Health Screening & Health Risk Assessment (HRA)  
Frequently Asked Questions

1. **What is a Health Screening?**

   A health screening is a short health examination that can determine the level of risk a person has for certain diseases and medical conditions. CDW is using a BCBS partner, Health Solutions Services, Inc., to provide on-site screenings. The screenings consist of the following:

   - **Total Cholesterol, HDL Cholesterol and Glucose (Blood Sugar):** The screening process involves a simple finger-stick test to obtain a blood sample. Your sample will be processed on the spot and you will receive your results before you leave.
   - **Blood Pressure:** This test involves a manual measurement for systolic & diastolic blood pressure.
   - **Body mass index (BMI):** A measure of body fat based on height and weight.
   - **Waist circumference:** A measure of the distance around the abdomen.

   Once you complete the health screening, you will have the opportunity to meet with a Health Coach who will explain your screening results and provide you with additional health resources.

2. **What is the Health Risk Assessment?**

   A Health Risk Assessment (HRA) is a questionnaire developed to give you an overview of your health risks and strengths. For example, the HRA will ask you to answer questions about your diet, frequency of exercise, safety and other risk factors. After completing the HRA, you'll receive a report outlining your health risks and strengths as well as suggestions for healthier living.

   CDW has contracted with Blue Cross Blue Shield of Illinois (BCBS) to offer the HRA to coworkers. BCBS is an independent provider of health promotion programs and services, and specializes in helping coworkers improve their health and well-being.

   You can access the online HRA by logging into [www.bcbsil.com/cdw](http://www.bcbsil.com/cdw). Next, log into Blue Access for Members and click on the Quick Link to “Take Your HRA”. If you have not already done so, you will need to register for Blue Access for Members. To create your login, go to [www.bcbsil.com/cdw](http://www.bcbsil.com/cdw), on the right side of the page under the Blue Access for Members section click on “Learn how to register”. You will need your CDW group number and ID/Subscriber # (found on your BCBS ID card). Call BCBS at (800) 327-8497 if you do not have your ID card.

3. **How long does the Health Risk Assessment take to complete?**

   The HRA is estimated to take 15 to 20 minutes and has a feature for you to save, stop and resume completing the HRA at a later time. You should complete the health screening first and then input your numbers from the screening into the HRA.

4. **Will my health screening results or the answer to my HRA be shared with anyone?**

   Your answers to the HRA and results of the screening will be kept confidential by CDW’s healthcare partners, who will help you assess opportunities for maintaining your health. By law, BCBS and Health Solutions must protect your privacy in these matters and will hold all individual information confidential. No individual information will be disclosed without your written permission.

   Your answers will be shared confidentially with BCBS’s Condition and Lifestyle Management Program (e.g., Blue Care Advisors) to determine if you need assistance with monitoring or maintaining a chronic condition such as diabetes, low back pain, asthma, weight management, and smoking cessation etc. You may be contacted to participate in one of the free, voluntary programs that BCBS offers to help you live a healthy and productive life but you are not required to participate. **CDW does not know if you are contacted to participate or if you participate in these voluntary programs.**
5. Will my health information be used for any other CDW benefit plans, such as life insurance or supplemental long-term disability?

No, your answers to the HRA and results of the screening will be kept confidential by CDW’s healthcare partners and not shared with any other CDW benefits providers.

6. Why should I participate in the health screening and HRA?

Getting information about your health is important to help you understand your own individual health risks. The health screening and HRA combined together provide you with two separate reports that help you understand your health risks. If you have any areas of concern or improvement suggestions, you should share your results with your primary doctor and discuss an appropriate course of action. If you’re looking for additional resources, BCBS has Condition and Lifestyle Management Programs that can help you get on the right path.

7. What is the deadline to complete the health screening and HRA in order to receive the credit to my 2012 medical premiums?

November 30, 2011.

8. What if I am on vacation or have an unscheduled absence during my regularly scheduled onsite screening?

If you are unable to attend your local on-site health screening, email helpdesk-benefits@cdw.com to request a voucher to complete the health screening at a local lab. Since the HRA is available from any computer with an internet connection, you should still be able to complete the HRA. If you do not complete both the health screening and the HRA by November 30, you will not be eligible for the $19 per pay period credit to your 2012 medical premiums. Coworkers on an approved leave of absence will be handled outside of this process.

