

# Wellness Screenings

## Frequently Asked Questions (FAQ)



Last updated November 2023

### THE BIOMETRIC SCREENING

#### 1. What is a “biometric screening”?

A biometric screening is a short, 15-minute exam that provides you with a snapshot of your current health. Based on your bloodwork, these screenings provide you vital information about your overall health, including 5 key metrics for the wellness program: HDL cholesterol, LDL cholesterol, triglycerides, glucose and blood pressure.

#### 2. Who administers the biometric screening process?

Quest Diagnostics administers the health screening process. Or if you prefer, there is an option in which you may have your own primary care physician complete these tests and submit the results on the formal Quest form (“Physician Results Form”) designated for this purpose.

#### 3. Why should I complete the biometric screening?

The most important incentive is better health. By knowing your current health, you’ll be able to manage your health better or improve your health. Another important reason is that if you are enrolled in LSS medical benefits, you can earn significant discounts on your medical premiums with a Wellness Credit. You’ll receive the wellness credit discount for each adult who completes the biometric screening and obtains a green checkmark for three of the five health metrics. Obtaining a green checkmark for a health metrics means one of two things: 1) Your metric is in the healthy range, or 2) You participate in either the 98point6 on-demand virtual consultation process or the Physician Engagement Form process. We’ll talk more about those two options later in the *“AFTER YOU’VE COMPLETED YOUR BIOMETRIC SCREENING”* section of this document.

#### 4. How and where can I complete my biometric screening?

You have 3 options to choose from... You can screen at a participating Quest lab, you can request an “at-home kit” to be mailed to your home, or you can choose to have your own physician draw the labs necessary and submitted on the authorized Quest paperwork (this third option may cost you out of pocket expenses for your own doctor). In some cases, an LSS work location may also host an onsite screening event – Ask your HR Director if this is something that may happen at your LSS work location.

## **5. How can I schedule an appointment for a biometric screening?**

You can schedule a biometric screening through the Quest online platform (sometimes referred to as the “Quest LSS portal”. Log on to My.QuestForHealth.com, go to the Benefits page and navigate to the Quest biometric screenings section. You may choose from any of the available screening options on the Quest portal: Sign up to visit a Quest offsite lab, download a physician results form, or have an at-home kit mailed to your home.

## **6. How do I create an account with Quest? (Including Spouses)**

Visit My.QuestForHealth.com. First time visitors must enroll and create their account by following these steps:

- Visit My.QuestForHealth.com
- In the Create Account area (green box), enter your Registration Key: lutheranseniorservices2023
- Click the Register Now button
  - When prompted, enter your Unique ID: Employee ID (Spouses’ Unique ID will be the Employee ID with an “S” added to the end, e.g. 123456S)
- Complete the screens that follow to finish the registration process
- Once you’ve registered, you’ll arrive at the dashboard
- Under Wellness Screening, select an option to schedule your screening

## **7. Who can participate in the biometric screening process?**

All LSS employees (18 years of age or older), as well as any employee’s spouse covered on an LSS medical plan\*, may have a biometric screening completed. If your spouse is covered on your LSS medical plan and does not complete a biometric screening, you will not receive their portion of your premium discount. (\*LSS medical plans include alternative Chaplain-eligible medical plans offered through Concordia and/or Portico.)

## **8. Is there a list of participating offsite Quest labs that I may screen at?**

Yes, when you log in to the Quest website you will be taken to your dashboard. You can schedule a biometric screening and view a list of participating Quest labs.

## **9. What if there is not a participating Quest lab located near my home or work?**

Quest offers a biometric screening that can be done at home. This option is known as their Q-card Dried Blood Spot Method, or “At Home Screening Kit”. This allows you to self-administer a biometric wellness screening in the comfort of your own home.

#### **10. Can my own doctor simply complete my screening and provide his/her lab results to Quest?**

Yes, you can download a “Physician Results Form” from the Quest portal and have your doctor document the required lab results on that form. Once your doctor completes the form, you will need to submit it directly to Quest. (Note: You may incur out of pocket costs that you are responsible for with this option.) You’ll want to login to Quest platform, go to the Wellness Screening section, then under “Physician Results Form”, select the Order Form button. You may submit your completed form to Quest electronically using the Upload Form button on the dashboard or you may fax the completed form to the fax number indicated on the form.

