The purpose of this Spotlight Training is to share with ICs and HRGs:

• Why offer LivingWell plans
• What the LivingWell Promise includes
• How and when members can fulfill the LivingWell Promise
• Who must complete the Humana Vitality Health Assessment
• How members can take the Humana Vitality Health Assessment and what questions are asked in the assessment
• How to help members with a Health Assessment Day
• What accommodations are available for people who can’t take the online Health Assessment
• What the consequences are if members do not complete the Promise
• LivingWell FAQs
Why offer LivingWell Promise Plans?

• The KEHP LivingWell Promise plans are a part of KEHP’s overall wellness program

• By completing the steps of the LivingWell Promise, members can:
  - Have access to the most competitive benefit plan options
    • The LivingWell plans offer better benefits in the form of lower member coinsurance, lower deductibles, lower out-of-pocket maximums
  - Improve their health awareness
    • Learn about their health status and history
    • Learn about and understand their health risks
  - Take action to get and stay healthy
Fulfilling the LivingWell Promise

What is the LivingWell Promise?

• Members who elected one of the two LivingWell plans for Plan Year 2014 agreed to fulfill a LivingWell Promise.

• To fulfill the LivingWell Promise members are required to do only two things:
  1. Take the Humana Vitality Health Assessment between Jan. 1 and May 1, 2014; and
  2. Keep their contact information current.
Fulfilling the LivingWell Promise

How and when can members fulfill the LivingWell Promise?

• Complete the Humana *Vitality* Health Assessment
  - Members must take the online assessment between January 1 and May 1, 2014

• Keep personal contact information current
  - Active employees must keep their information current with their employer and in KHRIS
  - Retirees must keep their information current with their retirement system
Who must complete the Health Assessment?

• All planholders who have a LivingWell plan

• Both members (primary and secondary planholders) in a cross-reference payment option

• Dependents CAN but are **not required** to take the Health Assessment
Completing the Health Assessment

HumanaVitality
Instruction Guide:
Registering for Humana Vitality and Completing your Health Assessment

Humana Vitality
• Go to Livingwell.ky.gov
• Click on “HumanaVitality Login”
Register Your HumanaVitality Account
1. Already Registered: Sign in with User Name and Password
2. Need to Register? Click on “Register Now”
Register: Select Member Type

- If this screen comes up, select the “Member – All other plan types” option
Register: Complete personal information fields

- You will need your Social Security number or 9-digit member ID number found on your Humana member ID card.
- Your member ID will look like this H12345678.
- Be certain that you are entering your name exactly as it appears on your member ID card; Zip Code and Birthdate must match exactly what is on file with Humana as well.

[Image of registration form and member ID card]
Register: Check the box agreeing to the terms and click “Continue”
Create a Username and Password

- Username requirements: a minimum 7 characters; at least 1 number and 1 letter
- Password requirements are 8 characters, at least 1 number and 1 letter
- Be sure to write down your username and password for future use!
Registration Complete!
Click “Continue”
Edit Communication Preferences

- You might be asked to confirm your communication preferences
- You may edit now or scroll to the end of the screen and select “cancel” to return to these preferences at a later date
- **You will receive 50 Vitality Points for Accepting Online Statements**

![Communication Preferences Form]
Click on “MyHumana Home”
Take Your Health Assessment

Humana Vitality
Sign in

After completing the registration process, return to HumanaVitality.com to sign in using the username and password you just created.
Signed In: Dashboard
NOTE: Once you’re signed in, click on the alert to “Take the Health Assessment” or look for the “Health Assessment” link under the “Get Healthy” tab.
Click on “Get Started”
The Health Assessment takes about 10-15 minutes to complete. It’s a series of questions about your current mental and physical well-being, your day-to-day lifestyle, and how you feel about your current health levels.

Your Health Assessment
Get started on your path to living well

Your Vitality Age™ is the measure of how your body has aged based on your lifestyle. Take a few minutes to answer a series of questions about your physical health, eating habits, exercise patterns, general lifestyle, and mental health in order to help us determine your current Vitality Age. Your answers will not affect your coverage, benefits, or premiums.

Completion of your Health Assessment indicates that you agree with HumanaVitality’s Notice of Privacy Practices.

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Your current age

41
Your Vitality Age

Get started
Complete the Health Assessment Questions

If you know your medical history and key measurements, have them ready to help you to complete your Health Assessment. Don’t worry if you do not have your key measurements you’ll still be able to complete the Health Assessment. Key measurement data is not required to complete the Health Assessment - you can indicate “Don’t Know” on those screens.

Note: If you had a Vitality Check, a blood screening and biometric assessment, which measures your Body Mass Index (BMI), blood pressure, blood glucose and total cholesterol, within the last 18 months, you will see that those results have pre-populated into your Health Assessment. These cannot be updated until a new Vitality Check is submitted.
Fitness & exercise

On average, how often do you do strength-training exercises such as pushups, pull-ups, or weight training?