9. When I went online to take the Health Risk Assessment, it said, “Take Your Health Risk Assessment Again”. Does that mean I should just update my 2012 numbers?

Coworkers who took the Health Risk Assessment more than six months ago will get a message that says, “Take the Health Risk Assessment Again”. For best results, it is recommended that the HRA be taken, in its entirety, at least six months from the last completed date. If you have taken the HRA in the past, you will be able to see a listing of prior completion dates. You will also be able to view prior reports with updated numbers. Keep in mind, you can take the HRA as many times as you like. Coworkers often update their HRA as they successfully change their behaviors. To "update" any section of the HRA it will need to be completed in its entirety. Note that you will only receive Blue Points every six months.

10. Do I have to pay anything to participate in the health screening or HRA?

No. CDW pays the full cost for the on-site health screening and access to the health risk assessment. In addition, CDW will also pay the cost for your spouse/partner to receive these services.

11. Who is eligible to participate in the health screenings and HRA?

All CDW coworkers are eligible to participate in the on-site health screening and health risk assessment. You do not need to be enrolled in a CDW health plan to participate.

Spouses/partners of coworkers are also eligible for the on-site screenings. They do not need to be enrolled in a CDW health plan to participate.

CDW does encourage all covered spouses/partners and children over age 17 to take the HRA in order to help your family members better understand their health risks. An additional medical premium credit is not being offered if family members complete the on-site screening or HRA.
12. I work in the Field and I am not located near a CDW office. How can I participate in a health screening?

CDW has partnered with Health Solutions to automatically send you a voucher for you to take the health screening at a lab near your home address. Depending on your home zip code, you may receive an e-mail with the e-Kit voucher to a local LabCorp lab or a physical voucher to a Quest lab. You will also need to complete the health screening and online HRA by November 30 in order to receive the $19 per pay period credit to your 2012 medical premiums. The medical premiums for coworkers who do not participate in the health screening and health risk assessment will be $9 more per pay period in 2012 than 2011.

13. I don’t see an on-site screening scheduled for my office. Why is that and how can I participate in a health screening?

CDW has determined that some offices and our business in those offices are not convenient to host on-site screenings. Offices such as Detroit, Indianapolis, Tampa, and Wausau will not have any on-site screenings scheduled. Depending on your home zip code, you may receive an e-mail with the e-Kit voucher to a local LabCorp lab or a physical voucher to a Quest lab. You will also need to complete the health screening and online HRA by November 30 in order to receive the $19 per pay period credit. The medical premiums for coworkers who do not participate in the health screening and health risk assessment will be $9 more per pay period in 2012 than 2011.

14. My spouse/domestic partner and I both work for CDW. We are both covered under our own CDW medical plans. Do we have to each individually participate in the health screening and complete the HRA to receive the 2012 medical premium credit?

Yes, you both must participate to get the 2012 medical premium credits. Also, if you are covered under your CDW spouse’s medical plan, you will only receive a $19 per pay period reduction on 2012 medical premiums. The medical premiums for coworkers who do not participate in the health screening and health risk assessment will be $9 more per pay period in 2012 than 2011.

15. If I opt out of CDW medical coverage during 2012 Annual Enrollment, but mid-year I experience a qualified change in status and enroll in a CDW medical plan, will I receive the 2012 medical premium credit.

Yes, if you completed the health screening and HRA by November 30, 2011.

16. Should I participate in the health screening and HRA if I already live a healthy lifestyle?

Even healthy coworkers can discover areas of concern or potential improvement through the HRA and health screening. If your results do not indicate a problem, it confirms that your lifestyle is working for you. Also, if you do not complete the HRA and health screening by November 30, you will not earn the $19 per pay period credit towards your 2012 medical premiums. In addition, the medical premiums for coworkers who do not participate in the health screening and health risk assessment will be $9 more per pay period in 2012 than 2011.
17. Can I eat prior to my health screening?

Yes. Fasting is not required for the screening. However, Health Solutions will provide you ranges/norms for non-fasting blood glucose levels.

