

Wellness Program FAQ

Have a question that you don't see answered below? Contact EBD at 1-877-815-1017 x1, or AskEBD@dfa.arkansas.gov

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Why have requirements changed with the Wellness program?

Since the wellness program was implemented in 2015, there had not been any changes made to the core requirements. Employees and covered spouses (starting in 2016) only needed to complete the online Health Assessment and a wellness visit with their physician to earn the discount. The services provided in wellness visits varied, which made it hard to evaluate the effectiveness of the program. The Public School Life and Health Insurance Board, which establishes policies for the ARBenefits plan, wanted to make changes to ensure we offer as beneficial a program as possible for both our members and the plan.

Who must complete the requirements to earn an incentive?

Covered employees and covered spouses must complete the requirements by 10/31/18 to qualify for a 2019 incentive.

What about new employees hired during the year?

Employees with a hire date, and members who enroll onto the plan July 1, 2018, or after, will automatically receive credit for the wellness program for 2019.

Employees who transfer between agencies or school districts without a break in coverage are still required to complete the wellness requirements by 10/31/18.

Members who become effective on the ARBenefits plan between July 1 - October 31, 2018 are encouraged to participate in a biometric screening and health assessment.

Do I have to complete the wellness requirements?

No, the program is voluntary. However, to earn an incentive towards your monthly premiums, you and your spouse (if covered) need to complete the wellness requirements.

How much will the discount be in 2019?

The State and Public School Life and Health Insurance Board will decide the amount of the 2019 discount when they set rates for the 2019 plan year.

Do covered children need to complete the requirements?

No. Only covered employees and covered spouses need to complete the requirements for the 2019 wellness discount. Dependent children can still have an annual visit with their physician covered by the plan.

Biometric Screening (Catapult Health Worksite Checkup)

Did EBD contract with Catapult Health to provide the new worksite checkups?

No, EBD and Catapult Health did not enter into a contract to provide worksite checkups. Catapult Health is already an in-network provider. Therefore, Catapult Health will bill a claim to EBD for every screening just like any in-network provider.

How do I schedule an appointment with Catapult Health?

Catapult Health will be contacting agencies and school districts to set up clinics during 2018. When a clinic is going to be at your district/agency, or in your area, you will receive information from your agency/district Health Insurance Representative. You will receive a link to schedule your appointment online. Once you schedule your appointment, you can receive e-mail reminders when your appointment date is approaching.

To set an appointment time, and to see an upcoming schedule of clinics, members can go to www.TimeConfirm.com/ARBenefits.

How long does it take to complete a Catapult Health screening?

A screening conducted by Catapult Health usually lasts approximately 40 minutes.

What is included during a Catapult Health screening?

1. Lab-accurate finger stick blood test to measure: blood glucose, lipids, liver enzymes, A1C
2. Biometric measurements: height, weight, blood pressure, abdominal circumference
3. Depression screening
4. Cotinine (nicotine) screening
5. Private consultation with a nurse practitioner

Is there a charge to the member for a Catapult Health worksite screening?

No, the employee and/or covered spouse will not be charged for their Catapult Health worksite screening. Catapult Health is already an in-network provider, and will submit a claim to the plan like any provider. The billing details for worksite checkup claims have already been vetted to make sure the member will not receive a charge.

If I participate in a Catapult checkup, can I still have an annual visit with my physician?

Yes, even if you participate in a Catapult worksite checkup, you can still have an annual visit with your physician and/or your OB/GYN covered by the plan. If you participate in a Catapult Health checkup, your physician does not need to complete the ARBenefits Primary Care Provider Form.

Biometric Screening (Member Primary Care Physician)

Can a physician perform my biometric screening instead of Catapult Health?

Yes, employees and covered spouses can have their physician perform their biometric screening. The employee and/or spouse will need to have their physician fill out the Primary Care Provider Form available at www.ARBenefits.org. Members may receive a charge for services if their physician does not bill services as preventive when they submit the claim to Health Advantage for the visit.

