

Eva N. Santos Communication Award Nomination

Get Healthy Program

Pennsylvania Employees Benefit Trust Fund

Commonwealth of Pennsylvania

Contact: Kim Helton, Director of Workforce Planning, Development and EEO

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Attachments:

Get Healthy Program Requirements Brochure

Posters

Sample Email

Reminder Letter

1. Provide a brief description of the submission: The Get Healthy Program is a wellness program offered to a total of 115,298 Commonwealth of Pennsylvania employees and covered spouses/domestic partners enrolled in medical and/or supplemental benefits (prescription drug, vision, dental and hearing aid). When the employee and spouse/domestic partner participate in the Get Healthy Program, the employee earns a discount on their health care contribution from 5% of their annual base pay to just 2%. For an average commonwealth salary of \$52,000, the savings is \$1,560 for successful participation in the Get Healthy Program's annual Know Your Numbers wellness screening.

2. How long has the submission been in existence? The Get Healthy Program began in 2005 with the introduction of an online Health Assessment survey, online programs and health coaching. In 2013, we introduced the Know Your Numbers wellness screening to provide members with objective, actionable data. The wellness screening includes a blood draw that tests for cholesterol and glucose levels, blood pressure measurement and height and weight to calculate Body Mass Index (BMI). Wellness screenings were offered to employees and covered spouses/domestic partners for the first time in 2014.

3. Why was the submission created? Almost half of Americans suffer from conditions such as diabetes, high blood pressure and high cholesterol, which wellness screenings help to identify. The wellness screening gives the employee and covered spouse/domestic partner the knowledge of these important numbers and they are encouraged to take the results to their doctor to discuss any interventions that need to be done.

The Know Your Numbers annual wellness screening period takes place in the fall of each year. To communicate the program, the Pennsylvania Employees Benefit Trust Fund (PEBTF), which

administers the health care benefits to active commonwealth employees, includes information in its quarterly newsletters. A special Get Healthy Program Requirements brochure is mailed to employees' homes approximately three weeks prior to the opening of the online and telephonic registration system. To register, members visit the PEBTF website which links to the Quest Diagnostics registration system.

Members are given three choices to obtain a wellness screening – 1) attend one of 250 onsite events at commonwealth worksites, 2) visit a Quest diagnostics Patient Service Center or 3) visit their doctor for the testing. If the member visits their doctor for the testing, the doctor completes a Physician Results Form, which is faxed to Quest Diagnostics. The registration system allows members to schedule an appointment at an onsite event or Quest Diagnostics Patient Service Center that is near their work or home.

The PEBTF wellness team staffs the onsite events along with assistance from commonwealth site coordinators.

In addition to printed newsletters mailed to the employees' homes:

- Posters are displayed in worksites reminding employees about the wellness screenings.
- Reminder emails are sent to employees on a monthly basis.
- Site coordinators at the commonwealth facilities help to promote the onsite events.
- Reminder letters are mailed six weeks before the end of the wellness screening period to any employee and/or spouse/domestic partner who had not completed a wellness screening as of that date.

4. How does this submission support the goals and objectives of your agency/department?

The PEBTF's goal is to offer a comprehensive benefits package at a low cost to employees while

managing the health of our members. By participating in the Get Healthy Program, employees can reduce their health care contribution from 5% of their annual base pay to 2%, a value of \$1,560 based on the average employee salary. While the contribution savings is an incentive to complete a wellness screening, knowing these important numbers is a great value for members who may not have known they had a risk factor and were able to follow-up with their doctor to make changes early.

5. Have you been able to measure the effectiveness of this submission? If so, how?

Employee Engagement - The first year the program was offered to employees only and 80% completed a wellness screening. In year two, we anticipated a drop in completion percentages because of the additional spouse/domestic partner requirement but we were pleased that 79% of employees and spouses/domestic partners completed a wellness screening.