#### **11. How does the screening-at-home process work?**

Log in to the Quest platform, in the Wellness Screening section, go to “Self-Collection” and click on “Order Materials”. The materials are mailed to your home, shipped within 3-5 business days, and include everything you need to perform the screening yourself. You will be given an instructional brochure on how to collect a dried blood sample using the lancet finger stick device provided. When complete, you will mail the screening sample back to Quest Diagnostics in a self-addressed, prepaid envelope. Quest Diagnostics processes the sample and will send email notifications to alert you when your results are ready to be viewed online.

#### **12. Can I eat before the screening?**

Glucose and cholesterol levels can be affected by eating before the screening. To ensure accuracy, we recommend that you avoid eating or drinking anything other than water and prescribed medications 8 hours before your screening unless your doctor says otherwise. (You may enjoy black coffee during this fasting period, but only if it’s truly “black coffee”, i.e. no cream, no sugar, not anything other than coffee.)

#### **13. Will Quest accept me as a “walk-in” and let me screen if I forget to make an appointment ahead of time?**

No. In order to have the proper tests conducted, you must schedule a visit to a participating lab from within the Quest LSS portal.

#### **14. Will the testing experience/process be the same whether I test at a Quest Lab or at home?**

No. Completing the screening a Quest lab center will include a venipuncture blood draw, whereas completing a screening at home requires you to perform the screening yourself with a fingerstick.

#### **15. Should I participate in the biometric screening if I am pregnant?**

If you are pregnant, you are welcome to complete the biometric screening but if you (or your doctor) believes you should not do so, you may print out the Physician Results Form and have your physician document that you are excused from the medical screening due to medical reasons. If you have already received your biometric screening results and your pregnancy is preventing you from achieving the defined biometric standards, you may print out the Physician

Engagement form and have your physician indicate which health metrics(s) you are under their care for, and the completed Physician Engagement form can then be faxed to Quest or you can scan the form and email it to Quest at the email address listed on the form.

**AFTER YOU'VE COMPLETED YOUR BIOMETRIC SCREENING**

**16. How do I view my biometric screening results?**

You will receive an email when your results are available to view online 1-3 business days after your screening. To view your results online go to My.QuestForHealth.com. You will also receive a confidential, personalized, multi-page report providing current health status and individual risk factors in the mail within 2 to 3 weeks of your screening.

**17. How can I see if my biometric results have qualified me for an LSS Wellness Credit?**

- Login: My.QuestForHealth.com
- Go to the Rewards section, click “View Your Rewards”
- Each of the five metrics will be shown here.
- Metrics in range will be highlighted in green and have a green checkmark; Metrics out of range will be highlighted in red and have a red exclamation point (!). Picture examples of these are shown below.
- If a metric(s) is out of range and in red, in the comment section below the metric, you will see instructions about using the Physician Engagement Form process or, 98point6 on-demand virtual visit to earn wellness credit. Once you have completed the 98point6 on-demand virtual visit (if you choose that option), you will have that “What’s Next?” section update to green. That means you’ve earned your LSS Wellness Credit. Once you have completed the Physician Engagement Form process (if you choose that option), the out-of-range health metrics will update to green, and that means you’ve earned your LSS Wellness Credit.



