

Frequently Asked Questions

GENERAL

Q. If I completed Know Your Numbers in 2019, do I need to do it again to earn the premium credit?

A. Yes, if you would like to continue to receive the premium credit in 2021, you will need to complete the steps again in 2020.

Q. How much can I earn for doing this?

A. The 2021 premium credit will remain the same as it was in 2020. Depending on which plan you are enrolled in and if your spouse also completes the requirements, the 2020 credit premium is between \$208 and \$650.

Q. Do full-time and part-time enrollees earn the same amount?

A. Yes.

Q. How will the premium credit show up on my paychecks in 2021?

A. The credit shows under the heading "Wellness Discount" in the earnings section of your payroll summary.

Q. What happens if I don't complete both steps – the biometric screening and the healthy lifestyle assessment in MyChart – by the December deadlines?

A. You will not be eligible for the premium credit in 2021. You must complete both steps by the communicated deadlines to be eligible for the premium credit.

Q. Will my biometric screening results impact the amount of my premium credit?

A. No your biometric values will not impact the amount of premium credit you are eligible for.

Q. Due to a disability or medical condition, I'm unable to complete the Know Your Numbers requirements. What are my options?

A. Contact Asante Health Promotion Services at (541) 789-4995 or HealthPromotion@asante.org to discuss alternative accommodations.

Q. I'm not in a benefit-eligible position now but will be before Jan. 1, 2021. Can I still qualify for the premium credit?

A. Yes. If you become benefit-eligible before Dec. 31, 2020, you will have 90 days to complete both steps and will then be eligible for the premium credit for the remainder of 2020 and 2021.

Q. I was hired late in the year. Can I still qualify for the premium credit?

A. Yes. You will have 90 days from your hire date to complete both steps and will then be eligible for the premium credit for the remainder of 2020 and 2021.

Q. I'm getting married in December 2020. Can my spouse participate in Know Your Numbers now and qualify for the premium credit in 2021?

A. Yes. As long as your spouse is benefit-eligible before Jan. 1, 2021, they should make a screening appointment and complete the healthy lifestyle assessment in MyChart by the communicated deadlines. If you find out after this deadline that your spouse will be benefit-eligible before Jan. 1, please contact Asante Health Promotion Services at (541) 789-4995 or HealthPromotion@asante.org to discuss alternative accommodations.

BIOMETRIC SCREENING

Q. What happens during the Asante biometric screening?

A. The entire process will take approximately 20 minutes and is performed by a trained clinician. When you first arrive, you will be asked COVID screening questions, asked to cleanse or sanitize your hands and wear a mask during the whole appointment. The clinician will weigh you, ask you for your height, measure your waist circumference, perform a finger stick (used for lab screening) and take your blood pressure. The lab screening will provide results for your total cholesterol, high-density lipoprotein (HDL), low-density lipoprotein (non-HDL), total cholesterol to HDL ratio and glucose levels. When your lab screening results are ready, the clinician will review them with you and, based on your identified risks, refer you to internal or external programs designed to help you address and manage your health risks.

Q. Can I eat or drink before my screening?

A. The screenings do not require that you fast, however, fasting may allow for a more accurate reading. Use your discretion when preparing for your screening appointment.

Q. Do I need to make a screening appointment, or can I just walk into a screening event?

A. Biometric screenings require an appointment.

Q. Can I get my flu shot during my biometric screening?

A. No. Flu shots are administered through Employee Health and are not a part of the biometric screening.

HEALTHY LIFESTYLE ASSESSMENT

Q. I'm logged in to my MyChart account, but I can't find the online healthy lifestyle assessment.

A. Look for the message titled "Healthy Lifestyle Assessment" to access the assessment.

Q. I currently do not have a MyChart account. What should I do?

A. If you currently do not have a MyChart account, you will create an account as part of your biometric screening process. The staff will assist you in creating an account.

Q. I currently have a MyChart account, but I can't remember my user ID and password.

A. The staff will help you as part of your biometric screening process. Or call or email Health Promotion at (541) 789-4995 or healthpromotion@asante.org

Q. Is a paper health assessment available?

A. No. The assessment is only available in MyChart. If you need assistance call or email Health Promotion at (541) 789-4995 or healthpromotion@asante.org.