Employee Satisfaction - The PEBTF also monitored feedback and member calls to our call center and inquiries to HR offices. The feedback was overwhelmingly positive and many employees told those staffing the onsite events that they looked forward to seeing if they improved their numbers year over year. The vendor also surveys members who completed a wellness screening. The average rating of satisfaction for those who completed a wellness screening at an onsite event was 4.32 out of a maximum score of 5. Participants had an average rating of 4.38 out of 5 for satisfaction with a Patient Service Center. In 2014, 97 percent were satisfied with the Physician Results Form option and 93 percent felt their results were available in the expected timeframe. An overwhelming majority commented that they were extremely likely to recommend the wellness screening to a friend or colleague.

Maggie S., a commonwealth employee, found out how important it is to “Know Your Numbers.” Maggie’s blood test in August 2013 showed she had borderline high total cholesterol at 219 and her weight was 183 pounds. Her doctor suggested medications if she did not take steps to lower her cholesterol. Maggie decided to take matters into her own hands and try to lose the weight and improve her cholesterol level. She cut out starches from her diet – white bread, pasta, potatoes – and all sweets. When she craves something sweet, she uses frozen fruit to make a smoothie. Her meals consist of a lean protein and vegetables. Exercise is also important and Maggie uses an elliptical trainer three to five times a week. In just six short months, Maggie has lost 33 pounds. She went from a ladies size 16 to a ladies size 10/12. Just as impressive is that her cholesterol dropped from 219 to 140. “I’m not done yet,” commented Maggie. “I would like to get to a goal weight of 130 pounds and I feel I can do it.” We can all agree that Maggie is a success at improving her health – and it all started because she found out she had high cholesterol.

Results - While it’s too early to see any reduction in overall health costs, the PEBTF’s partner, Quest Diagnostics, has reported aggregate data that shows improvement among employees whose results were out-of-range in year one. From 2013 to 2014, we saw:

- Blood Pressure: 60 percent of employees with high blood pressure improved their numbers.
- Glucose (sugar): 47 percent of employees with high glucose improved their readings and brought that value within the moderate or low risk range.

- Cholesterol: 28 percent of those employees in the risk level range improved their HDL (good cholesterol) numbers.
- Body Mass Index (BMI): Eight percent of employees with BMI in the high risk level brought that value within moderate or low risk.

Seeing results like this in just a year's time is a great improvement.

Next year we will have comparison data for spouses/domestic partners and we will be able to measure changes in the entire population year over year.

PEBTF's Get Healthy Program Requirements

Important Information About Wellness Screenings for Employees and Spouses/Domestic Partners



Get  Healthy
LIVING WELL



YOUR HEALTH – IT'S THE MOST IMPORTANT THING

What is important to you? We each have our own specific reasons for staying healthy. For some, it may be to stay physically active. For others it may be to be around for your children and grandchildren. For others it may be to get to retirement age to enjoy leisurely days in the sun. Whatever your reason, the Get Healthy Program is here to help you achieve your wellness goals.

The **Know Your Numbers** wellness screenings are offered to employees **and** covered spouses/domestic partners. It is your first step toward taking an active role in your health.

And there is an added bonus: If both you and your covered spouse/domestic partner successfully complete a wellness screening between September 1 and December 31, 2014, you will save money on your health care contribution beginning July 2015.



PEBTF's Get Healthy Program Register for a **Know Your Numbers** Wellness Screening

It's time to register for your **Know Your Numbers** wellness screening. Wellness screenings are offered to employees **and** covered spouses/domestic partners enrolled in PEBTF medical and/or supplemental benefits.

The annual wellness screening period will be held **September 1 to December 31, 2014**. Registration opens **July 28, 2014** and closes three weeks before each onsite event date so make sure you register early to get your preferred location and time.

The **Know Your Numbers** wellness screening includes a blood draw that tests for cholesterol and glucose (sugar) levels, blood pressure measurement and height and weight to calculate Body Mass Index (BMI).

