

Be Well **Rewarded.**



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Invest in your health with the Wellness Program. IU13 has partnered with CareATC to provide a wellness program at no cost to you. The wellness program offers the ability to learn more about your health and the opportunity to earn significant financial rewards while working towards a healthier you.

## How to Earn Your Reward Carrots

The 2021 Wellness Program is voluntary and open to all eligible employees and spouses enrolled on an IU Medical Plan. “Carrots” are earned based upon the results of a biometric screening, or by having met alternative goals and completing both the biometric screening and HRA between February 22 and April 30, 2021.

*The Health & Wellness Center, Physical Therapy, and Teladoc services are available to staff who meet eligibility criteria.*

## How to Earn Carrots:

# Biometric Blood Screening Goals



### Health Screening & Health Assessment

**Employer Goal:**  
Complete Both

1 carrot

No alternative

### Body Mass Index

**Employer Goal:**  
≤ 27.5  
Or waist measurement  
Female < 34.5”  
Male < 37”

2 carrots

**Alternative:**  
5% weight loss  
since last screening

### Blood Pressure

**Employer Goal:**  
≤ 125/80

2 carrots

**Alternative:**  
Improve a blood  
pressure level

**\*Blood Pressure Levels**

Level I	126-135	81-85
Level II	136-139	86-89
Level III	140-159	90-99
Level IV	>160	>100

### LDL Cholesterol

**Employer Goal:**  
≤ 115  
With secondary  
measure of  
Cholesterol/HDL  
Ratio of < 4.5

2 carrots

**Alternative:**  
10% improvement  
since last screening

### Glucose

**Employer Goal:**  
≤ 120

2 carrots

**Alternative:**  
Improve a  
Glucose level

Level I	121-144
Level II	145-169
Level III	170-194
Level IV	195-219
Level V	>220

### Tobacco/Nicotine

**Employer Goal:**  
Negative

2 carrots

**Alternative:**  
Complete a smoking  
cessation program

# Earning Improvement Credits

Participants must be actively employed, still enrolled in the plan, and have completed the reasonable alternative in order to earn credit for meeting the alternative goal.

Improvement category levels are not intended to identify risk or medical appropriateness. Always consult with your medical professional before starting any new exercise or nutrition program. If we have results from your last screening, your improvement will be automatically considered. If CareATC does not have prior results, you will be provided the information you need to request an alternative goal by contacting CareATC.

CareATC offers an appeal process if you feel there is a discrepancy in your results. A Reasonable Alternative/Waiver form is available to offer a medical exemption for reaching a specific goal(s) when completing your PHA. For more information regarding the appeals or Reasonable Alternative/Waiver, including specific considerations during pregnancy, please contact CareATC at 888.930.7451 or email [wellness@careatc.com](mailto:wellness@careatc.com) by the appeal deadline.



*Not sure if you can meet one or more of the goals?*

*We can work with you and your medical professional to find an alternative way to qualify for the full reward.*

*See page 16 for more information on appeals and reasonable alternative.*

*The Health & Wellness Center, Physical Therapy, and Teladoc services are available to staff who meet eligibility criteria.*

### ACT 93 & CONFIDENTIAL Semi-Monthly Discount Percentages\*

Total Carrots Earned	Employee Only	EE + Child(ren)	Total Carrots Earned	EE + Spouse	EE + Family
Non-Participant 0 Carrots	-0.0%	-0.0%	Non-Participant 0 Carrots	-0.0%	-0.0%
1 Carrot	-0.5%	-0.5%	1 to 3 Carrots	-0.5%	-0.5%
2 to 5 Carrots	-1.0%	-1.0%	4 to 11 Carrots	-1.0%	-1.0%
6 to 7 Carrots	-3.0%	-3.0%	12 to 15 Carrots	-3.0%	-3.0%
8 to 11 Carrots	-5.0%	-5.0%	16 to 22 Carrots	-5.0%	-5.0%

### PROFESSIONAL STAFF & ALL SUPPORT STAFF

(Including Non-Bargaining Unit Staff) Semi-Monthly Discount Percentages\*

Total Carrots Earned	Employee Only	EE + Child(ren)	Total Carrots Earned	EE + Spouse	EE + Family
Non-Participant 0 Carrots	-0.0%	-0.0%	Non-Participant 0 Carrots	-0.0%	-0.0%
1 Carrot	-0.5%	-0.5%	1 to 3 Carrots	-0.5%	-0.5%
2 to 4 Carrots	-1.0%	-1.0%	4 to 11 Carrots	-1.0%	-1.0%
5 to 7 Carrots	-1.5%	-1.5%	12 to 15 Carrots	-1.5%	-1.5%
8 to 11 Carrots	-3.0%	-3.0%	16 to 22 Carrots	-3.0%	-3.0%