	PREVIOUS RESULT	YOUR RESULT	TARGET	REWARD
<p><b>Blood Pressure</b> <span style="float: right;">Pass with 2 or more <span style="margin-left: 20px;">Reward: None</span></span></p> <p><small>You'll automatically meet the metric goal for blood pressure if your measure is less than 141/91 or a lower measurement than it was last year. If your measurement is not an improvement or within range, you can meet this metric goal by engaging with your physician and having them complete the "Physician Engagement Form" or you can schedule a complimentary virtual appointment with a Catapult nurse practitioner. If you need to visit with your physician and choose not to, you will receive a lesser premium discount (i.e. partial wellness credit only).</small></p>				
Systolic/Systolic	117	132	Less than 141 Or any improvement	✓
Diastolic/Diastolic	87	97	Less than 91 Or any improvement	!
<p><small>Your measurement is out-of-range or didn't improve from last year. To earn a wellness credit, use the Physician Engagement Form found on the LSS benefits site here &amp; return it to Quest, or schedule an appointment with a Catapult nurse practitioner.</small></p>				

  

	PREVIOUS RESULT	YOUR RESULT	TARGET	REWARD
<p><b>LDL Cholesterol</b> <span style="float: right;">Earn the wellness credit...</span></p> <p><small>You'll automatically meet the metric goal for LDL cholesterol if your measure is less than 130 mg/dL or a lower measurement than it was last year. If your measurement is not an improvement or within range, you can meet this metric goal by engaging with your physician and having them complete the "Physician Engagement Form" or you can schedule a complimentary virtual appointment with a Catapult nurse practitioner.</small></p>				
LDL Cholesterol/LDL Cholesterol	114 mg/dL (calc)	96 mg/dL (calc)	Less than 130 Or any improvement mg/dL (calc)	✓
<p><small>Congratulations! You have met your health metric goal for LDL cholesterol. Be sure to check the other 4 metric goals to make sure you've earned your full wellness credit.</small></p>				

## **18. What can I do to earn the Wellness Credit if I have less than three health metrics that have a green checkmark?**

You have two options:

Physician Engagement Form process: You can have your own personal medical provider complete a “Physician Engagement Form” stating that they are aware of the particular health metric(s) you have not met and that you are under their care for that health component. Once your medical provider has completed the Physician Engagement Form, you can scan the form and email it to Quest at the email address listed on the form or you can simply fax it to Quest at the fax number printed on the form. Once Quest receives your completed form, you should see those health metrics update to green checkmarks in your Rewards portal within 3 to 5 business days. This indicates that you have earned your LSS Wellness Credit. After the portal is updated, the credit notification will be sent on the next file to the LSS home office benefit team to update the credit reward in Workday. For a “Physician Engagement Form”, [click here](#).

98point6 on-demand virtual primary care visit: You may also consult with a 98point6 healthcare professional with a free virtual, one-on-one health consultation. This is a convenient way to earn your wellness credit. After completing a biometric screening with Quest Diagnostics, you will receive an email to register for a 98point6 on-demand virtual primary care visit. If you do not wish to wait for an email, you can download the 98point6 app ([98point6 app](#)) and talk with a Nurse Practitioner. After answering the questions, a healthcare professional will spend the next 10 minutes discussing your test results and creating a Personal Action Plan. Quest will then be notified that you completed a the 98point6 on-demand virtual visit and your “What’s Next?” section of the Rewards area will be updated within 3 business days to reflect a green checkmark. This indicates that you have earned your LSS Wellness Credit. After the portal is updated, the credit notification will be sent on the next file to the LSS Benefit team to update the credit reward in Workday. For more information, please see the [98point6 FAQ's](#).

### **HELP AND/OR ADDITIONAL INFORMATION**

## **19. How can I contact Quest if I have questions?**

For questions regarding registration or scheduling your appointment, contact the Quest Diagnostics Service Center by email at [Wellness@QuestDiagnostics.com](mailto:Wellness@QuestDiagnostics.com) or by phone at 855-623-9355, Monday to Friday, 7:00 AM to 7:00 PM CT and Saturday, 7:30 AM to 2:00 PM CT.

## **20. Is my health information kept confidential?**

Yes, all programs are confidential and in compliance with the Health Insurance Portability and Accountability Act (HIPAA). Your individual Protected Health Information (PHI) will not be shared with anyone at Lutheran Senior Services (LSS).

## **21. How can I learn more about the LSS Wellness Program?**

Visit the “Wellness” page on the LSS Benefits Website by [clicking here](#).

**22. Who should I talk to if I have additional questions?**

You should contact Quest or your local LSS Human Resources representative(s) if you have additional questions to discuss.