



Frequently Asked Questions (FAQs)

General Information

What is the Health Care Management Program (HCMP)?

The HCMP is a wellness and prevention program that has been developed by PASSHE to help its employees achieve healthier lifestyles and become more engaged in all aspects of their health. The unions representing faculty, non-faculty coaches, police and security personnel and the nurses were involved in the development of the program and in the selection of the vendor that will manage the program.

What vendor will assist PASSHE in providing the HCMP?

Highmark has been selected to assist PASSHE in providing wellness and prevention programs to its employees.

Who is eligible to participate in the HCMP?

The HCMP is available to covered managers, faculty, non-faculty coaches, police and security personnel and nurses and their spouses/same-sex domestic partners who are enrolled in the State System of Higher Education Group Health Program's PPO or Indemnity health plans.

When does the HCMP become available?

The HCMP is effective July 1, 2008.

Why should I participate in the HCMP?

Participation in the HCMP will entitle the employee to pay the lowest health plan contribution rate beginning in January 2009. This is an obviously considerable financial incentive for employees and spouses/same-sex domestic partners to participate in the new HCMP. However, both management and unions are hopeful that employees will be interested in participation in order to become more involved in improving their own health or maintaining their current good health into the future.

How do I ensure I will pay the lowest health plan contribution rate?

Participation in the HCMP by **both** the employee and covered spouse or same-sex domestic partner will entitle the employee to pay the base health plan contribution rate beginning in January 2009. Both the employee and the covered spouse or same-sex domestic partner must meet the participation requirements in order to continue contributions at the 10% rate currently in effect. If either the employee or the spouse or same-sex domestic partner does not meet the participation requirements, the employee contribution rate becomes 15% on the first pay date in January 2009.

What is required for me and my covered spouse or same-sex domestic partner to participate in the HCMP?

Both you and your covered spouse/same-sex domestic partner must complete the program requirements within the allowable time frames. The first time frame begins July 1, 2008 and ends November 15, 2008 although completion by November 1, 2008 is highly encouraged. During that time, you must take an on-line Pledge demonstrating your commitment to the program and both you and your covered spouse/same-sex domestic partner must complete the Health Risk Assessment.

How do I complete the program requirements?

You complete the program requirements by participating in the Lifestyle Returns program provided by Highmark (see FAQs on Lifestyle Returns). This program will allow you to take the employee on-line Pledge (see FAQs on Pledge) and complete the Health Risk Assessment (see FAQs on Health Risk Assessment).

How can I confirm I have met the requirements?

If you have met the requirements, you may confirm this by entering the Lifestyle Returns page on Highmark's website (see FAQs on Lifestyle Returns). You will see that there are check marks for both the Pledge and the Wellness Profile. If you believe you completed the requirements and both items are not checked, please contact your human resource office for assistance.

Lifestyle Returns

What is Lifestyle Returns?

Lifestyle Returns is the Highmark program purchased by PASSHE to promote a healthier lifestyle and assist its employees in becoming engaged in all aspects of their health. The program will help you understand your health status, get preventive exams, better manage your health conditions, make informed health care decisions and achieve real lifestyle changes. Over time, this may improve your quality of life and boost your morale, decrease absenteeism and even reduce your and PASSHE's health care utilization costs.

How do I enter the Lifestyle Returns Program?

To enter the Member Web site for the first time:

Log on to www.highmarkblueshield.com.

Select the "Members" Tab.

Select "Register Now," located in the orange box on the right.

Complete the requested information and click on "Submit."

Once you complete this step, you will be advised that you will receive a Personal Identification Number (PIN) in the mail. The PIN will be sent to your personal home address within 7–10 business days.

Upon receipt of your PIN, log back on to www.highmarkblueshield.com.

Enter your user ID and password.

Enter your PIN.

Proceed to Lifestyle Returns.

To enter Lifestyle Returns:

Enter the "User ID" and password.

Click the "Your Health" tab.

Click "Lifestyle Returns."

Who do I call if I have problems logging in to the website?

You can call 877-298-3918 if you have any questions about Highmark's website.