# Example



## David Garcia

### 2020 BASELINE

### 2021 IMPROVEMENT

Metric	2020 Value	Carrots	2021 Value	Carrots
Health Screening/HRA	Complete	1	Complete	1
Body Mass Index	26	2	25.5	2
Blood Pressure	130 / 90	0	140 / 90	1
LDL Cholesterol	117	0	120	0
Glucose	170	0	155	2
Tobacco/Nicotine	Negative	2	Negative	2
<b>TOTAL</b>		<b>5</b>		<b>7</b>

**In this example,** there are 3 metrics David can improve in 2021 to earn carrots by meeting the alternative of improvement since last screening: Blood Pressure, LDL Cholesterol, and Glucose. By meeting the alternative standard for Glucose, improving a level, he still earns the carrots for that metric.

**David will earn 7 carrots** 

# Get Your Biometric Screening February 22 - April 30, 2021

## Scheduling begins February 8, 2021

Classroom based staff and spouses will have priority to use the early morning appointment times. Office based staff, please schedule appointment times beginning 7:30am and later.

## How Do I Schedule My PHA?

1. CareATC app
2. Visit [www.careatc.com/patients](http://www.careatc.com/patients)
3. Call 717.455.3833

## 8 Hours Before Your PHA

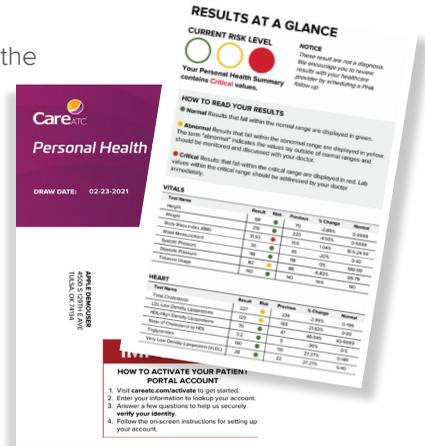
- **Fast** from food, drinks and tobacco products (including mints, gum and lozenges)
- **Drink** plenty of water (black coffee allowed)
- **Take** prescriptions that don't require food including blood pressure medications

## What is a Personal Health Assessment?

The Personal Health Assessment (PHA) is the first step in learning important personal information about your risk levels for certain preventable diseases and medical conditions.

After your PHA, you will receive a comprehensive and detailed health summary of your lab results that provide you with a snapshot of your health.

As you take the PHA every year, you'll be able to track values that change.



# Get Started

## Activate Your Account in 4 easy steps:

Securely activate your account by downloading the **CareATC app** or visiting [www.careatc.com/activate](http://www.careatc.com/activate).

### **Step 1:** Tell Us About Yourself

Provide personal details. It is important you double check that this matches your employer records.

### **Step 2:** Verify Your Identity

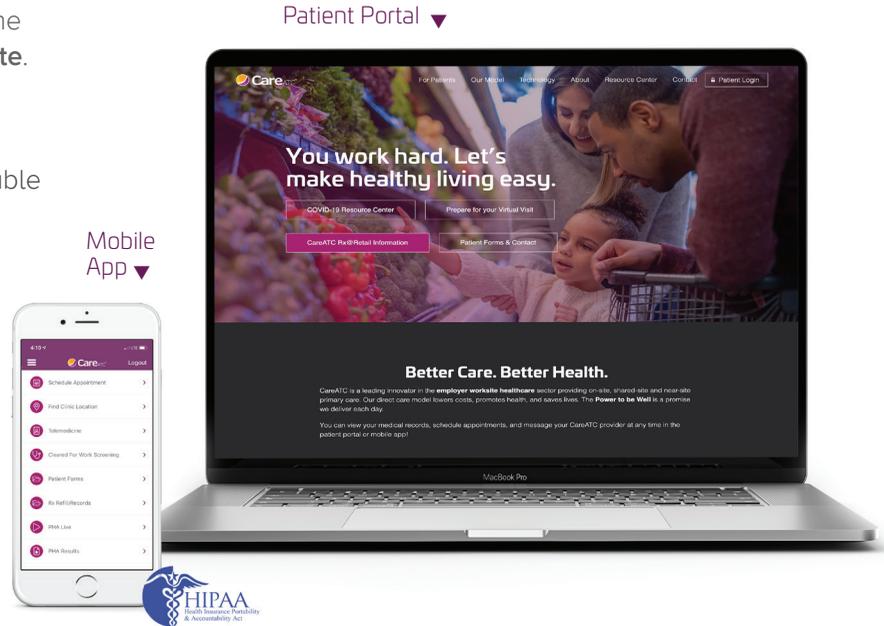
Complete a verification quiz that authenticates your identity.