There are three ways to obtain your wellness screening:

- Onsite screening at select commonwealth worksites*
- Quest Diagnostics® Patient Service Center
- Your doctor's office (more information on this option may be found in this newsletter)

***NOTE:** State correctional institutions (SCIs) are open only to those employees who work at that facility due to security reasons. **DO NOT** register for an event at an SCI unless you are employed at that facility.

To Earn the Get Healthy Waiver Beginning July 1, 2015:

Employee **and** covered spouse/domestic partner **must complete** a wellness screening



Get Healthy *Know Your Numbers* Wellness Screenings For Employees and Covered Spouses/Domestic Partners

| | Onsite Event (offered at select worksites) | Quest Diagnostics Patient Service Center (148 centers in PA) | Your Physician |
|---|---|---|---|
| Method | Fingerstick blood test | Venipuncture (blood drawn from a vein) | Venipuncture (blood drawn from a vein) |
| Cost | Free | Free | \$15 PCP office visit copay. Your doctor will submit the claim for the blood test to your medical plan and should screen for cholesterol, including HDL, and glucose only . Also, if you are enrolled in PEBTF supplemental benefits only, you may incur costs under your non-PEBTF medical plan if you visit your doctor. |
| Advantages | <p>Convenient</p> <p>Fast (takes 15 to 20 minutes)</p> <p>No travel time required if an event is held in your building</p> <p>Subject to operational needs, employees will be given time off to attend an onsite event.</p> | <p>Convenient locations throughout the state; evening and Saturday hours are offered at most locations</p> <p>Subject to operational needs, employees will be given time off to visit a Patient Service Center.</p> | <p>Schedule directly with your doctor. Testing must be done between February 1, 2014 and December 31, 2014 so if you recently had a blood test, your doctor may submit those results.</p> <p>Employees must take leave to visit the doctor.</p> |
| How to Prepare for Your Screening | <p>It is not necessary that you fast.</p> <p>If you can fast, which means no food or drink except water 9 to 12 hours prior to your blood draw, your results will be more accurate. Remember to drink plenty of water and take all medications as prescribed by your doctor.</p> | | |
| How Do I Make an Appointment | Follow the registration instructions on the next page. We strongly suggest you register ahead of time to guarantee an appointment, but there may be availability for a limited number of walk-ins on the day of the event. Those who registered are seen before walk-ins. | Follow the registration instructions on the next page. Walk-ins are accepted based upon availability but you may have a wait time of up to 20 minutes. You must register even if you do not want to schedule an appointment time. | Schedule an appointment with your doctor. Provide the Physician Results Form for your doctor to complete in its entirety. The form must be faxed to Quest Diagnostics by the deadline. The Physician Results Form may be found on www.pebtf.org , Publications & Forms, Get Healthy section or may be obtained by calling the PEBTF. |
| When do I Get My Results | Immediately at the event and online in 7 to 10 days | Online in 3 to 5 days; printed copy mailed within 2 to 3 weeks | Online after 10 days if you complete registration information (instructions are on the next page); printed copy mailed within 3 weeks |
| Deadline to Get a Wellness Screening | December 31, 2014 | December 31, 2014 | December 31, 2014 (must fax Physician Results Form by this date) |



How Do I Register for a Wellness Screening? *Registration opens July 28, 2014*

To register for an onsite event or make an appointment at a Quest Diagnostics Patient Service Center after September 1, 2014:

Register Online:

