



Kansas City



a healthier you

AHY BIOMETRIC SCREENING FAQs

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Biometric Screening Options

Q: What Biometric Screening Services are available through A Healthier You and how do we get started?

A:

Onsite Screening: Employees schedule an appointment at their employer site. A technician will collect the participants results onsite and submit for processing.

Physician Screening: Employees can download a Physician Screening Form and have their personal health care professional collect the information on the form and submit for processing.

Offsite Lab Screening: Employees can select a participating LabCorp location to complete their screening. The lab will complete the tests and submit results for processing.

Employer groups many combine the above screening options in any combination that best fits the population.

At the time of implementation, a Health Event Specialist will provide you with an Event Planning Table this document serves as an agreement of services and is used to document employee screening options, and if included onsite event details.

Email AHY@BlueKC.com and a member of the team will be in touch to review biometric screening services and planning process with you.

Q: How far in advance do I need to start screening planning?

A:

Onsite screenings: Six (6) weeks lead time is required

Offsite Lab: Four (4) weeks lead time is required

Physician Screening Form: Two (2) weeks lead time is required

Biometric Screening Costs

Q: What are the costs for the screening options?

A:

Fasting/Non-Fasting Fingerstick and Offsite Lab Option:

- \$50/participant via claims processing for Blue KC members
- Fees are processed via claims

- Non-Blue KC medical enrolled employees can participate in a screening; the \$50/participant fee will be invoiced to the group
- An EOB is not created for the participant.
- No member cost share and it does not interfere with the member’s ability to obtain their annual preventive exam.
- Full details available on the screening planning table provided by your AHY Health Event Specialist.

Physician Screening Form:

- If the physician screening form is paired with an onsite or offsite screening, there is no cost.
- If the group only provides members access to the physician screening form option to their members, there is a \$12 per form submitted. This will be invoiced to the group.

Onsite Screening Event Logistics

Q: How long does the onsite screening process take per participant?

A: Each screening lasts about 12 minutes, so participants should only be away from their workstations for about 20 minutes from start to finish.

Q: Are walk-ins allowed for onsite screening events?

A: Yes, although appointments are preferred. The event staff will work walk-ins into the screening as the schedule allows. Event staff will honor appointments first, so walk-ins may have a longer wait or be asked to come back later if the schedule cannot accommodate them at that time.

Q: What happens if someone missed their onsite appointment?

A: If a member should miss their appointment, they will be required to call eHealth Screenings’ Customer Service (888-708-8807, opt. 1) to reschedule. They may be instructed to walk into a different event for the same employer (if available).

Q: How do I monitor registration?

A: Site contacts are provided administrative access to monitor registration. Please contact your Health Event Specialist for additional information.

Q: How do I make changes to the number of appointments available for the onsite event?

A: Your AHY Health Event Specialist will monitor sign-ups in the weeks leading up to events. If the need exists to add or reduce appointments, AHY will work with you to determine the appropriate changes.

Changes are allowed up to 10 business days prior to the scheduled event date.

- Changes requested within 10 business days prior to the scheduled event date are subject to approval and additional fees may apply.

Q: How long does registration for onsite screening events stay open?

A: Both telephonic and online registration remain open an hour before the event business day before the event. Participants who wish to schedule time for a screening after this cutoff should plan to walk into the event.

Q: My employee population isn't tech-savvy. What options do I have for scheduling people for their screenings?

A: If members are not comfortable navigating the AHY portal but have a smart phone, they are encouraged to download the AHY app (listed as "A Healthier You" from Healthmine Services, Inc. in the Google Play or IOS stores) or call eHealth Screenings directly (888-708-8807, option 1) to schedule over the phone.

Alternatively, you may choose to manually register individuals using a sign-up sheet that you will receive along with instructions from your Health Event Specialist.

Offsite Lab Screening

Q: How does a member find a lab near them?

A: Members will follow the registration process and choose the offsite lab option. There, they will be prompted to search for participating labs near their location. The member will then choose the location that works best for them.

Q: Does the participant need to print out the Lab Requisition Form

A: Members have the option to print the lab requisition form. However, the lab location that they chose in the registration process will have the form available to them there.

Q: Does a member need to make an appointment at the offsite lab?

A: Yes, the member must call the lab location that they choose in their registration process to make an appointment. The phone number of the chosen lab is included in the registration process.

Physician Screening Form

Q: How does a member access the Physician Screening Form?

A: Members can access their Physician Screening Form through the AHY portal by clicking on the "Schedule Biometric Screening" or "Physician Screening Form" card at the top of their dashboard. They will be directed to eHealth Screenings' site to download their form.

Q: How can members confirm receipt of their Physician Screening Form?

A: Please encourage members to look for a confirmation email from AHYscreening@ehealthscreenings.com. If they have any questions about their submission, including its receipt by eHS, they can contact eHealth Screenings' Customer Service at 888-708-8807, option 1.

- If they are missing one or more components (which are outlined in the email) and will need to submit those items.
- Members receive reminder emails once per month until the wellness program year deadline, at which point they are closed out as incomplete.

Q: How does a member access the Physician Screening Form?

A: Members can access their Physician Screening Form through the AHY portal by clicking on the "Biometric Screening options" or "Physician Screening Form" card at the top of their dashboard. They will be directed to eHealth Screenings' site to download their form.

Q: How long does it take to process the Physician Screening Form?

A: Biometric values will be uploaded into the member's AHY portal within 5-10 business days. Points will be awarded for the biometric screening and health outcomes at that time.

Results and Points

Q: When do the participants receive their results?

A: This is dependent on the screening type. See details below.

- **Onsite Fingerstick Screening:** Participants receive results immediately at the screening event and leave with a booklet of results and information. Screening results will also load to their A Healthier You portal within 5 business days.
- **Offsite Lab Screening:** Participants will receive results on their A Healthier You portal within 10-14 business days
- **Physician Screening Form:** Members receive results with their physician. These results are loaded to the A Healthier You portal within 7-10 business days after the form has been submitted.

Q: How many points does a member earn for completing a screening?

A: Points awarded are the same regardless of screening method completed.

- **Completion Points:** 750
- **Outcome Points:** AHY will award 0, 100 or 250 points based on results in the following four biometric categories: Blood Pressure, Body Mass Index (BMI), Glucose (fasting OR non-fasting) and Cholesterol Ratio. The range for points awarded can be found in the "Biometric Screening" card of the FAQs.