### **Step 3:** Create Your Account

Set up your username and password.

### **Step 4:** Set Up Your Recovery Options

Provide a phone number and/or email address to recover login information.



*If you have trouble registering, don't have computer access, need language assistance or have questions after reading this informational guide, please call toll-free 800.993.8244.*

# PHA Online Scheduling

## Scheduling begins February 8, 2021.

Please follow these steps to schedule your biometric screening online with the CareATC Patient Portal.



**Log in to [www.careatc.com/patients](http://www.careatc.com/patients)**

**New Members:** Click *“New Here? Activate your account!”* and follow the prompts.

**Returning Members:** Log in with your username and password and follow the prompts.

**Forgot your username/password?** Click and follow the prompts.

1

**Select Personal Health Assessment (PHA) Scheduling**

2

**Select your PHA Site Option**

- At The Clinic
- At Another Location (LabCorp and Quest)

## Patient Portal

 **Schedule an Appointment**  
Need to see your CareATC provider? Schedule an appointment online 24 hours, 7 days a week for you or a family member.

1

 **Schedule a Personal Health Assessment (PHA)**  
Schedule a PHA appointment as well as view previously scheduled appointments.

 **Find a CareATC Location**  
Click here to find out which CareATC locations are nearest to you.

 **Complete Your Patient Forms**  
Save time by completing your patient forms before your next clinic visit.

2

Where would you like to complete your PHA Draw?

 **At The Clinic**  
I will go to a CareATC Clinic.

 **At Another Location**  
I will go to an outside facility.

# Three Options to Complete a PHA

## February 22 - April 30, 2021



At The Clinic  
I will go to a CareATC Clinic.

### CareATC Health & Wellness Center

After selecting “At The Clinic”, select a day and time, click submit.



LabCorp  
I'd like to schedule an appointment at a Labcorp location.

### LabCorp

After selecting “At Another Location”, select “LabCorp”. You’ll be redirected to the LabCorp website to schedule at a nearby location.



Quest Diagnostics  
I'd like to schedule an appointment at a Quest facility.

### Quest

After selecting “At Another Location”, Select “Quest” and a lab requisition will automatically generate and upload to Quest. You will be directed to the Quest website (quest.careatc.com). Under Testing Location, enter your zip code, city, or address to find a Quest location convenient for you.

# After Your PHA

## Review Your PHA Results

You will receive a text notification to view your results and your personalized **PHA Live** video by logging into the CareATC Patient Portal ([www.careatc.com/patients](http://www.careatc.com/patients)) or the CareATC mobile app. If you opted for a paper booklet, the confidential summary of your results will arrive by mail within two weeks of completing your PHA.

1

Visit [www.careatc.com/patients](http://www.careatc.com/patients), select Patient Login and sign in with your login credentials.

2

Watch your PHA Live video and review your PHA results.



## Patient Portal

**You work hard. Let's make healthy living easy.**

COVID-19 Resource Center   Prepare for your Virtual Visit

CareATC Rx@Retail Information   Patient Forms & Contact

**Better Care. Better Health.**

CareATC is a leading innovator in providing on-site, shared-site and near-site primary care. Our direct care model is designed to help you. **The Power to be Well** is a promise we deliver each day.

You can view your medical records, schedule appointments, and more in the CareATC patient portal or mobile app. CareATC provider at any time in the

**CareATC Mobile App Select**

- Schedule Appointment
- Find Clinic Location
- Telemedicine
- Cleared For Work Screening
- Patient Forms
- Rx Refill/Records
- PHA Live
- PHA Results
- HealthPassport**
- Health Ed Library

# Health Risk Assessment

**Go to HealthPassport to complete your Health Risk Assessment (HRA).** HealthPassport is your dedicated wellness portal located within the CareATC website and mobile app. You can easily track your incentive status, as well as participate in various wellness activities throughout the year.