1. Go to www.pebtf.org on or after July 28th.
2. Click on the Get Healthy logo on the right side of the home page.
3. Click on Continue to Quest Diagnostics® Blueprint for Wellness® to be redirected to My.BlueprintforWellness.com.
4. Enter as a "New Participant" using registration key, **PEBTFONSITE** to register for a wellness screening at a commonwealth worksite or **PEBTFPSC** to register for an appointment at a Quest Diagnostics Patient Service Center. The registration key is not case sensitive. You must enter as a new participant even if you previously completed a wellness screening or created a username and password.
5. Enter participant information, which is your Social Security number and date of birth. Employees registering for a wellness screening will answer "Yes" to the question, Are you an employee? Spouses/domestic partners should choose "No."
6. Confirm your demographic information and create a username and password. Your username and password will be used if you need to change an appointment or to view your results. Your username and password must be different from any you may have created last year.
7. You will be prompted to create and answer a secret question. This will be used if you need to recover your username or password.
8. Complete the registration by choosing an onsite event location and time, or if registering for a Quest Diagnostics Patient Service Center, by choosing a center in your area. Locations close to your mailing address zip code will be displayed. You may change the zip code to search for locations near your worksite. Schedule only one appointment.
9. Enter an email address to receive an appointment reminder and an email when your results are available online.
10. Print the confirmation page if you desire.

If you need to change your appointment, follow the login information above and the instructions on the Quest Diagnostics Blueprint for Wellness page. Remember, use your username and password when returning to the Blueprint for Wellness site.

Any questions or issues with web registration can be directed to Quest Diagnostics Blueprint for Wellness Customer Support by email at wellness@questdiagnostics.com or by calling 1-866-908-9440 (available Monday – Friday, 8 a.m. – 9:30 p.m. EST and Saturday 8:30 a.m. – 5 p.m. EST).

Register by Phone:

If you do not have access to a computer, you may call Quest Diagnostics at 1-866-908-9440 (available Monday – Friday, 8 a.m. – 9:30 p.m. EST and Saturday 8:30 a.m. – 5 p.m. EST).

The onsite events will be offered through mid-December 2014, but be sure to register early to get the location, date and time that is convenient for you. Registration for an onsite event will close three weeks before each event date





Helpful Tips for Completing a Wellness Screening

At an Onsite Event or a Quest Diagnostics Patient Service Center

Arrive five minutes before your scheduled time at an onsite event or a Quest Diagnostics Patient Service Center. **Screenings must be completed between September 1 and December 31, 2014.** Screenings done at a Quest Diagnostics Patient Service Center prior to September 1, 2014 will not be counted.



- You will undergo a simple blood draw along with height, weight and blood pressure measurements.
- It is not necessary that you fast. If you can fast, which means no food or drink except water 9 to 12 hours prior to your blood draw, your results will be more accurate. Remember to drink plenty of water and take all medications as prescribed by your doctor.
- **For a Quest Diagnostics Patient Service Center screening:** Take your government issued ID for identification.

Subject to operational requirements, employees will be allowed to attend an onsite event or go to the Quest Diagnostics Patient Service Center without taking leave. If you visit your doctor, you must take the appropriate leave.

Completing a Physician Results Form

- Your PEBTF medical benefits allow for one routine glucose screening and one cholesterol screening per calendar year. NOTE: If your doctor orders other blood tests, they may not be covered.
- You must pay a copay for your office visit if you are enrolled in the PPO or HMO plan. The blood test will be billed to your medical plan. Consumer Driven Health Plan (CDHP) members will have the cost of the office visit and blood test applied to their deductible.
- Make sure you do not wait until the deadline of December 31, 2014 to obtain your blood test. Blood test results usually take a few days and your doctor will need time to complete the Physician Results Form.
 - Your doctor must complete the Physician Results Form in its entirety or your form will be rejected.
- The form must be faxed to Quest Diagnostics by December 31, 2014. Keep a copy of the fax sheet and your Physician Results

Form as proof that the form was successfully faxed. You will also receive a confirmation sheet from Quest if the fax was successfully received. If your doctor faxes the form, follow up with the office to make sure they actually did fax it. You will be able to view your results online and you will receive a printed report from Quest which will be proof that Quest Diagnostics processed your form.

