



Wespath

BENEFITS | INVESTMENTS



Frequently Asked Questions for HealthFlex Plan Sponsors

Please note: Details in this FAQs focus on HealthFlex, unless indicated otherwise.

Q: Why does HealthFlex offer this screening to participants?

A: Screenings are an important way to identify areas for improvement, so health concerns can be addressed before they become more serious. By enabling early detection when conditions are most treatable, screenings help keep our participants healthier and promote improved well-being throughout the denomination.

Q: Why offer the Blueprint for Wellness (BFW) screening through Quest Diagnostics?

- A:** The Quest Diagnostics screening program was chosen because it:
- Allows flexible access for all eligible participants and spouses, including those unable to attend “on-site events” such as Annual Conference or an employee event;
 - Offers administration, including assistance with registration and scheduling, and full support for on-site events;
 - Provides thorough individual and aggregate health information, including information about non-blood biometrics such as blood pressure, height and weight, and waist circumference;
 - Facilitates an economy of scale for screening, which promotes stewardship of HealthFlex plan resources while providing excellent services to participants.

Q: Is there a cost to the participant or the plan sponsor for this screening?

A: No. Blueprint for Wellness screenings are paid for by the HealthFlex plan when scheduled through HealthFlex/WebMD.

NEW DATES FOR 2019!

January 2 – July 31



**Blueprint for Wellness®
Screening**
\$100 PulseCash



HealthQuotient (HQ)
Avoid higher deductible



The IRS considers cash wellness incentives as taxable income. Participants should consult with a tax advisor. Participation in HealthFlex well-being programs is voluntary.

Q: Who is eligible for the Blueprint for Wellness screening?

A: Participants and spouses enrolled in a HealthFlex plan are eligible to take the Blueprint for Wellness screening and earn the PulseCash incentive.

Additionally, participants and spouses in Via Benefits® may be eligible for Blueprint for Wellness—if their plan sponsor chooses to offer this screening.

Q: Why should your conference or organization consider hosting on-site screenings?

A: Hosting an on-site event when many eligible participants are together is a good way to offer both screening options to participants (on-site and at a Quest Diagnostics location).

Q: What incentive is being offered to HealthFlex participants for completing the screening?

A: A PulseCash incentive through Virgin Pulse will be awarded to each participant or spouse in HealthFlex who completes the Blueprint for Wellness screening **between January 2 and July 31**. If the primary participant completes the screening and the eligible spouse also completes the screening, they both will receive the incentive (\$100 each). PulseCash is deposited approximately 30 days after completing the screening.

Additionally, participants may earn up to 140 Wellness Points toward their 150 Points/\$150 PulseCash incentive for achieving healthy or improved health measures. See the [2019 HealthFlex Well-Being Programs Frequently Asked Questions](#) for details.

Q: Now that Blueprint for Wellness and HQ have the same dates for completion, which one should a participant take first?

A: Either is the correct answer.

If a participant takes BFW first, results will populate in the HQ about 3 days after a participant completes the screening. This means there is no need to enter results.

If the HQ is taken first, simply bypass the section where you enter your biometric screening results. BFW results will be sent to WebMD, and the HQ score will be recalculated.

Both steps are great places to start, and work together to provide a comprehensive picture of your health. The important thing is that you complete **both**.

Q: How can individuals take the Blueprint for Wellness screening?

A: Individuals can take the Blueprint for Wellness screening in one of three ways:

1. During an on-site event, such as annual conference or an employee wellness event. (*Registration is strongly recommended.*)
2. At a local Quest Diagnostics patient service center (Quest lab) for a Blueprint for Wellness screening. (*Registration is required.*)
3. Individuals who lack access to either a local Quest Diagnostics center or an on-site event may qualify for the PulseCash incentive if their physician submits a completed *Physician Results Form*. (*See details below.*) However, out-of-pocket costs for a physician visit and tests will apply.

Q: Is registration necessary, or will walk-ins be accepted during an on-site event?

A: Registration online or by phone is *strongly recommended*. A limited number of walk-ins may be accommodated at on-site events.

Q: What if an individual does not have access to an on-site event and does not have a local service center within reasonable driving distance? How can this individual qualify for the PulseCash incentive?