## 1 Access HealthPassport

### New Account Activation

To set up your account, download the CareATC App or visit [www.careatc.com/activate](http://www.careatc.com/activate), click on “*New Here? Activate your account!*” and follow the prompts.

### Existing Member Login

Visit [www.careatc.com/patients](http://www.careatc.com/patients) or use the CareATC Mobile App and sign in with your login credentials.

### Forgot your username/password?

Click and follow the prompts.

**CareATC**

**I've Been Here Before**

Username

Password

Login   Forgot your username / password?

**New Here? Activate your account!**

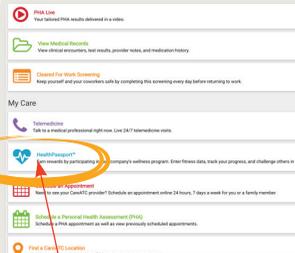
Need help? Call us at 800-895-8334

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## 2 Complete Your HRA

Select HealthPassport from the on-screen menu. **Select the “My Carrots” tab to view the incentive display and to access and complete your HRA.**

### 2a Select HealthPassport



Click HealthPassport to locate and begin your HRA.

### 2b Sample Incentive Display

**INCENTIVE SUMMARY**

### Biometric Screening & Health Risk Questionnaire

Complete a Biometric Screening and Health Risk Questionnaire to earn 1 carrot.

- 2020 Biometric Screening
- 2020 Health Risk Questionnaire

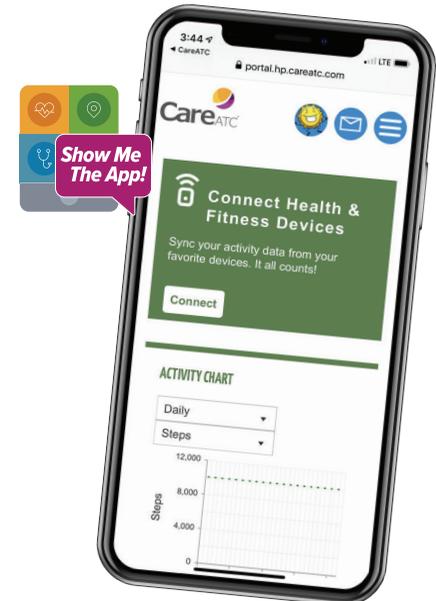
**Measurement Goals**

Each goal or alternative goal (more information) earns 2 carrots.

<input type="checkbox"/> Body Mass Index or Waist	Goal: BMI < 27.5, Waist: Female - 34.5, Male - 37	0
<input type="checkbox"/> Blood Pressure	Goal: < 120/80	0
<input type="checkbox"/> LDL Cholesterol or HDL Ratio	Goal: LDL < 125, HDL Ratio > 4.5	0
<input type="checkbox"/> Blood Glucose	Goal: < 120 mg/dL	0
<input type="checkbox"/> Tobacco/Nicotine	Goal: Negative	0
<b>Total</b>		<b>0</b>

## Why use HealthPassport?

- Monitor carrot earnings
- Find wellness topics and activities
- Enter fitness data
- Track your progress



Did you know you can use HealthPassport to track your steps/exercise?

- From the Patient Portal homepage select **HealthPassport**.
- Select **Connect Health & Fitness Devices** to sync your device.
- Select the compatible device you wish to connect and give permission to share your step data. Allow 15 minutes after initial sync for data to appear.

# Wellness Health Coaching

## What is health coaching?

Health coaching is a meeting with a licensed clinical professional to learn how to eat well, live well, move more, and feel great! The health coach works *with you* to help set goals that best fit your lifestyle and schedule. Learn what to eat, and *why* you should choose certain foods and *how* to incorporate physical activity into your daily life. Learn to plan ahead to live a healthy life every day, with no strict diets or off limit foods. Each session covers your weekly successes, challenges, and sets specific goals to help you on your health journey.

## What do you pay?

Services are no cost to you! This is a service offered as an IU13 employee or eligible dependent on the health plan.

