



Wespath

BENEFITS | INVESTMENTS

a general agency of The United Methodist Church

Center for Health



Frequently Asked Questions Evice Health

General Information

Q: What is Evice Health?

A: Evice Health is a health-focused company that provides personalized communication tools designed to motivate individuals toward improving their health. Using friendly, confidential letters and other communications, Evice Health reminds individuals to take steps that can improve their health and help keep them well. The company reaches more than 2 million people annually with its messages and mission to help improve people's health by using information technology to send targeted health messages.

Q: Why is HealthFlex partnering with Evice Health?

A: HealthFlex selected Evice Health to support the plan's commitment to improving wellness among our participants. Evice Health has an excellent reputation for producing high-quality and effective communications, while respecting people's confidentiality.

HealthFlex's partnership with Evice Health is another way the plan works to build a healthier denomination, by delivering useful programs and services based on health and wellness needs identified among the HealthFlex population. Our participants often put their own needs on hold as they focus on serving others.

In 2013, for example, less than two-thirds of women age 41-64 in HealthFlex active plans received recommended cervical cancer screenings, while only 55% of the age-appropriate HealthFlex population received colon cancer screenings. *These and other screening tests might help save your life.* Although screening rates improved in the first two years that HealthFlex partnered with Evive Health, greater adherence with recommended screenings is still needed. The Evive Health program reminds participants about tests and other ways to take care of themselves even when they're busy serving others.

Q: What types of communication does Evive Health send?

A: You will receive personalized reminder letters periodically throughout the year. One of these letters will include stickers to put on your calendar, to remind you to schedule appointments.

If you have a chronic health condition such as diabetes, heart disease or arthritis, you will receive more frequent reminders about recommended care to help keep your condition under good control.

Q: Can I receive reminders by e-mail or text message, instead of mailed letters?

A: Yes, you can choose to receive reminders by mail, e-mail or text message ("SMS"). Change your preference online at www.myevive.com. You will need to enter your "Unique Code" in order to log into your personal Evive Health account. Your Unique Code can be found on a recent mailer from Evive Health in the footnotes area. Once logged in, choose "**Change My Preferences.**"

Confidentiality

Q: Do my church, conference, employer, HealthFlex or Wespath Benefits and Investments (Wespath) see my Evive Health messages?

A: No. Your church, annual conference, employer, HealthFlex or Wespath do not see the messages you receive and do not know their content. *Evive Health's messages to you are completely confidential.*

Q: I'm concerned about my privacy. Doesn't Evive Health's individualized communications violate my privacy?

A: Protecting your privacy is a top priority. Like all HealthFlex vendor partners, Evive Health adheres to strict federal guidelines designed to protect patient privacy and confidentiality, including the Health Insurance Portability and Accountability Act of 1996 (HIPAA). HIPAA's "Privacy Rule" outlines specific requirements that health organizations (including HealthFlex, Evive Health, WebMD and your insurance carriers) must follow to protect people's personal health information (PHI). It's against the law for Evive Health to share your personal health information except under very limited circumstances. Wespath requires Evive Health and other HealthFlex vendors to treat your personal information in an ethical manner that respects your privacy.

The data is held securely and matched to identifying data only long enough to generate Evive Health's personalized letters—then the personal data is deleted. *To protect your privacy, your personal health information is never stored with your name or date of birth.*

Q: How does Evive Health know things about me, such as when I'm due for certain screenings, when I've taken certain tests, or the name and phone number of my doctor?

A: As a vendor partner of HealthFlex and Wespath, Evive Health receives appropriate information from other HealthFlex vendor partners. For example, Evive Health receives notification from your insurance carrier when you take certain screening tests or use certain types of health care providers—but *Evive Health does not know the results of your tests nor the reason you saw a doctor.* Information exchanged electronically between the other vendor and Evive Health is encrypted to protect your privacy.

Q: I received a reminder for a test I already took. How can I update my record?

A: Sometimes Evive Health may not know you already took the test, especially if you took it recently, took it prior to 2010, or received services outside of your HealthFlex benefits. You can update your information for Evive Health online at www.myevive.com. You will need to enter your “Unique Code” in order to log into your personal Evive Health account. Your Unique Code can be found on a recent mailer from Evive Health in the footnotes area. Once logged in, choose “**Update My Record.**”

Q: Do my church, conference, employer, HealthFlex or Wespeth know when I take a screening, complete a test, get a flu shot or take some other action following an Evive Health reminder?

A: No. Your church, conference, employer, HealthFlex or Wespeth are never told when you personally go to the doctor, take a test or screening, or take other healthy actions as recommended by Evive Health. Your privacy as a patient is protected by law and by standards accepted throughout the health care industry.

Q: How does Evive Health decide which tests or screenings I need?

A: Evive Health’s recommendations are based on guidelines from the United States Preventive Services Task Force (USPSTF). You can read more about the task force’s health guidelines [here](#). Evive Health applies the USPSTF standardized guidelines, based on your specific age, gender and known health conditions (identified through HealthFlex data).

Recommended screenings or health visits that are specific to a chronic health condition also are based on recommendations from national specialty groups. These screenings or visits have been shown by credible medical studies to be the best way for a typical person to manage a chronic disease. If your personal physician recommends something different, you can also update your records as detailed above.

Q: Is it good stewardship for HealthFlex to spend money on the Evive Health reminders?

A: Yes. Early detection through screenings, tests and physician visits is the best first step to identify and treat conditions before they grow into complex health problems that are more difficult—and more costly—to treat. The amount HealthFlex spends on Evive Health reminders is quite low compared with the treatment cost for a severe heart attack, stroke, late-stage cancer, advanced diabetes or other major health problem.

More importantly, in partnership with its participants and plan sponsors, HealthFlex has a responsibility to promote good health among those who serve the Church, which also is good stewardship.

Q: How can I opt out of receiving Evive Health’s messages?

A: Evive Health’s friendly reminders are designed to be infrequent enough to avoid being a nuisance and are timed as useful reminders to take care of your health. If you prefer to eliminate these reminders altogether, you have the option to “opt out.” Go online to www.myevive.com. You will need to enter your “Unique Code” in order to log into your personal Evive Health account. Your Unique Code can be found on a recent mailer from Evive Health in the footnotes area. Once logged in, choose “**Change My Preferences.**”

If you have any further questions, please call the Wespeth Health Team at 1-800-851-2201.