Do I need an e-mail account to participate?

Yes. If you do not have computer access at your worksite, please contact your university human resource office and they will arrange access for you. Also, free computer access is available at public libraries. If you do not have e-mail, you can obtain a free account through various online options.

Who do I call if I have questions about Lifestyle Returns?

You may call Highmark Member Services using the toll-free telephone number on your Highmark ID card with any questions about Lifestyle Returns.

Personal Identification Number (PIN)

What is a PIN?

A PIN is a unique four-digit number that is automatically generated after you log on to the Highmark website (www.highmarkblueshield.com) for the first time.

Why do I need a PIN?

Your privacy is very important to PASSHE and to Highmark. The PIN is a preventive measure to ensure that your protected health information is viewed by you only.

How will I receive my PIN?

After you log on and register for the first time, your four-digit PIN will be sent to your home address within 7–10 business days. It will be sent in a plain white envelope from “Web Customer Service.”

Once I receive my PIN, what do I do?

Once you receive your PIN in the mail, log on to www.highmarkblueshield.com. Select the “Members” tab, and then enter the user ID and password that you created. When prompted, enter your PIN. Once done, you now have full access to the Highmark website.

Will I have to enter my PIN each time I enter the Highmark Website?

No, you are only required to enter your PIN one time.

What if I do not receive my PIN or I received it and misplaced it?

If 7–10 business days have passed and you have not received your PIN, you can log back on to www.highmarkblueshield.com and enter in your user ID and password. When you reach the PIN screen, you can choose the option to request a new PIN. A new PIN will be mailed to your home. Or, you can call 877-298-3918 and request that a new PIN be mailed.

Will my PIN work for my spouse/same-sex domestic partner?

No, all members will receive their own PIN. This means that if your spouse/same-sex domestic partner has never logged on to the Highmark website, they must also register to receive their own PIN.

I signed on to the website before, but I forgot my user ID and password. Do I need a PIN?

No. If you have logged on to Highmark’s website in the past, you will not be required to wait for a PIN. Simply call 877-298-3918 and you can have your user ID given to you and your password reset.

Pledge

What is the Pledge?

Your participation in the PASSHE Health Care Management Program (HCMP) begins with taking the Pledge in Highmark's Lifestyle Returns program. You are asked to accept a Pledge to make an effort to lead a healthy lifestyle, partner with your physician and become an educated health care consumer. You agree to take the online Wellness Profile and take advantage of health education programs, tools and materials made available to you as a Lifestyle Returns member.

Why accept the Lifestyle Returns Pledge?

The Pledge is a requirement of the HCMP and the first step of Lifestyle Returns. The Pledge is your personal commitment as a member of Lifestyle Returns. It indicates that you take responsibility for your health and lifestyle choices in order to enjoy a better quality of life and that you understand the program requirements.

Can I accept the Pledge at any time during the program period?

You should accept the Pledge early, since no other activities can be completed until after you have accepted the Pledge.

Does my spouse or same-sex domestic partner have to take the Pledge?

No, your spouse or same-sex domestic partner does not take the Pledge. They can begin the program by completing the online Wellness Profile. However, you must complete the Pledge before your spouse or same-sex domestic partner can access the online Wellness Profile.

Do I have to do the Steps in order?

You need to do the Pledge before you can do the Wellness Profile.

Can I still qualify for the lowest health plan contributions if I do not take the Pledge?

No, the Pledge is one of the requirements for the HCMP.

Health Risk Assessment (HRA or Wellness Profile)

What is a Health Risk Assessment (HRA)?

The Health Risk Assessment or HRA is a tool used by you to analyze your current health status. The PASSHE HCMP will use Highmark's Wellness Profile as the Health Risk Assessment (HRA). The Wellness Profile covers all aspects of your health, including nutrition, weight management, physical activity, tobacco and alcohol use, injury prevention, skin protection, immunizations and health screenings.

How do I receive feedback from the Wellness Profile (HRA)?

Data you provide in the Wellness Profile is used to generate a confidential, personalized action plan, or Wellness Profile Report. This in-depth health status report can help you identify areas in need of health improvement and includes recommendations for online health and wellness programs and activities.

