

Harvard Pilgrim Wellness Program Frequently Asked Questions

About the Biometric Screenings

What exactly do the screenings involve, and how do I participate?

The screenings will provide you with key indicators of risk for major illnesses. They include cholesterol, blood pressure, blood sugar and body mass index measures. Harvard Pilgrim clinical staff will provide a free, on-campus screening of these biometric numbers for Boston College faculty and staff and their spouses:

Date	Time	Location
Tuesday, March 3	8:00 a.m. – 4:00 p.m.	Flynn Recreation Complex, Multi-Purpose Suite
Wednesday, March 18	7:00 a.m. – 3:00 p.m.	Yawkey Center, Murray Room
Monday, April 13	9:00 a.m. – 5:00 p.m.	Yawkey Center, Murray Room
Thursday, April 23	7:00 – 10:30 a.m.	Brighton Campus, 129 Lake, Café 129
Thursday, April 23	12:00 – 3:30 p.m.	Newton Campus, Barat House

The screenings take about 30 minutes. If you know your numbers **and complete the Health Questionnaire (HQ) by April 30, 2015, you'll earn a \$125 BC Reward Card** (see "About the incentive and Reward Card" section). If your spouse also knows his/her numbers and completes the HQ by April 30, your spouse will also receive a \$125 BC Reward Card.

What if I can't attend one of the screening events and I don't know my numbers?

If you're unable to attend one of the screening events, you may obtain your biometric measures from your physician. If you have further questions, please contact Nicole Petitti in Human Resources at 617-552-3336.

About the Health Questionnaire

Am I required to take the Health Questionnaire (HQ)?

Completing the HQ is voluntary, but required to earn the reward incentive. Responding to the confidential HQ can provide you with valuable information about your health and lifestyle.

There are no right or wrong answers, but taking the HQ will tell you if you're on the right track to good health and, if not, how to get there. Plus, when you know your numbers and complete the online HQ (including the required six biometric measures) by April 30, 2015, you will receive a \$125 Reward Card.

If I took the Health Questionnaire before, why do I need to take it again?

It's a smart idea to have annual health screenings, because your biometric numbers can change over time. With more current numbers, you can take the best advantage of the confidential Health Questionnaire and identify and address any issues or changes with the help of a Personal Health Coach (see the Personal Health Coaches section below).

How do I access the HQ? You can access the HQ by visiting www.harvardpilgrim.org/bostoncollege and logging in to your *HPHConnect* for Members account. Once you are logged in, click on the "Take the Health Questionnaire" link in the dashboard on the right side of the page.

How does an employee's spouse take the HQ?

If your spouse is a Harvard Pilgrim member under your medical plan through Boston College, she/he takes the HQ the exact same way employees do (as described above). If your spouse is not enrolled in the Harvard Pilgrim medical plan through Boston College, and would like to participate, she/he should send an email to HPWellness@harvardpilgrim.org to request login credentials.

I don't receive my insurance through Harvard Pilgrim. Am I (and my spouse) still eligible to earn the Reward Card?

Yes, you are still able to earn the Reward Card if you know your numbers and complete the Health Questionnaire even if you are not a member of Harvard Pilgrim. If you are an employee, but not a Harvard Pilgrim member through Boston College, you will receive a letter in the mail with your login credentials. If your spouse is not enrolled in the Harvard Pilgrim medical plan through Boston College, and would like to participate, she/he should send an email to HPWellness@harvardpilgrim.org to request login credentials.

When should I take the HQ?

Since you need to know your numbers to complete the HQ and the required fields, it would be best to wait until you have completed your screening or obtained your biometrics from your physician. You must take the HQ between March 3, 2015 and April 30, 2015. The date of the first on-campus screening where you will be able to get your numbers that you will need for the HQ is on March 3, 2015.

I just went for my annual physical and got my biometrics measured? Can I use this data for the HQ?

Yes, you can use this data. If you don't have it written down you should be able to call your physician's office to get the information.

What if I don't have my biometric data with me when I take the questionnaire?

If you start the HQ, but need to pause, the HQ will be saved when you exit the site. Do not click on the submit button until you are finished. Once you click the submit button, the HQ is closed and no additional information can be added.

Will this information be shared with my employer?

Your individual responses are confidential and will not be shared with your employer. Boston

College will only receive an aggregate summary report of all completed HQs. The summary report will not contain any individual responses.

Will Harvard Pilgrim have access to my information?

Harvard Pilgrim will have access to your HQ, and your right to privacy will be protected according to strict privacy guidelines. A Personal Health Coach will contact you to assist you with setting goals to improve your health ONLY if you answer “Yes” to question #50 on the HQ.