Q. I don't have access to a computer or the internet or I'm not comfortable with online websites.

A. Contact Asante Health Promotion Services at (541) 789-4995 or healthpromotion@asante.org for assistance.

Q. What types of questions are asked in the healthy lifestyle assessment on MyChart?

A. The assessment questions focus on lifestyle habits such as tobacco use, use of safety precautions, various physical and recreational activities, alcohol intake, nutrition, work/life events and preventive care.

Q. Is the healthy lifestyle assessment on MyChart secure?

A. Yes, all phases of the Know Your Numbers program comply with privacy laws. (See below: "Notice Regarding Wellness Program" for more information.)

Q. I have read this entire document and still have questions. Whom can I contact?

A. Contact Asante Health promotion at (541) 789-4995 or healthpromotion@asante.org.

Notice regarding well-being programs

Regence Empower is a voluntary well-being program available to eligible employees. The program is administered according to federal rules permitting employer-sponsored well-being programs that seek to improve employee health or prevent disease, including the Americans with Disabilities Act of 1990, the Genetic Information Nondiscrimination Act of 2008, and the Health Insurance Portability and Accountability Act, as applicable, among others. If you choose to participate in the well-being program you will be asked to complete a voluntary Health Assessment or "HA" that asks a series of questions about your health-related activities and behaviors and whether you have or had certain medical conditions (e.g., cancer, diabetes, or heart disease). You will also be asked to complete a preventative wellness exam, which may include a blood test for heart disease, diabetes, and hyperlipidemia. You are not required to complete the HA or other medical examinations. However, employees who choose to participate in the well-being program will receive an of up to \$25 gift card for completing the health assessment and logging a healthy community event. Although you are not required to complete the health assessment or log a healthy community event, only employees and spouses who do so will receive \$25 gift card. If you are unable to participate in any of the health-related activities required to earn an incentive, you may be entitled to reasonable accommodation or an alternative standard. You may request a reasonable accommodation or an alternative standard by contacting your Human Resources department. The information from your health assessment will be used to provide you with information to help you understand your current health and potential risks and may also be used to offer you services through the well-being program, such as health coaching. You may be contacted by a health coach to review your health assessment results. Reviewing your results with a health coach is optional. However, you are encouraged to share your results or concerns with your own doctor.

Protections from Disclosure of Medical Information

We are required by law to maintain the privacy and security of your personally identifiable health information. Although the well-being program and your employer may use aggregate information it collects to design a program based on identified health risks in the workplace, Regence Empower will never disclose any of your personal information either publicly or to the employer, except as necessary to respond to a request from you for a reasonable accommodation needed to participate in the wellbeing program, or as expressly permitted by law. Medical information that personally identifies you that is provided in connection with the well-being program will not be provided to your supervisors or managers and may never be used to make decisions regarding your employment. Your health information will not be sold, exchanged, transferred, or otherwise disclosed except to the extent permitted by law to carry out specific activities related to the well-being program, and you will not be asked or required to waive the confidentiality of your health information as a condition of participating in the well-being program or receiving an incentive. Anyone who receives your information for purposes of providing you services as part of the well-being program will abide by the same confidentiality requirements. The only individual(s) who will receive your personally identifiable health information are Well-being Plan administrators, health coaches and nurses to provide you with services under the well-being program. In addition, all medical information obtained through the well-being program will be maintained separate from your personnel records, information stored electronically will be encrypted, and no information you provide as part of the well-being program will be used in making any employment decision. Appropriate precautions will be taken to avoid any data breach, and in the event, a data breach occurs involving information you provide in connection with the well-being program, we will notify you immediately. You may not be discriminated against in employment because of the medical information you provide as part of participating in the well-being program, nor may you be subjected to retaliation if you choose not to participate. If you have questions or concerns regarding this notice, or about protections against discrimination and retaliation, please contact your Plan Administrator or Human Resources Department.