To Earn Your Waiver Beginning July 2015

| | You (employee) | Covered Spouse/ Domestic Partner |
|---|----------------|-------------------------------------|
| Complete a wellness screening by December 31, 2014 | ✓ | ✓ |
| • Cholesterol | ✓ | ✓ |
| • Blood Pressure | ✓ | ✓ |
| • Blood Glucose (sugar) | ✓ | ✓ |
| • Height and Weight | ✓ | ✓ |

PEBTF
150 S. 43rd Street
Harrisburg, PA 17111-5700

Presorted Standard
U.S. Postage
PAID
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Printing Co.



Local: 717-561-4750
Toll Free: 800-522-7279

PEBTF telephone hours:
8 a.m. – 5 p.m. Tuesday - Friday
8 a.m. – 6 p.m. Monday (or 1st day
following a holiday weekend)

**IMPORTANT INFORMATION ABOUT THE GET HEALTHY PROGRAM AND THE *KNOW YOUR NUMBERS*
WELLNESS SCREENING FOR EMPLOYEES AND COVERED SPOUSES/DOMESTIC PARTNERS**

Why is the *Know Your Numbers* Wellness Screening Important?

Almost half of all Americans suffer from conditions such as diabetes, high blood pressure and high cholesterol, which wellness screenings help identify. More than 15% of people have one of these conditions and are unaware of it. A wellness screening can detect if you have any of these health risks so that you can work with your doctor to maintain or improve your health. Last year, 80% of commonwealth employees completed a wellness screening. Some employees who completed a wellness screening had not recently been to a doctor and their results gave them critical health information – such as a warning that their blood pressure, cholesterol or blood sugar was high. The employees were then able to follow up with their doctor.

We are providing the benefit of a wellness screening to spouses/domestic partners so they can know their numbers and take any action if their results are out of range.

Your Confidentiality is Assured

All information in the wellness screening is personal and confidential as protected by federal law. Your results will not be read out loud at the onsite event. The reviewer will point to the results. The PEBTF will not have access to your individual results. Quest Diagnostics values and understands that your privacy is most important and steps have been taken to assure confidentiality.

About Quest Diagnostics®

Quest Diagnostics offers its Blueprint for Wellness® program to employees of both small and large companies. Quest Diagnostics began doing wellness screenings in 2002 and performed 1.5 million screenings this past year.

For More Information - Visit www.pebtf.org and click on the Get Healthy logo for more information. You will find a “Frequently Asked Questions” document and a link to the Quest Blueprint for Wellness registration site. If you have questions about your wellness screening, please contact Blueprint for Wellness Customer Support by email at wellness@questdiagnostics.com or by calling 1-866-908-9440 (available Monday – Friday, 8 a.m. – 9:30 p.m. EST and Saturday 8:30 a.m. – 5 p.m. EST).



Schedule your *Know Your Numbers Wellness Screening Today*

September 1 – December 31, 2014

Save money and get valuable health information with the Get Healthy Program!

Complete a Wellness Screening before December 31, 2014.

Don't delay! You **AND** your covered spouse/domestic partner must complete a wellness screening to qualify for the health care contribution waiver beginning July 1, 2015.

There are 3 ways to obtain your wellness screening:

- Onsite screening at select commonwealth worksites
- Quest Diagnostics® Patient Service Center
- Your doctor's office (more information on this option may be found in the brochure you received or by visiting www.pebtf.org)

To register for a Wellness Screening:

- Go to www.pebtf.org
- Click on the Get Healthy logo on the right and follow the instructions

PEBTF

717-561-4750 • 800-522-7279



Get  **Healthy**
LIVING WELL

Schedule your *Know Your Numbers Wellness* Screening Today

September 1 – December 31, 2014

Save money and get valuable health information with the Get Healthy Program!

Complete a Wellness Screening before December 31, 2014.

Don't delay! You **AND** your covered spouse/domestic partner must complete a wellness screening to qualify for the health care contribution waiver beginning July 1, 2015.

