are examples of programs we may implement in years to come, but only after we announce these to staff and spouses far in advance. Please have your medical provider complete a “Program Appeal” form stating that they are aware of the particular health metric you have not met and that you are under their care for that health component, and return that to SimplyWell to qualify for the 100 points.

25. Where do I find an appeal form?

This "Program Appeal" form may be found under the 'Resources' section of the SimplyWell portal.

26. What if I currently carry LSS medical insurance, but do not plan to do so next year?

You should error on the side of caution and screen just to be "on the safe side", because circumstances can change and you may wind up needing to carry our insurance even though that's not your plan today. By screening just in case, you will ensure that you will qualify for the wellness credits and lower medical premiums.

27. Will the testing experience/process be the same whether I test onsite at LSS or offsite at Quest?

No. The onsite biometric screening consists of a fingerstick and mouth cotton swab. You will also have the opportunity to talk with a health provider onsite and view your results immediately. Completing the screening offsite at a Quest center will include a blood draw and your results will not available right away.

28. Can my doctor simply share his/her lab results with SimplyWell to satisfy the screening requirement?

No. For consistency purposes, all participants must screen onsite or offsite through Quest, unless your physician has medical reasons for you to not screen.

29. Can we do fun events and challenges like our walking competitions and weight loss challenges inside the SimplyWell site?

Yes. The SimplyWell site is designed with this purpose in mind. We will utilize the SimplyWell online portal for many of the fun activities coordinated by your Wellness Teams year-round. We will share more information as we get further along in 2018/2019.

30. What if my spouse doesn't participate?

If your spouse does not participate in the screening, you will not receive their portion of the discounted premiums available.