Also, unlike when you go to your doctors’ office and have your blood drawn from your arm, Health Solutions is only taking a small sample of blood. Screenings for total cholesterol and HDL cholesterol are not affected significantly by current food intake. Your results will be more reflective of your eating habits over the past couple of weeks. Food will impact results for glucose (blood sugar testing for diabetes), however we will compare your results to either fasting or non-fasting reference ranges provided by the Centers for Disease Control (CDC) and the National Institutes of Health (NIH). If you fall outside the desired ranges for any of the blood components, you will be provided recommendations on lifestyle changes you may choose to make or be referred on to your personal physician for additional testing.

Note: If you receive a voucher for a local lab, your health screening will consist of a veni-puncture (“needle”) test and you will be instructed to fast prior to your screening. Please follow the directions in your voucher paperwork.

18. I don’t like to have blood drawn, will the health screening hurt?

No. The screening involves a simple finger prick technology, so no large needles are used to draw blood from your arm. With a simple finger stick, Health Solutions will analyze your blood in about 5 minutes. You will be given your total cholesterol and blood sugar levels and can also obtain information on helpful strategies to lower your blood pressure and blood lipid levels.

19. How do I receive my health screening and HRA results?

If you attend an on-site health screening event at CDW, you will receive your health screening results at the end of your session from a Health Solutions health coach. The health coach will review your results and explain what your numbers mean. In addition, they will provide you with helpful resources that can assist you in improving your health. You’ll need these results to complete your HRA on the BCBS web site. You can print your HRA results along with a customized report immediately from the BCBS web site and share with your physician or other health advisor.

20. Will I need my health screening results when completing my HRA?

Yes. Keep your screening results handy as you complete the HRA. If you have not taken the health screening, you can still complete the HRA. However, you must complete both the health screening and HRA in order to earn the $19 per pay period credit towards your 2012 medical premiums.

21. How do I access the HRA if I am not currently enrolled in a CDW Health Plan?

If you are not currently enrolled in a CDW medical plan, you should have received a BCBS identification card in the mail. This identification card will provide you with the group number and ID necessary to create a Blue Access for Members login. To create your login, go to www.bcbsil.com/cdw, on the right side of the page under the Blue Access for Members section click on “Learn how to register”.

Note: If you started at CDW in 2011 and waived your CDW medical plan, you should have received a BCBS identification card in the mail within 4-6 weeks after your start date.

22. If I start filling out my HRA and don’t have time to complete it, can I come back and finish later?

Yes. You can save your HRA and come back to it later by selecting the “Save and Finish Later” button; however, you need to return to your HRA and click the “Finish and View Results” button to complete the HRA process. If you select the “Save and Finish Later” button and do not complete at a later date, you will not be given credit for completing the HRA. The HRA must be completed by November 30 to earn the $19 per pay period credit towards your 2012 medical premiums.
23. **Why do most of the questions in the HRA require a response?**

   Your personalized feedback is based on how you answer the questions, taking into account your age, gender, and current health status to assess lifestyle habits and health risks. The answers to these questions will help you to identify areas for improvement.

24. **Who do I contact if there is an error message while I’m completing the online Health Risk Assessment?**

   Contact the BCBS Internet Help Desk at (888) 706-0583.

25. **If I answer an online HRA question incorrectly, can I correct it?**

   Until the online HRA is complete and the “Submit” button is pressed, you may correct your answers within the HRA process. If there is an incorrect error identified after that point or you obtained your health screening data after the HRA was closed, you may re-take the HRA to put in the correct information.

26. **What is the Blue Cross Blue Shield Personal Health Manager?**

   The Personal Health Manager (PHM) is a resource of online tools and information to help you make informed health care decisions. You can take a HRA, set up a personal health record, access online health content, receive targeted wellness information, set up reminders about medical appointments and screenings and much more.

27. **Who has access to my PHM account?**

   Each coworker controls access to their information within Personal Health Manager. You can give your doctor or spouse access to some or all of your information by going to the "My Account" tab under the Manage drop-down menu button. Note: The "My Account" section does not manage access to the My Care Profile. The HIPAA privacy laws prohibit you from viewing your spouses or dependents (18 years of age and older) health information. Any member 18 years of age and older has his or her own Personal Health Manager.