A: Individuals (participants or spouses) who do not have access to either an on-site event or a Quest Diagnostics patient service center within reasonable driving distance can receive the PulseCash incentive by submitting a *Physician Results Form* completed by their PCP.

Please note: We encourage participants who submit the *Physician Results Form* to get these tests done at the same time as their annual wellness exam, to avoid paying out-of-pocket costs.

Q: How do PCPs complete the *Physician Results Form*?

A: Guidelines for use of the form are available here:

1. Log into **HealthFlex/WebMD**
2. Click on **Quest Diagnostics Blueprint for Wellness** in the gray bar to access and print the physician form.
3. **All values indicated on the form must be completed** for the participant to receive the incentive.
4. The completed form must be submitted to Quest Diagnostics via upload, e-mail or fax to **1-844-560-5221** by **July 31** for the participant to receive the PulseCash incentive.

To watch a video that walks you through the steps on how to access the form, click [here](#).

Q: How should participants involve their personal PCPs in this screening process?

A: *The Blueprint for Wellness screening does not replace contact with a PCP.* Please encourage participants to involve their PCPs.

- The participant should discuss the Blueprint for Wellness screening with their PCP.
- The participant can inform their PCP that he or she can access a comprehensive screening from a Quest Diagnostics lab as part of their employee well-being program, at no out-of-pocket cost.

Q: What if a participant’s PCP says he or she is unable to achieve healthy or improved health measures? Is there a reasonable alternative to qualify for the incentive?

A: Yes. Reasonable alternatives or waivers will be made available for those who cannot achieve healthy or improved measures due to an underlying medical condition. If you have a participant who believes he or she needs a reasonable alternative, please direct the participant to make a request by e-mail or U.S. mail:

- E-mail: incentiverequest@wespath.org
- U.S. mail: Wespath Benefits and Investments
Attention: Incentive Request
1901 Chestnut Avenue
Glenview, IL 60025

We will work with the participant (and his/her PCP, if the participant wishes) to find a reasonable alternative so the participant can achieve the same reward.

Q: Is participants’ privacy protected by Quest Diagnostics and WebMD?

A: Yes! HealthFlex values the privacy of its participants, and personal health information is kept confidential. Plan sponsors and Wespath will not receive personal lab results. Quest Diagnostics is bound by HIPAA and other federal law requirements to protect the privacy of participants. Lab results will be electronically transmitted to WebMD to populate the HQ, this process is automatic—no individual at WebMD or Wespath can view an individual’s data, except a WebMD health coach (if applicable). WebMD health coaches also are bound by HIPAA privacy rules and will not disclose personal health information. Participants’ church, annual conference, employer or insurance carrier cannot see personal screening results.

Q: Where can participants learn more about the Blueprint for Wellness screening and the incentive?

A: Detailed information on Blueprint for Wellness and the wellness points incentives is included in the *2019 HealthFlex Well-Being Programs Frequently Asked Questions* document, posted on the HealthFlex/WebMD website. HealthFlex also will mail information directly to participants in early 2019.

Additionally, HealthFlex plan sponsors are encouraged to use the HealthFlex Toolkit materials for communicating to their participants. The toolkit is on the Wespath extranet (extranet.gbophb.org; username: **extranet**; password: **gbop!123**).

Q: Where can plan sponsors learn more about the timeline and steps involved for hosting an on-site screening?

A: An **Event Checklist** with guidelines for hosting your event is available on the Wespath extranet.

Q: How do individuals register for the Blueprint for Wellness?

A: Participants and covered spouses can register online or by phone.

Online:

- Log in to HealthFlex/WebMD from wespath.org.
- Select “**Quest Diagnostics Blueprint for Wellness**” from gray bar.
- Participants can search by ZIP code for events or local screening locations.

By phone:

- Dial **1-855-623-9355** to speak with a Quest Diagnostics customer service representative.
- Identify the program name as **United Methodist Church** or **HealthFlex**. The customer service representative will assist the HealthFlex participant or spouse in selecting the event or screening location of their choice.

The PulseCash incentive applies only to participants and spouses in HealthFlex plans (not Medicare plans). Eligible participants and spouses must complete the screening between **January 2 and July 31** and **must** be enrolled in the Virgin Pulse well-being program at the time of screening to qualify for the PulseCash incentive. Some non-HealthFlex plan sponsors may choose to offer their own incentives.