**Who is my health coach?** Kelly Dickson RD, LND (Registered Dietitian)

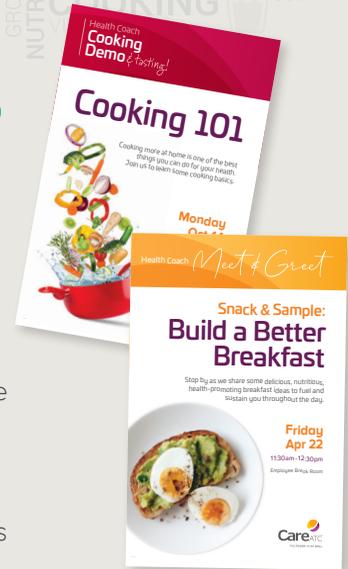
**email:** kellydickson@careatc.com / **call:** 208.900.1265

*\*The Health & Wellness Center, Physical Therapy, and Teladoc services are available to staff who meet eligibility criteria.*

## Why see a health coach?

Consider seeing a health coach if any of these apply to you:

- Diabetes
- Pre-Diabetes (high blood sugar)
- Hypertension (high blood pressure)
- High cholesterol
- Family history of chronic disease
- Overweight/obese
- Weight loss goals
- Low energy
- Desire to get off your medications
- Learn more about nutrition
- Need ideas for meals, meal planning, and eating healthy
- Medical professional recommendation



*All eligible participants can also visit a Health & Wellness Center\* for a provider referral into the health coaching program.*

# Your Health & Wellness Center Locations

## Lancaster Health Center

717.455.3833

1042 New Holland Ave, Lancaster, PA 17601

Mon 9:30am - 12:30pm / 1:00 - 6:00pm  
Tue 9:30am - 12:30pm / 1:00 - 6:00pm  
Wed 7:00 - 11:00am / 11:30 - 3:30pm  
Thu 9:30am - 12:30pm / 1:00 - 6:00pm  
Fri 7:00 - 11:00am / 11:30 - 3:30pm

## Lebanon Health Center

717.455.3820

1126 Walnut St, Ste B, Lebanon, PA 17042

Mon 2:00 - 6:00pm  
Tue\* 7:00 - 11:00am  
Thu 2:00 - 6:00pm  
Fri 7:00 - 11:00am

(\*Closed 1st Tuesdays)

## Harrisburg Health Center

717.610.1636

6340 Flank Dr, Harrisburg, PA 17112

1st Tue 7:00am - 11:00am

Make appointments  
anytime, anywhere,  
24/7 with the CareATC  
Mobile App



Treatments and  
services include:

- Adult Immunizations
- Allergies / Asthma
- Cold / Flu / Congestion
- Diabetes Supplies
- Diabetes Treatment
- Generic Medications
- High Blood Pressure
- High Cholesterol
- Lab Work / Tests
- Minor Injuries
- Personal Health Assessments (PHA)
- Physicals/Sport Physicals
- Preventive Care
- Tobacco Cessation
- Well Woman Exams

# Personal Health Assessment FAQs

## Does everyone have to participate?

No, participation in this program is voluntary! However, if you choose not to participate and you are enrolled on an IU medical plan, you will miss out on the opportunity for a significant reduction in the payroll deductions, as it relates to your enrollment on an IU medical plan.

## Will Lancaster-Lebanon IU13 see my results?

No! CareATC will not share your individual results with IU13. IU13 will be provided only the discount percentage that you earned, based on the number of carrots that you and/or your spouse earned. No one at IU13 will know the number of carrots from each category or the specifics regarding laboratory results. CareATC may contact participants to offer Health Coaching services, based on individual outcomes.

## Does my spouse need to participate?

If your spouse is enrolled in an IU13 medical plan, s/he is encouraged to participate for you to earn carrots, however this is not a requirement.

## When will the discount be applied to my payroll deductions?

All payroll deduction discounts begin on September 1st and you will see the impact on the September 15th pay voucher.

## If I completed the PHA screening last year, will my results automatically carry-over for this year?

No. Participation in the PHA screening must be completed each year to qualify for a payroll deduction discount. IU13 staff and eligible spouses who do not participate in any given year will miss the opportunity to earn the maximum discount for the upcoming plan year.

## If my spouse is added to an IU13 medical plan after the screening window has opened, can s/he still participate?

It depends! If the screening window is still open, the answer is yes! If, however, the screening window has closed for the year, then s/he must wait for the next year's screening window to participate. Your spouse is encouraged to have a 'base line' screening, though.

## Can I use results from a physical or blood work that was completed by my primary care physician to count towards the CareATC PHA screening?

