



# Login Instructions and FAQ's On-site Biometric Screening

## Login Instructions

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### For first time registration:

1. To schedule an appointment, follow link and click "I am a new user".
  - a. Complete fields and click "Register".
    - i. You will receive 2 separate emails once you have registered. One will have your password and one will have your username that you created.
  - b. Manage Credentials
    - i. Select security question from the drop down menu (options are: birth city, first vehicle, mother's maiden name).
    - ii. Enter the security question answer.
    - iii. Then click on UPDATE SECURITY QUESTION INFORMATION;
2. You will then be taken to the next screen.
  - a. Select your State from the drop down menu and then the City from the drop down menu.
  - b. Select your site.
  - c. All the screening dates will be populated. You will need to select the date of the screening you would like to attend and then hit "Click to Schedule Appointment". All available appointment times will show on this screen. Next click on CLICK HERE TO SCHEDULE THIS TIME SLOT.
  - d. If you have Microsoft Outlook, please check the box that says "Enable Microsoft Outlook meeting notice with Confirmation Mail".
  - e. Click CONFIRM APPOINTMENT
    - i. You will receive a confirmation email from [appointment@summithealth.com](mailto:appointment@summithealth.com) with your appointment details.





**For returning users:**

1. To manage/edit your scheduled appointment, follow link and click “I am a returning user.”
  - a. Enter your username and password to enter the site
  - b. Go to upper left corner of screen and go to APPOINTMENT-MANAGE APPOINTMENT
  - c. Click on CANCEL or RESCHEDULE

## Frequently Asked Questions (FAQ's)

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- Q: What is a biometric screening?**
- A:** “Biometric” values are important measures of a person’s health status and include measurements of a person’s height, weight, blood pressure, cholesterol, and glucose.
- Q. Will the test cost anything?**
- A.** No, this test is part of your medical plan and is FREE to employees covered under Pima County’s medical plan.
- Q: Who is eligible for the biometric screening?**
- A:** All Pima County Aetna-covered employees at Pima County are eligible to participate in a biometric screening. The employee must be the main policy holder to participate. On-site biometric screenings are not available to family members, community members, or patients. Similar screenings are covered by Pima County’s medical plans at no cost and available at regular checkups for covered family members.
- Q. Why should I participate in this screening?**
- A:** There are many good reasons to participate in this program. You will be able to:
- Find out what your ‘health indicators’ are (blood pressure, cholesterol levels, weight)
  - Identify potential health risks
  - Receive an informational brochure with your personal results
  - Speak with an onsite counselor about your results





- Q. What do I need to bring to the screening as proof of eligibility?**
- A.** If you are an Aetna health plan member, you will need to bring your current Aetna health insurance card to prove eligibility for the screening. You will need to write your Member ID on the consent form, and your name exactly how it appears on your Insurance card.
- Q. Is fasting required?**
- A.** Yes; Fasting for 9 hours is required to obtain your triglycerides and LDL (bad cholesterol). You will also get Total Cholesterol, HDL (good cholesterol) and Blood Sugar (glucose). FASTING includes everything except for black coffee and water. Drinking plenty of water is recommended. Please make sure you take all your medications as prescribed by your doctor.
- Q. What does fasting mean?**
- A.** Fasting means no food or drink except water and black coffee (no cream or sugar) for 9 hours before the test. Please make sure you take all your medications as prescribed by your doctor.
- Q: What do I do if I forget and I eat something?**
- A:** You may still participate in the screening or if multiple days are offered in your city, you may attend a screening on a different day. If you go ahead with the non-fasting screening, make sure you tell the examiner that you did not fast for the 9 hours. The examiner will use a non-fasting cassette in this case. Your results will include Total Cholesterol, HDL, Ratio of TC/HDL, and Glucose. You will not receive the Triglyceride and LDL results as these values are affected by fasting.
- Q: What will happen with my biometric screening data? Who will have access to my personal data? How is my confidentiality protected?**
- A:** Pima County has chosen Summit Health as our third-party business partner. Summit Health will share your biometric screening data with Aetna to allow Aetna to administer your incentive for completing the health screening and the online health assessment. Pima County will not have access to the individual-level data. Pima County will use the aggregate data provided by Aetna to understand the overall health trends of our





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employees. This will enable Pima County to provide enhanced health & wellness services to better meet employees' needs. Summit Health protects all screening data through secure processes, procedures and protocols to ensure confidentiality.

**Q. What type of equipment is used for the screenings?**

**A.** The Cholestech LDX machine will be used, and the test is performed with a small finger stick. This machine is Cholesterol Reference Method Laboratory Network (CRMLN) certified, which validates that the system meets the gold standard for accuracy and reproducibility that was developed by the Centers for Disease Control and with the National Cholesterol Education Program (NCEP) analytical goals. Processing time is approximately 6 minutes.

**Q. Who actually performs the screening and how are they credentialed?**

**A.** The onsite screening is being done by Summit Health, provider of comprehensive wellness, health screening and immunization programs. Summit Health staff includes nurses, phlebotomists, and medical technicians. Summit Health only staffs our health screenings with properly credentialed and qualified staff.

**Q. Do I get my results the same day?**

**A:** Yes, results will be available at the end of the screening. The screening takes a total of approximately 12 minutes. Each participant will receive a brochure with their biometric screening results as well as 2-3 minutes of counseling about the results.

**Q. How do I access the online appointment system?**

**A:** Beginning Jul 1, 2013 do the following:

- [Click here](#) to access the online scheduler
- Select the 'first time user' link and follow the registration instructions
- Select the 'schedule a screening appointment' link
- Sign up for your screening appointment!

**Q. What about privacy and protecting participants' personal health information?**

**A.** The health screening layout is designed for efficient flow and privacy, from the registration table to the screening stations and counseling areas. Any Personal Health





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Information (PHI) gathered during the screening is protected by federal and state privacy laws including the Health Insurance Portability and Accountability Act (HIPAA).

**Q. Will this screening impact my premiums?**

**A.** No. An individual's screening information is protected is protected by federal and state privacy laws including the Health Insurance Portability and Accountability Act (HIPAA) and will not be used for determining premiums.

**Q. Who can I contact with questions before the event?**

**A.** Please contact your local site coordinator or contact Jennifer Billa, Wellness Program Manager at (520) 724-8114.

## Incentives

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**Q: What do I need to complete in order to earn my incentive?**

**A:** Employees will need to complete a biometric screening, take the online health assessment and enroll in an online wellness program in order to earn their incentive.

**Q: What is the deadline for completing the requirements to earn my incentive?**

**A:** The deadline for completing the biometric screening, online health assessment, and online wellness consultation to earn the incentive is September 30, 2014. Pima County will offer the onsite biometric screenings in August and September, 2014 for FY 2015-2016.

