

ONLINE HEALTH ASSESSMENT (HLPD #2) FAQs

Q: What is the Online Health Assessment?

A: The health assessment is an important step in understanding the big picture of your health. This simple online survey asks a series of questions and is designed to help you understand your potential risk for chronic medical conditions and steps you can take to reduce your risk. It should take you about 15 minutes to complete.

The questions are related to eating, physical activity, stress management, tobacco use and other health-related behaviors. The biometric values you receive at your screening will also be collected in the online health assessment, so be sure to have a copy of your results handy.

Q: Why should I take it?

A: Besides receiving valuable feedback about your overall health, you may be eligible to earn a Healthy Lifestyle Premium Discount (HLPD) for the upcoming fiscal year 2016-17.

Q: How to I qualify for the Healthy Lifestyle Premium Discount?

A: In order to qualify for a HLPD, you must complete the online health assessment between **March 1, 2015 and February 28, 2016**.

Q: Do I have to complete the Journey to be eligible for a Healthy Lifestyle Premium Discount?

A: No. The Journey is not a part of the Healthy Lifestyle Premium Discount incentive. You may earn a \$50 Corporate Reward gift card if you participate in the on-site biometric screening, completed your online health assessment and completed all three stages of the Journey. For instructions on how to complete a Journey and earn your \$50 gift card, [click here](#).

Q: Who has access to my Online Health Assessment information?

A: The information you provide in the online health assessment remains with your health plan. Similar to your other health information, your health plan is required by federal Health Insurance Portability and Accountability Act of 1996 (HIPPA) *to keep your personal information confidential*.

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Pima County will not have access to individual level data. We will use the aggregate data provided by Aetna to understand the overall health trends of our employees. This will enable us to provide enhanced health & wellness services to better meet employees' needs. Aetna protects all health assessment data through secure processes, procedures and protocols to ensure confidentiality.

The only information that Aetna provides is who has completed the health assessment.

Q: How do I begin?

A: [Print Instructions for completing the online Health Assessment.](#)

In order to complete the Health Assessment, you need to register on your Aetna member portal, Navigator. Simply visit the website www.aetna.com and click the Log In/register tab.

First time user: You will need to register by going to Aetna.com. You will provide your first and last name as it appears on record with your company, your Aetna ID and date of birth.

Returning user: Log on to Aetna Navigator and enter your previously created user name and password.

Once you're logged on to the website click "Take A Health Assessment" tab, located on the left side of the screen. This will bring you to your Health Dashboard.

The upper left box is your Health Assessment. Click "Launch My Health Assessment", then click Complete your Compass and answer the questions and submit. This will take about 15 minutes.

After completing the Health Assessment, you'll receive a personal HealthMap with recommendations for a variety of programs to help you improve your health. You can choose one of the suggested programs or choose one yourself.

Q: How does Pima County know I've completed my online health assessment?

A: Pima County Human Resources receives an eligibility file from Aetna once per month that includes the EIN, employee name and date of health assessment completion. This information is used to update the progress section in the Employee Self Service (ESS) portal records for the employee and is how eligibility is assessed.

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Q: How do I know that I've completed the online health assessment?

A: From the Aetna Health Dashboard main page, you may view the completion date of your online health assessment under the "Goals and Accomplishments" box or under the "Health Assessment" box.

NOTE: It may take between 24 and 48 hours for the system to update your records.

You may also login to the Employee Self Service (ESS) portal to view your Progress Toward 2016-17 HLPDs. Records are updated around the 10th of each month for the previous month.

[Reviewing your eligibility toward FY 2016-17 HLPDs.](#)

Q: I just finished my online health assessment and it does not display in the ESS portal. What do I do?

A: All eligibility records are updated around the 10th of each month for the previous month. If you have taken the online health assessment in January, your records would be updated around February 10th.

If your records are inaccurate after this time, please email Employee Wellness at wellness@pima.gov.

Q: Do I need to do anything to claim each of the HLPDs?

A: The health assessment, preventive exam and healthy lifestyle activity points discounts will be solely based on completing the eligibility requirements within the reporting period. The reporting period for FY 2016-17 discount eligibility is **March 1, 2015 – February 28, 2016**. This means it is critical that you review your records for accuracy as appeals will not be requested except in rare and unavoidable circumstances. The tobacco-free discount will continue to be self-reported and will be the only certification necessary during Annual Enrollment in the spring.