

# HEALTH ON THE GO

## Health and well-being frequently asked questions (FAQs)

This document includes frequently asked questions regarding the health assessment and online experience, as well as privacy/confidentiality.

### Health assessment FAQs

#### **What's the health assessment?**

The online health assessment is designed to give you a clear picture of your current health and well-being. You'll answer questions about your diet, exercise, sleep, stress, general lifestyle and more. As soon as you're finished, you'll get a dashboard summary of your results to learn about your current health status to help you set goals for better health.

#### **Why should I take the health assessment?**

The first step toward better health is knowing your current health status. Based on these results, you'll have the information you need to maintain or improve your current health status and feel your very best.

#### **What kind of information will I get when I complete my health assessment?**

Your completed health assessment provides you with a detailed report of your health assessment results and where you rank compared to your peers. You'll also get tips on healthy living and resources to help you reach your full health potential.

#### **How long will it take me to register and complete the health assessment?**

On average, the health assessment takes 10 minutes to complete. If you don't have an account, it takes just a couple minutes to register for a health and well-being account.

#### **How do I complete the health assessment online?**

It's easy! You can complete it right from your computer or mobile device. Follow these steps to complete your health assessment:

- Go to [healthpartners.com/wellbeing](https://healthpartners.com/wellbeing)
- Enter your information or [Register now](#)
- Log on, complete your health assessment, click *Finish*
- *Download your results* and chart a course toward better health

#### **Can I change my answers while I'm completing the online health assessment?**

Yes. You can change your answers any time before you click the *Finish* button. Once you click the *Finish* button, you will not be able to change your responses. If you start but don't finish your health assessment, your answers will be saved for 14 days and you can pick up where you left off. After 14 days, you will have to start over.

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## **What if I begin the online health assessment, but I don't finish it?**

Your answers automatically save every time you click the *Next* button.

- If you click the *Log Off* link before you complete the online health assessment, your online health assessment will close.
- If you leave your computer but don't click the *Log Off* link, your online health assessment will automatically close and log you off after 15 minutes of inactivity to help protect your privacy.
- When you log on again, click the *Continue from where you stopped* link if you want to continue your online health assessment or click the *Restart from the beginning* link if you want to start over.
- If you start your online health assessment but don't finish, you can start where you left off within two weeks. If you wait longer than two weeks, your answers will be lost and you will have to start over.

## **How can I review my online health assessment results?**

You will be able to see your results as soon as you complete the health assessment. If you want to view your results at a later time, log on to your health and well-being account and expand *Health Assessment*. Then, choose either the *Your quick results* or *Your detailed results* link.

## **Online experience FAQs**

### **I'm having trouble logging on. What do I do?**

Contact us by:

- **Phone.** Call 952-883-7800 or 800-311-1052.
- **Email.** Click the *Contact Us* link, located in the upper right corner of the log-on page.

### **I forgot my username and password. What do I do?**

On the login page, click *Forgot username?* or *Forgot password?* You may also call or email us as mentioned above.

### **I'm not very knowledgeable about how to use a computer. Will it be easy to use the well-being site and complete the health assessment?**

Yes. The health assessment is easy for people at all levels of computer experience. If you have trouble understanding any of the directions, please contact us.

### **Can I take the health assessment and access my account from a mobile device?**

Yes. The experience is mobile friendly, so you are able to take your health assessment and track your progress anywhere, anytime.

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## Privacy FAQs

### **Does my employer see my health assessment results?**

No. Your health assessment is protected by the same laws that protect your medical records. We don't share your personal health assessment results with your employer. Your employer only receives a summary report that includes overall group health information for all employees. Your name is only shared with your employer per the terms of agreement you accept at the start of the health assessment or wellness program so your reward can be paid out to you.

### **Where are the results from my health assessment stored? Is the site secure so that my personal information is protected?**

Health assessment results are stored in an electronic database at HealthPartners. This database is secure and not shared with your employer. All personal information is encrypted. This means that the information you send over the internet is in code and requires special software to read it. It can't be viewed by your Information Services or Human Resources departments or over the Internet.

### **Will my health assessment results be sent to my doctor or clinic?**

No. However, you are encouraged to share your results with your doctor and discuss any health issues you may have or may develop in the future.

### **What if my results show some health risks?**

You may receive a call after you complete your health assessment. During this call, you can discuss your results and available activity options.

### **Will my health assessment be sent to my clinic?**

No. However, you are encouraged to share your results with your doctor and discuss any health issues you may have or may develop in the future.

### **If I complete the health assessment, will my results be used to deny coverage?**

No. HealthPartners does not use your results as part of rate calculations or to deny coverage. However, if the assessment is made a part of the medical record from you sharing the results with your doctor, an insurance company may have access to the medical record. If you apply for life insurance or a Workers' Compensation claim, your insurance may also have access to the record.