

2018 CHICAGO LIVES HEALTHY WELLNESS PROGRAM

Biometric Screening Frequently Asked Questions

All eligible employees and covered spouses/domestic partners/civil union spouses will be required to complete a biometric screening for the 2018 wellness program year.

What is a Biometric Screening?

A biometric screening includes tests to measure your cholesterol, triglyceride and glucose levels. During your biometric screening appointment, a health care professional will also determine your blood pressure, height, weight and waist measurements.

How do I prepare for a Biometric Screening?

Fasting for nine hours is highly recommended to ensure accurate readings. If you are pregnant, have a chronic illness or operate heavy machinery, please consult your physician prior to fasting for the screening. Drink plenty of water prior to the screening as this will allow for an easier blood draw.

As weight and other body measurements will be performed, light, non-bulky clothing will assist with more accurate readings. Arrive 15 minutes prior to your screening time as relaxing a few minutes prior to your screening will help your blood pressure to return to a resting level.

What options do I have for completing my Biometric Screening?

You can complete your biometric screening in one of two ways:

- A. Schedule an appointment and attend an onsite screening at a community or work location such as City Hall or select Chicago Public Libraries: or,
- B. Download a personalized physician form, and schedule and attend any appointment with your doctor.

***Please Note: Walgreens Pharmacies no longer provide Biometric Screening tests. Walgreens Pharmacies are not an option for you to complete your biometric screening for the 2018 wellness program.**

A. Onsite Biometric Screening Instructions

Beginning on December 1, 2017, you can schedule your free onsite biometric screening at select locations. [Click here](#) for a list of the onsite locations.

1. You must schedule an onsite screening appointment; walk-ins cannot be screened.
2. Please arrive at least 15 minutes in advance of your scheduled appointment time to complete necessary sign-in activities.
3. The screening will typically take about 15 minutes.

Appointments are available from **January 17, 2018 through March 10, 2018**. If you attend one of these onsite screenings, your results will be automatically sent to the *Chicago Lives Healthy* wellness program.

CLICK HERE TO SCHEDULE AN ONSITE SCREENING

B. Doctor's Office Biometric Screening Instructions

Beginning on December 1, 2017, you can also schedule an appointment with your doctor's office to complete your biometric screening. Follow the steps below.

1. Call your doctor to schedule an appointment.
2. Download the Personalized Physician Form. Bring your Personalized Physician Form with you to your doctor's office.
3. Let your doctor know the Personalized Physician Form must be completed and faxed to **615-349-2344 by March 10, 2018**.

Here is some additional information about Biometric Screenings completed in your doctor's office:

- Healthways will accept biometric screening results if the test results are no more than six months old (no results collected prior to July 1, 2017 will be accepted).

- Biometric screenings done at your doctor's office are subject to your current medical plan benefits. HMO members must see their Primary Care Physician (PCP) and PPO members must use an in-network provider.
- Your biometric screening results must be submitted on your Personalized Physician Form or Healthways cannot accept your results.

[CLICK HERE TO DOWNLOAD A PHYSICIAN FORM](#)

Can I use Biometric Screening results from a prior physical exam to satisfy the Biometric Screening requirement?

Biometric screening results submitted by your physician can not be more than six months old at the time your physician submits your results (no results collected prior to July 1, 2017 will be accepted). In order for the previous physical to count toward the screening requirement, these tests must have been performed and recorded:

- Body-mass index (height and weight)
- Blood pressure
- Blood test results (glucose, lipids, and cholesterol tests)

Waist circumference measurement is a recommended test but it is not required since some physicals do not include this measurement. Biometric screening results from a prior doctor's office visit must be submitted on a Personalized Physician Form by **March 10, 2018**.

What if I went to my doctor for a physical and they don't have one of the test results I need for my Biometric Screening?

If the required test results (BMI, blood pressure, blood test) are not available from your doctor's office, you should attend an onsite biometric screening at one of the onsite location options during the biometric screening time frame or obtain the missing test at your doctor's office.

If I go to my doctor for a physical to fulfill the Biometric Screening requirement, will the wellness program pay for that expense?

The cost of a physical will not be paid for by the wellness program and the office visit charges for your physical are subject to current employee medical plan benefits. The onsite screenings provided through the wellness program will be provided free of charge, and appointments can be scheduled at www.chicagoliveshealthy.com/step1. The City of Chicago PPO Plan and the HMO plan provide for annual physicals. If the tests are done during a medical visit that is not a preventive care visit as reported by your physician, you may be charged a co-pay for the office visit.

What if my doctor's office charges to fill out the Personalized Physician Form to provide my Biometric Screening results to the wellness program?

Because the Personalized Physician Form does not require a doctor's attention to complete, most physicians will not charge to transfer patient results to another trusted, confidential healthcare organization. If your doctor's office submits a charge for completion of the Personalized Physician Form to submit your biometric screening results, these charges will not be paid by your health plan. You will be responsible for any charges submitted by your doctor for completion of this form.

Early Bird Sweepstakes

For the 2018 *Chicago Lives Healthy* Wellness Program, if you complete STEP 1 the Biometric Screening, and STEP 2 the Well-Being 5 Assessment (WB5), prior to the deadline dates promoted below, you will be **AUTOMATICALLY ENTERED INTO A SWEEPSTAKES DRAWING TO WIN A VISA® CASH CARD!!!** [Click here](#), to access the sweepstakes flyer.

[Click here to view our Official Sweepstakes Rules page for more information on the Early Bird Sweepstakes](#)

Questions?

Contact Healthways at 1-866-556-7671

CUSTOMER SERVICE HOURS OF OPERATION

Monday - Friday 8:00am - 8:30pm (CST)

Saturday 8:00am - 4:30pm (CST)

You can also visit

www.chicagoliveshealthy.com



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Labor & Management working to achieve long-lasting health

Si desea hablar en español sobre el programa de bienestar *Chicago Lives Healthy*, llame al Servicio de Atención al Cliente de Healthways al 1-866-556-7671 y oprima 5 para comunicarse con un representante. Una vez que el representante le atiende, solicite la línea de idiomas (en inglés) y un intérprete le asistirá.

Jeżeli chcieliby Państwo otrzymać informacje w języku polskim na temat programu *Chicago Lives Healthy*, prosimy o telefon do działu obsługi klienta Healthways pod numer 1-866-556-7671. Należy nacisnąć 5, żeby połączyć się z operatorem i w języku angielskim poprosić o przełączenie na linię językową (language line). Będą Państwo mogli skorzystać z pomocy tłumacza.

Если вы хотите поговорить об оздоровительной программе *Chicago Lives Healthy* на русском языке, позвоните в Отдел обслуживания участников (Customer Service) компании Healthways по номеру 1-866-556-7671 и нажмите 5 для соединения с представителем. Как только представитель ответит, попросите переключить вас на линию выбора языка (на английском) и затем переводчик вам поможет.