Where do I find the necessary Primary Care Provider Form?

The required form for members to take to their Primary Care Provider, if they wish their PCP conduct their screening is available at www.ARBenefits.org, or by clicking [here](#). It is the responsibility of the member to take that form to their physician to complete, and to also make sure the form is submitted to the fax number on the form by 10/31/2018. The PCP form must be filled out completely in order to be processed.

Nicotine Screening

Why was the nicotine screening added?

The ARBenefitsWell program was implemented as an effort for employees to take charge of their health, but is also a way for the plan to contain costs. If conditions can be diagnosed early and managed, or through action, prevented entirely, both the member and the plan benefit.

Conditions that occur through nicotine use create a large expense for the member and the plan. Through action, members can experience improved health, which can lower costs.

If I test positive for nicotine, when do I have to enroll in the tobacco cessation program?

If you and/or your covered spouse tests positive for nicotine, you need to enroll in the GuidanceResources® Tobacco Cessation program by 10/31/2018 to qualify for 2019.

However, you do not need to wait until you have your nicotine test to enroll in tobacco cessation. Members who already smoke, or know that they will test positive for nicotine, can enroll into the GuidanceResources® Tobacco Cessation Program anytime of the year up until the 10/31/2018 deadline.

How do I enroll in the GuidanceResources Tobacco Cessation program?

To enroll in the GuidanceResources® Tobacco Cessation program , you can contact GuidanceResources® at 1-877-247-4621.

Body Mass Index (BMI)

Are the added requirements based on BMI?

Members who have a BMI determined to be high risk will receive education and information on programs offered to them.

Based on outcomes and data from initial year of implementation, the Board will consider, for 2019 activities and 2020 incentive determination, required enrollment in tobacco cessation for members who test positive for nicotine, and enrollment in weight management or obesity counseling for members whose BMI is over 40.

Health Assessment

How do I complete the necessary health assessment?

There are two way employees and covered spouses can complete the required Health Assessment.

1. Employees and covered spouses who participate in a Catapult Health worksite checkup will complete the required health assessment during their appointment.
2. Employees and covered spouses who choose to have their doctor complete their biometric screening, and members who are excluded from having a screening due to pregnancy or double mastectomy need to complete the online health assessment by logging into their ARBenefits Member Portal account.

If I complete a Catapult Health checkup, do I need to complete the online health assessment?

No. If you complete a checkup through Catapult Health, the questionnaire you complete during your appointment will fulfill the health assessment requirement. The online health assessment through the ARBenefits Member Portal is only for those who do not complete a checkup through Catapult Health.

What if I have trouble logging into my ARBenefits account?

If you need assistance logging into your ARBenefits.org account, you can contact EBD at 1-877-815-1017x1 or email AskEBD@dfa.arkansas.gov.

If you cover your spouse, your spouse will need to register or log into their own account at www.ARBenefits.org.

How do I access the online health assessment in the ARBenefits Member Portal?

Once you log into your ARBenefits.org account:

1. Scroll down in the Home tab to the ARBenefits box.
2. Click the GuidanceResources® link on the right side of the box to access your GuidanceResources.com account.
3. Inside your GuidanceResources® account, click the Health Assessment link on the left hand side, or the notification in the middle of the page.
 - A new assessment must be completed by 10/31/18. Any health assessments you previously completed will no longer be in the GuidanceResources® system.

Can I log into my GuidanceResources® account by going directly to www.GuidanceResources.com?

No. The online health assessment must be completed by clicking the GuidanceResources link inside the ARBenefits Member Portal. If you complete an online health assessment by going directly to www.GuidanceResources.com, it will not count towards the ARBenefits wellness requirements.

Do I need to complete my health assessment prior to having a biometric screening?

No, you do not have to complete your online Health Assessment prior to having a biometric screening through Catapult Health, or through a physician.