What if I recently completed the HQ?

Members can only take the HQ once every six months. If you are unable to complete your HQ, please contact HPWellness@harvardpilgrim.org for assistance.

About the Personal Health Coaches

How does the Personal Health Coach program work?

To connect with a Personal Health Coach, answer “Yes” to question #50 on the HQ. A coach will then contact you to review your responses to the HQ and discuss your idea of a healthy lifestyle. The coach will work with you to identify some specific goals and to develop your personal wellness plan or “roadmap.” No matter what kinds of challenges you may face, your coach will support you and motivate you on your way to better health.

I’m already healthy – why do I need a Personal Health Coach?

Even if you feel you’re already healthy, a Personal Health Coach can provide valuable, confidential support for your well-being. The coach can review and validate your current healthy lifestyle strategies, provide ideas for new strategies and discuss potential issues you may not be aware of so you can minimize future health risks. If you need to make changes, your Personal Health Coach will then help you set and achieve health improvement goals.

Who decides on the goals?

You and your certified Harvard Pilgrim Personal Health Coach will work together to decide which goals are right for you. Goals may include:

- Controlling blood pressure
- Managing weight
- Increasing physical activity and exercise
- Cholesterol management
- Eating better
- Dealing with back pain
- Smoking cessation
- Stress reduction and life balance

How often will the Personal Health Coach call me?

You and your coach will decide what is best. In the beginning, the coach may call every two to four weeks. Later, the coach may call every one to three months. You may also agree on a “graduation date” based on your progress and goals. The program is voluntary and you can stop at any time.

How do I access a Personal Health Coach?

There are two ways to engage with a coach:

- Check “Yes” on Question 50 on the HQ.
- Call Harvard Pilgrim Member Services at (888) 333-4742 and let the Service Representative know that you would like to be contacted by a Personal Health Coach.

About the Incentive and Reward Card

Who is eligible to receive the incentives?

All benefits-eligible BC employees and their spouses are eligible to participate in the screenings, complete the HQ, receive the incentive and engage with a Personal Health Coach.

Are rewards considered income and will they be taxed?

The IRS considers all Reward Cards and reward certificates provided to an employee or spouse by the employer as income that must be taxed. Your Reward Card will be worth \$125, and you will be able to spend \$125. If your spouse also receives a card, the IRS requires that you, the employee, must be taxed for the card. The value of the Reward Card (\$125 or \$250 if both you and your spouse received a card) will be added to your taxable wages in payroll and taxed within three to four weeks of receiving your card. If you are weekly paid, the taxable amount will be spread over four weeks. If you are monthly paid, the amount will be taxed in one paycheck.

How and when will I get the BC HEALTHY YOU Reward Card?

The BC HR Service Center (HRSC) will be responsible for the distribution of the Reward Cards via employee pickup at 129 Lake Street and at satellite locations to be announced. Expect Reward Cards to be ready for pickup in June 2015. To pick up the card, the qualifying employee will be required to provide a form of identification, preferably a BC ID.

How will my spouse receive the BC HEALTHY YOU Reward Card?

A BC employee may pick up and sign for the Reward Card for his/her spouse who qualifies for the card. To pick up the card, the employee will be required to provide a form of identification for self and for the spouse.

How and where can I redeem the Reward Card?

The Boston College HEALTHY YOU Reward Cards are debit campus Reward Cards loaded with a \$125 value, valid through May 20, 2016, and can be spent at BC Dining restaurant locations on campus (Addie's Loft at Corcoran Commons, Cafe 129, Chocolate Bar at Stokes, Corcoran Commons Lower Live, Eagles Nest, Faculty Dining Room, Fulton Hall Bean Counter, Hillside Cafe, Lyons Hall, McElroy's Carney Dining Room, On the Fly Mini Marts, and Stuart Hall) or at the BC Bookstore campus locations (McElroy, Hillside, Law School, Alumni Stadium, and Conte Forum). Each dollar loaded card is treated the same as cash and applicable taxes will apply. The card and its value will not be replaced or refunded if lost or stolen.

How can I find out the balance available on my Reward Card?

Reward Card balances are printed on the register receipt at time of sale and a balance inquiry may be done by cashiers at a BC Dining Services or BC Bookstore location.

What do I do if my Reward Card is lost or stolen?

The Boston College HEALTHY YOU Reward Cards are to be treated like cash and applicable taxes will apply. The card and its value will not be replaced or refunded if lost or stolen.