What is the purpose of completing the Wellness Profile (HRA)?

The Wellness Profile measures your current health status. It makes you aware of your health and wellness needs and lifestyle practices that determine your personal well-being. Emphasis is on the factors that can be controlled. Positive reinforcement of good health practices, along with recommendations for change when needed, is provided in your Wellness Profile Report.

How do I locate the Wellness Profile (HRA)?

The Wellness Profile may be found on Highmark’s website, www.highmarkblueshield.com (see FAQs on Lifestyle Returns).

Do I have to take the Wellness Profile online?

You are strongly encouraged to complete the Wellness Profile online. A paper copy of the Wellness Profile may be obtained by contacting Highmark Member Services at the toll free number on the back of your ID card.

What information should I have to complete the Wellness Profile (HRA)?

Ideally, you should have the following information available when you complete the profile: height, weight, blood pressure, total cholesterol (with HDL and LDL), blood glucose level and triglycerides. If you do not have all of this information available, you still can complete the profile by leaving blank the specific areas where you do not have current information. At the end of the profile, you also will be asked to provide a six-digit site code based on your campus location. The site codes for each location are as follows:

<u>University</u>	<u>Site Code</u>
Bloomsburg University	100705
California University	106713
Cheyney University	106715
Clarion University	100390
East Stroudsburg University	106716
Edinboro University	106711
Indiana University	106712
Kutztown University	106717
Lock Haven University	106710
Mansfield University	100785
Millersville University	100793
Office of the Chancellor	100836
Shippensburg University	105417
Slippery Rock University	106714
West Chester University	100854

Do I have to complete the Wellness Profile in one session?

No, your responses will be saved as you complete each page. However, any responses in an incomplete section will not be saved.

May I complete the Wellness Profile during work hours?

Yes, you have the option of completing the Wellness Profile at work or at home.

Can I take the Wellness Profile in Spanish?

If you are completing the Wellness Profile for the first time, you will be given the option to complete the Profile in Spanish.

Will my employer view the health information I submit?

No. The information you enter is kept completely confidential and will not be shared with your employer. All personal health information is protected by the Health Insurance Portability and Accountability Act (HIPAA) and may not be divulged without your permission.

Am I required to enroll in programs that are recommended in my Wellness Profile results?

No, however the programs and activities that are recommended based on your Wellness Profile results are likely to be the most beneficial to you. You are not required to enroll in the recommended programs and may select from any of the offered programs.

While completing my Wellness Profile, I received a message on the screen indicating that the Highmark site has a session timeout of 30 minutes, and that I have been inactive for 25 minutes. It indicated that I have to click “OK” to continue otherwise, I should click “Cancel” to logout. Why is there this time limit?

If you click “OK” you will be able to continue with completing your Wellness Profile and then return back to the Highmark site. If you click “Cancel”, your information that you completed on the Wellness Profile will be saved, but you will have to log back on to the Highmark site to continue with the other activities in the Lifestyle Returns program. This time limit is to ensure that your health care data does not remain on your computer for anyone else to view in your absence.

Who is HealthMedia?

Highmark has contracted with this vendor to provide you with exciting tools, programs and information designed to help you improve your health.

Confidentiality

Will the personal information that I supply to Highmark be kept confidential?

Yes. Highmark and their HRA partner, HealthMedia, fully comply with all Health Insurance Portability and Accountability Act (HIPAA) regulations. Protected health information (PHI) is kept completely confidential and all web transactions occur on a secure site and secure link.

Will my employer view the health information I submit?

No. The information you enter is kept completely confidential and will not be shared with your employer. All personal health information is protected by the Health Insurance Portability and Accountability Act (HIPAA) and may not be divulged without your permission. All reports provided to the employer contain aggregated data only, and contain no individual PHI.

What is Highmark Blue Shield’s policy on privacy?

Your Highmark Blue Shield benefit book contains a section entitled “Notice of Privacy Practices”, which provides a detailed description of Highmark’s privacy policy.