There are 3 ways to obtain your wellness screening:

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- Your doctor's office (more information on this option may be found in the brochure you received or by visiting www.pebtf.org)

To register for a Wellness Screening:

- Go to www.pebtf.org
- Click on the Get Healthy logo on the right and follow the instructions

A Know Your Numbers Wellness Screening Event is being held at this location:

Date: _____

Time: _____

Location: _____

Get Healthy Email: Wednesday, 11/5/14 –

SUBJECT: GET HEALTHY – YOU AND YOUR SPOUSE MUST COMPLETE A WELLNESS SCREENING

THIS MESSAGE CONTAINS IMPORTANT INFORMATION ABOUT THE PEBTF'S GET HEALTHY PROGRAM

You AND your covered spouse/domestic partner have until **December 31, 2014** to complete a wellness screening for you to earn the Get Healthy health care contribution waiver beginning July 1, 2015.

Here are a few reasons why getting a *Know Your Numbers* Wellness Screening is important.

- **You AND your covered spouse/domestic partner** will learn important health information that you can share with your doctors. Your doctors will be able to discuss any steps to improve your health.
- It is fast and convenient – three different ways to complete a wellness screening – at an onsite event, a Quest Diagnostics Patient Service Center or by having your doctor complete a Physician Results Form.
- It is free if you go to an onsite event or visit a Quest Diagnostics Patient Service Center. You may have to pay a \$15 office copayment if you visit your doctor (HMO & PPO members). CDHP members will have the cost of the office visit and blood test applied to their deductible.
- You will save money on your health care contribution beginning July 1, 2015 if both you **AND** your covered spouse/domestic partner complete a wellness screening.

Here is how you and your spouse/domestic partner can complete your wellness screenings:

1. Visit www.pebtf.org and click on the Get Healthy logo to register for an onsite event or a Patient Service Center. Each person must register individually.
2. Physician Results Form – visit your doctor for the wellness screening, have your doctor complete the form which is available on www.pebtf.org and fax it to Quest Diagnostics by December 31, 2014.



150 S. 43rd Street • Suite 1 • Harrisburg, PA 17111-5700

November 10, 2014

John Doe
123 Any Street
Anytown, PA 19000

**ACTION STILL NEEDED TO EARN
YOUR GET HEALTHY WAIVER.
DON'T DELAY!
YOU HAVE UNTIL DECEMBER**

Dear Employee Member:

We previously notified you that you can save money by participating in the **Know Your Numbers** wellness screening, consisting of a blood draw that tests for cholesterol and blood glucose (sugar) levels and height, weight and blood pressure measurements. You will earn the health care contribution waiver in accordance with your collective bargaining agreement if you and, if applicable, your spouse or domestic partner complete a wellness screening **by December 31, 2014**. **Our goal is to have all eligible employees earn the waiver.**

Our records indicate that as of November 3, 2014, not all the requirements have been met:

You and your covered spouse/domestic partner did not complete a wellness screening

How do I obtain my Wellness Screening?

You have two options for obtaining your wellness screening by December 31, 2014.

At a Quest Diagnostic Patient Service Center: You may schedule an appointment for a free wellness screening at a Quest Diagnostics Patient Service Center. Please go to www.pebtf.org and click on the Get Healthy logo for detailed instructions. Or you may call Quest Diagnostics at 1-866-908-9440 to schedule an appointment. You can visit one of 148 Patient Service Centers to obtain the free screening.

At your doctor's office: You also have the option of having your doctor complete a Physician Result Form if you have had lab testing done after February 1, 2014. Your doctor may charge an office visit copayment and will submit the claim to your medical plan. To obtain the Physician Result Form, visit www.pebtf.org; Publication & Forms, Get Healthy section.

About the Get Healthy Program

If you have any questions about the Get Healthy Program, contact the PEBTF's Get Healthy Unit at 717-561-4750 or 1-800-522-7279, Active member prompt (4), Get Healthy prompt (1).

Sincerely,

A handwritten signature in black ink that reads "Christy L. Leo".

Christy L. Leo
Director
Get Healthy Program