

Frequently Asked Questions

about the Health Questionnaire and Gift Card

What is the personal Health Questionnaire (HQ)?

The HQ is a confidential questionnaire prepared by healthcare experts at Harvard Pilgrim Health Care to help you identify a potential health risk early and receive proper care before it becomes an “issue.” The questionnaire includes basic questions about your health history and your lifestyle and some specifically addressing health issues for men and for women individually. A personal report with the results of the HQ is provided to you and the Harvard Pilgrim nurses—your employer will not receive this confidential information.

What is the reward for taking the HQ?

When you complete the online HQ with required biometric numbers, you will receive a \$100 gift card if completed by the **April 30, 2011 deadline**. Have your enrolled spouse complete it by April 30 deadline to get an additional \$100 reloaded on your gift card. The Visa gift card will be mailed directly to you. The gift card is reloadable, so if you and your spouse do not take the HQ at the same time, the second reward incentive will be added to the Visa card automatically. So, don't lose your card!

Can my enrolled spouse complete the HQ first?

Your enrolled spouse can complete the HQ first. The gift card is always mailed to the employee at their home address. It will be reloaded with an additional \$100 if the employee completes the HQ second.

What information must be included in the HQ to receive the gift card?

Each person completing the HQ must include his or her biometric numbers to be eligible for the gift card. The information needed is your **height, weight, blood pressure, total and HDL cholesterol levels, and glucose level**. If these questions do not have a numeric answer in the HQ, you will not receive the gift card incentive.

What if I don't know my biometric data?

Wellesley College is offering two screenings on campus to have your biometrics measured—on Feb. 28 (8:30-11:30 a.m.) and April 28 (3-7 p.m.) in Tishman Commons. Visit <http://web.wellesley.edu/web/Dept/HR/healthy.psml> for more information about these *Know Your Numbers* events.

When are biometric screenings being conducted on campus? Can employees who are not covered under the Harvard Pilgrim health plan participate in the biometric screenings?

Harvard Pilgrim will conduct two biometric screenings on campus—on February 28 (8:30-11:30 a.m.) and April 28 (3-7 p.m.) in Tishman Commons. Spouses are encouraged to attend. You do not need to be a Harvard Pilgrim member to attend the biometric screenings or any of the other wellness events on campus. All are welcome.



I just went for my annual physical and got my biometrics measured, can I use this data?

Yes. If you don't have it written down, call your physician's office to get the information.

The HQ asks for my waist measurement—is that a required number to get the gift card?

No. You can skip that particular field on the HQ and still receive the gift card if you have the required biometric numbers included.

What if I don't have my biometric data with me when I take the HQ?

If you start the questionnaire, but need to pause, you can save the questionnaire by clicking on the Save button. You must complete your saved HQ within 92 days from the time you start it. *Do not click on the Submit button until you are finished and all your data is entered; note that the submission deadline to receive the \$100 gift card is **April 30, 2011**.* Once you click the Submit button, the HQ is complete and no additional information can be added. If you have not added your biometric data when you click on the Submit button, then you will not be eligible for the gift card.

Once I complete the personal Health Questionnaire, when will I receive the \$100 gift card?

The gift card will be sent to you by Harvard Pilgrim and will take about 4 to 6 weeks to process once you complete your HQ. If your spouse also completes their HQ, your gift card will be reloaded with an additional \$100!

Why is the gift card incentive for completing the HQ only available to employees and spouses who are covered by Harvard Pilgrim Health Plan?

The HQ is administered by Harvard Pilgrim and you need member identification and passwords to access their secure member website. Follow-up counseling may also be involved which can only be conducted with covered members. Wellesley College also has limited resources to devote to the incentive program and we want to use it in the most effective way to benefit both employees and the College.

When must I complete the HQ in order to get the gift card?

You must complete the HQ with required biometrics by April 30, 2011 to be eligible for the gift card. If you already completed your Health Questionnaire with your biometric data between October 1, 2010 and February 28, 2011 through *HPHConnect* you do not have to take the questionnaire again to receive your gift card. *Members can only take the questionnaire every six months. Only members who complete the HQ by April 30, 2011 are eligible for the gift card.*

How will I get the gift card, and where can I use it?

The gift card will be mailed to your home. It will be a Visa gift card and can be used anywhere that Visa is accepted.

How long will it take to get the gift card?

You should receive your gift card within four to six weeks after submitting your HQ.

How can I find out the balance available on my gift card?

There are several ways you can check the balance on the gift card. To access this information online, use the link on your *HPHConnect* Healthy Futures web page or visit www.rewardsdetail.com. You can also reach a gift card vendor customer service representative at (877) 426-7768. You will need your gift card number for reference.

Is my gift card taxable income?

Yes, Harvard Pilgrim will send a file to the College at the end of the year—with the amounts paid out in gift card incentives. Your incentive amount will be added to earnings and taxed for Federal, state and Social Security income tax purposes.

Does the gift card expire?

Yes, the gift card is valid for one year from the original date of issue.

What do I do if my card is lost or stolen?

You should call a gift card vendor customer service representative at (877) 426-7768 to report a lost or stolen card and request a replacement. There is a \$4 cost for each replacement card.

Is Wellesley offering any other wellness incentives besides the gift card for completing the HQ?

Yes, there are additional incentives, including the opportunity to win an iPad loaded with health-related apps. Just attend at least three of the upcoming wellness programs on campus by May 19, make sure to get your "passport" document stamped each time (passports will be available at all the events), and submit it to Human Resources to be entered in the iPad drawing.

My spouse and I do not have access to a computer and want to complete the HQ. What should we do?

Please contact the Human Resources office at 781-283-3202. Human Resources will schedule an appointment for you and your spouse to complete the HQ online in a private office. If this is not possible, a paper version of the HQ is available by contacting Harvard Pilgrim. However, we encourage all participants to complete the HQ online to hold program costs down and avoid the delays of processing a paper version.

What if my department manager does not want me to take time away from work to attend one of the biometric screenings or wellness programs on campus?

President Bottomly is encouraging all senior management and department heads to support the HEALTHY YOU initiative and ensure that all staff are able to attend these valuable on-campus programs. Please see her announcement letter to the College community under the Wellesley College section of "Your School's Wellness Resources."

Will this information be shared with my employer?

No, this information is confidential and will not be shared with your employer, in accordance with the HIPAA Federal Law.

Am I required to complete a Health Questionnaire (HQ)?

No, completing the HQ is voluntary. Responding to the confidential HQ can provide you with valuable information about your health and lifestyle. There are no right or wrong answers, but taking your HQ will tell you if you're on the right track to good health and, if not, how to get there. Plus, when you complete the online HQ with required biometric numbers, you will receive a \$100 gift card. You can also have your enrolled spouse complete the HQ to get an additional \$100 reloaded on your gift card.

Can I choose not to participate in Healthy You?

Yes, participation in the programs on campus and the HQ is voluntary.

How can I get more information about the HEALTHY YOU initiative at Wellesley College?

You can learn more about Wellesley College's HEALTHY YOU programs at <http://web.wellesley.edu/web/Dept/HR/healthyu.psml> or by accessing our Harvard Pilgrim website at www.harvardpilgrim.org/wellesleycollege. You can also email your questions to Human Resources at healthyu@wellesley.edu. The College also has a Health Management and Wellness Advisory Committee, appointed by President H. Kim Bottomly, that provides valuable input into developing our HEALTHY YOU initiatives. Committee members are eager to hear from faculty and staff. If you have any questions or comments about HEALTHY YOU, please contact the Committee at healthyu@wellesley.edu.