No. Some measurements are not typically tested during a routine blood panel, which may result in earning fewer carrots. To ensure that your measurements are tested accurately, you are required to participate in the screening that is conducted by CareATC.

## What if I am a remote employee who does not work or live near a CareATC center?

Please contact a member of the IU Wellness Team at [wellness@iu13.org](mailto:wellness@iu13.org) for more information.

*The Health & Wellness Center, Physical Therapy, and Teladoc services are available to staff who meet eligibility criteria.*



# Appeals and Reasonable Alternative/Waivers FAQs

## I can't meet my employer's goal or the reasonable alternative. Can I still earn the incentive?

If you and your medical professional do not feel your employer's goal or alternative is reasonable for you to achieve, you can submit a medical waiver or exemption, or a provider-determined goal via the appeals process. If approved, you will earn the incentive. Contact CareATC for more information by phone: 888-930-7451 or email: [wellness@careatc.com](mailto:wellness@careatc.com). For more information regarding the reasonable alternative process, contact your Health Coach at [kellydickson@careatc.com](mailto:kellydickson@careatc.com).

## Where do I obtain an appeal or Reasonable Alternative/Waiver form?

For more information regarding the appeals process, contact CareATC by phone: 888-930-7451 or email: [wellness@careatc.com](mailto:wellness@careatc.com). For more information regarding the reasonable alternative process, contact your Health Coach at [kellydickson@careatc.com](mailto:kellydickson@careatc.com).

## How soon should I file an appeal?

Appeals must be filed within 30 days of receiving your results. Submit your appeal (and all required supporting documentation) via fax, mail or email. Specific contact information can be found on your appeal form.

## Who pays for the retesting when an appeal is submitted?

Any retesting will be at your expense.

## What types of appeals can I file?

- **Dispute of Accuracy:** If you feel that there is a discrepancy in your results, you may file an appeal.
- **Medical Exemption:** A waiver can be submitted if it's unreasonably difficult or medically inadvisable for you to meet the employer goal or reasonable alternative goal.
- **Reasonable Alternative:** A Reasonable Alternative can be filed when your provider deems the employer-established alternative and/or employer goal to be unreasonable for you to achieve.

## How can I ensure my carrot earnings are not affected by my pregnancy?

A waiver can be submitted if it's unreasonably difficult or medically inadvisable for you to meet the employer goal or reasonable alternative goal.

# Privacy Policy

## Notice regarding wellness program

This Wellness Program is voluntary and available to all benefit enrolled employees. The program is administered per federal rules permitting employer-sponsored wellness 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 wellness program you will be asked to complete a voluntary Health Risk Assessment questionnaire 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). Completing a biometric screening, which will include a blood test, is optional. You are not required to complete the questionnaire or to participate in the blood test or other medical examinations.

If you are unable to participate in any of the health-related activities to earn an incentive, you may be entitled to a reasonable accommodation or an alternative standard. You may request a reasonable accommodation or an alternative standard by contacting CareATC at 888-930-7451.

The information from your HRA and the results from your biometric screening 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 wellness program, such as coaching. You also are encouraged to share your results or concerns with your own medical professional.

## Protections from disclosure of medical information

CareATC is required by law to maintain the privacy and security of your personally identifiable health information. Although CareATC and IU13 may use aggregate information it collects to design a program based on identified health risks in the workplace, CareATC 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 wellness program, or as expressly permitted by law. Medical information that personally identifies you that is provided about the wellness 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 wellness program, and you will not be asked or required to waive the confidentiality of your health information as a condition of participating in the wellness program or receiving an incentive.

Anyone who receives your information for purposes of providing you services as part of the wellness program will abide by the same confidentiality requirements. The only individual(s) who will receive your personally identifiable health information are CareATC Health & Wellness Center staff to provide you with services under the wellness program.

Appropriate precautions will be taken to avoid any data breach, and in the event a data breach occurs involving information you provide about the wellness 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 wellness program, nor may you be subjected to retaliation if you choose not to participate.



Well Informed.  
Questions? Contact us.

CareATC:

**EMAIL:** [wellness@careatc.com](mailto:wellness@careatc.com)

**PHONE:** 888-930-7451

Monday - Friday: 9am - 5pm (EST)

After hours please leave a confidential voicemail

**SECURE FAX:** 860-606-9588

**MAIL:** CareATC 4500 S 129th E Ave, Tulsa, OK

