

# 2017 Chicago Lives Healthy WELLNESS PROGRAM

If you received a letter indicating you are required to complete a biometric screening for the 2017 Chicago Lives Healthy wellness program, you must schedule and complete a Biometric Screening by February 11, 2017.

## Biometric Screening Frequently Asked Questions

### 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: 1. By scheduling an appointment and attending an onsite screening at a community or work location such as City Hall or select Chicago Public Libraries; or 2. By scheduling and attending an appointment with your doctor.

### Onsite Biometric Screening Instructions

Beginning on 12/16/2016, you can schedule an onsite biometric screening at a limited number of 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 23, 2017 through February 11, 2017**. If you attend one of these onsite screenings, your results will be automatically sent to the Healthways, the Chicago Lives Healthy wellness program vendor.

[CLICK HERE TO SCHEDULE AN ONSITE BIOMETRIC SCREENING](#)

### Doctor's Office Biometric Screening Instructions

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 form must be completed and faxed to **615-349-2344** by **February 11, 2017**.

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 7/1/2016 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 OBTAIN YOUR PERSONALIZED 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 7/1/2016 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 **February 11, 2017**.

### 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/screening2017/](http://www.chicagoliveshealthy.com/screening2017/). 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 intended to be a preventive care visit, 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.

### What if I don't complete a Biometric Screening?

If you do not complete your biometric screening with results submitted by **February 11, 2017**, the City of Chicago employee will incur a \$50 per non-participant increase in his/her monthly health care contribution.

#### Questions? Contact Healthways at 1-866-556-7671

#### CUSTOMER SERVICE HOURS OF OPERATION

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

You can also visit [www.chicagoliveshealthy.com](http://www.chicagoliveshealthy.com)

For additional Biometric Screening information go to:  
[www.chicagoliveshealthy.com/screening2017](http://www.chicagoliveshealthy.com/screening2017)



**CHICAGO**  
lives healthy

You can realize your best health and well-being when given the proper support. Healthways meets you where you are and takes you where you want to go, creating better health and well-being for a better you.



Si necesita ayuda en español, llámenos al 1-866-556-7671 y oprima el 1 y después el 5. Una vez que se haya puesto en contacto con un representante de servicio al cliente, solicite en inglés la Language Line (Línea de lengua). En ese momento, un intérprete le ayudará.

Aby otrzymać pomoc w języku polskim, prosimy zadzwonić pod numer 1-866-556-7671 i wybrać opcję 1 a następnie opcję 5. Po połączeniu z przedstawicielem działu obsługi klienta, należy po angielsku poprosić o Language Line. Tłumacz języka polskiego udzieli Państwu pomocy.

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 подключить вас на линию выбора языка (на английском) и затем переводчик вам поможет.