

Annual Health Screening Frequently Asked Questions

❖ **Components of Screening**

- Finger stick – Total Cholesterol, HDL Cholesterol, HDL/Total Cholesterol Ratio, Glucose (Blood Sugar), A1c
- Body Composition – Height, Weight, Body Mass Index, Waist Circumference, Body Fat Percentage
- Blood Pressure
- Review Results

❖ **Is the health screening mandatory?**

- No, this health screening is voluntary and you may choose not to participate at any time.

❖ **Who is eligible to participate?**

- All benefit eligible employees are eligible to participate. If you would like to verify your eligibility status, please contact the Benefits Service Center at 314-935-2332.

❖ **Can I eat prior to my onsite health screening?**

- Yes. Fasting is not required. Please also remember to drink plenty of water.

❖ **Will my employer see my results?**

- No -- by law Health Advocate must protect your privacy and will hold all information confidential. No individual information will be disclosed. Health Advocate will prepare a company-wide group aggregate report illustrating the top health risk categories.

❖ **Is the screening private – will other participants overhear my results?**

- The screening team brings privacy screens that section off the biometrics and results review stations. Staff will not say your results out loud. During coaching, they will point to your results on your results sheet.

❖ **Are the results accurate?**

- Yes, Health Advocate adheres to the most stringent guidelines for quality control.

❖ **How long will the screening take?**

- The annual health screening takes approximately 15-20 minutes to complete. There is no need to arrive early to your appointment time, but rather please show right on time.

❖ **Will the tests cost anything?**

- No! The annual health screenings are complimentary whether completed onsite or offsite.

❖ **When will I get my results?**

- **Onsite:** Immediately! Health Advocate staff will review your results and explain what your numbers mean.
 - ***Please note – A1c results will not be available onsite as that test is processed at our partner lab, CoreMedica. A1c results will be mailed out to your home address within 10-14 business days following the event.***
- **Test at a Lab:** Your results will be mailed out to your home address within 10-14 business days of your appointment at the lab. You will see your results on the Health Advocate platform within 5 business days.

❖ **I don't like to have blood drawn.**

- That's okay! Your company has elected to offer fingerstick testing. The fingertip is sterilized with a topical germicide and then a sterile lancet is used to pierce the fingertip. A capillary tube is used to collect a few droplets of blood. It only takes a few seconds!
 - ***Please note that if you elect to Test at a Lab, it will be a venipuncture blood draw.***

❖ **How do I make an appointment for onsite?**

- **Online** by visiting <https://connect.wustl.edu/healthadvocate>
 - Click "Schedule" button under the "Attend an Onsite Health Screening Event" option.
 - In Step 1, select the location of the event you plan to attend.
 - Select date in Step 2.
 - Select your time slot in Step 3.
 - Provide the personal email address where you wish to receive your confirmed appointment.
 - A confirmation email will be sent regarding your appointment time. This appointment can be added to your Outlook calendar.
 - Please contact Health Advocate Member Services at (800) 970-1263 if you did not receive your confirmation email for registering for a screening event.
- **By phone** – call Health Advocate Member Services at (800) 970-1263, 8am-9pm Eastern.

❖ **If I'm unable to attend an onsite screening, what are my options to complete the screening?**

- You can still receive your complimentary health screening at the lab or with your Primary Care Physician.
- **LabCorp Vouchers and Physician Verification Forms are available online**
 - Please visit <https://connect.wustl.edu/healthadvocate>
 - Find the "Download a Physician Form" button and click Download
 - Print the Physician Form and take to your next Primary Care Physician appointment
 - The form must be faxed or emailed from the Physician's Office back to Health Advocate
 - Find the "Find a LabCorp Location" and click Find Location
 - Follow the instructions on the top of the screen, scroll down to enter your zip code to find the nearest LabCorp location
 - Choose a location and click Schedule

❖ **How do I cancel or reschedule my onsite appointment?**

- Please visit <https://connect.wustl.edu/healthadvocate>
- Click on the "View Appointment" button
- If rescheduling your appointment, click the pencil icon next to your appointment
- If canceling an appointment, select the "X" button, and click "Ok"
- You may also call Health Advocate Member Services at (800) 970-1263 to make, cancel, or reschedule an onsite appointment or Test at a Lab request

❖ **I recently completed a routine wellness screening with my medical provider. Will this count toward the screening criteria?**

- Yes. You will need to register for a Physician Form. Your medical provider will then need to complete and sign off on the form. Labs drawn between January 1, 2023 and December 2023 will be accepted. Exams and bloodwork must be submitted by December 31, 2023.

❖ **What if I'm having trouble with the online registration site?**

- Please call Health Advocate Member Services at (800) 970-1263, 8am-9pm Eastern, and someone will be able to assist you.

❖ **When will I receive my \$50 pre-paid Visa gift card?**

- **Onsite** screening participants will receive their gift card immediately after completing the health screening.
- **Offsite** screening participants will receive their gift card via US Mail within three weeks following their visit with LabCorp or following the submission of their completed physician verification form.

❖ **What type of equipment is used for the screening?**

- *CardioCheck* is used for onsite screenings. The testing device, strips and mention have been approved by, and follow the guidelines of, the NCEP.

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

At each screening there is a blend of screeners and on-site coordinators. Most of our on-site screeners are nurses, EMTs, or paramedics. HA screening staff and screening coordinators must pass annual training to stay a screener in good standing.

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

- All Health Advocate employees are trained annually. Interactive Health provides a privacy statement and is fully HIPAA compliant.
- Personal information that you provide, and health data obtained through your Health Screening will only be used by Health Advocate to provide you with personally relevant information. Health Advocate will not, under any circumstances, share this information with your employer. In addition, Health Advocate will not sell or rent information to any outside third party. We respect the privacy of all our members.