- None Selected
- Rarely
- Occasionally
- Usually
- Frequently

On average, how often do you do flexibility exercises such as stretching, yoga, or Tai Chi?

- None Selected
- Rarely
- Occasionally
- Usually
- Frequently

← → Next  Save my progress & exit
How often do you add butter, stick margarine, cream, and/or gravy to your food after cooking?

Between cooking and adding to meals for taste, how much salt would you say you consume in an average day?

How often do you eat salty foods such as snacks, pocket soups, soy sauce, etc.?
Productivity

About how many hours all together did you work in the past 7 days?

38

How many hours does your employer expect you to work in a typical 7-day week?

40
Alcohol

Do you drink alcohol?

- Yes
- No

Save my progress & exit
Have you ever had any of the following tests?

- [ ] Colorectal cancer screening (colonoscopy, sigmoidoscopy, fecal occult blood test)

Have you had a flu shot in the past year?

- [ ] Yes
- [x] No

Have you ever had a pneumonia shot?

- [ ] Yes
- [x] No
Congratulations, you have completed your Health Assessment! Click on “View my health results”.

Your Vitality Age is waiting.

Today you've taken the first steps toward a healthier you! And completing the Health Assessment has its advantages – not only will you learn your Vitality Age™, but you'll also be able to start setting goals and completing activities immediately. You may retake the Health Assessment anytime, but you can only earn Vitality Points™ for completing it once a year.

→ View my health results
Receive your **Vitality Age™** and health results based on your Health Assessment responses.

**My results**

**My Vitality Age**

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**My personal report**

Your report has been available and we've scored you in several key health categories. By knowing how your scores compare with healthy ranges, you can see which areas you may need to take toward improving your lifestyle and wellbeing.

- Indicates high priority

**Physical activity**

Are you getting enough exercise?

Your score: 95

Healthy range: 77-100

What does this mean?

Your score is 95. If you're looking to push yourself even further, see if you can increase the intensity or duration of your exercise sessions a little bit each week.

Examples of moderate intensity activities include brisk walking, mowing the lawn, washing the windows or floors, dancing, recreational swimming and cycling.

Healthy range
Around 150 minutes a week of exercise is ideal.

**Related links**
- Set goals
- Restart the Health Assessment

**Recommended goal**

We don't have any goals to recommend to you right now.
Start Setting Goals

Based on your personal health results, HumanaVitality will recommend goals. Select the goals you want to work on and discover activities that will allow you to commit to a healthier lifestyle, improve your Vitality Age, and earn Vitality Points™.
Goals are separated into “recommended” and “active” goals. Set the goals you are ready to attempt.
Once a goal is set you can return to the goal for activities to help you achieve the goal and see how many days you have to complete the goal.

Note: Goals are optional and are not required to complete the LivingWell Promise, but are beneficial tool for members.
Helping Members Fulfill the LivingWell Promise

Want To Help Your Employees Fulfill Their LivingWell Promise?

• Schedule a Health Assessment Day At Your Agency

• What is a Health Assessment Day?
  - HumanaVitality representatives come to your site to assist members with taking their Health Assessment

• How to Schedule a Health Assessment Day
  - Contact your HumanaVitality Engagement Consultant – see next slide
  - Schedule a date/time/location
    • Staff meeting
    • Computer lab
  - Promote with email invitation and flyers
What if a member cannot complete the online Health Assessment?

• If it is unreasonably difficult due to a medical condition or impairment for a member to fulfill their LivingWell Promise by completing the online Health Assessment, a member can call 877-597-7474 for accommodations

• Accommodations include:
  - **Paper Process**: Customer service representative will mail a paper copy to the member; total turnaround time, from start to finish, is up to four weeks
  - **Phone Process**: Customer service representative will ask the questions and complete the assessment for the member over the phone

• **Online is always the preferred and most efficient method**
What happens if a member doesn’t complete the LivingWell Promise?

- If the LivingWell promise is not fulfilled between Jan. 1 and May 1, 2014 members **will not** be allowed to enroll in a LivingWell plan option in 2015

- Stated another way – if the LivingWell Promise is not fulfilled, the member will only be eligible for standard plan options in 2015
LivingWell Promise FAQs

• If I am a new employee and choose a LivingWell plan, how long do I have to complete the LivingWell Promise?
  - New employees who elect a LivingWell plan must complete the Health Assessment within 90 days of the effective date of their coverage.

• What happens with the information collected through the Health Assessment?
  - KEHP takes your personal health information seriously and has measures in place to protect this information. KEHP will not collect personal health information from the Health Assessment, and any information disclosed during the assessment will be kept confidential. KEHP may receive combined data from HumanaVitality® based on the Health Assessments completed by all KEHP HumanaVitality® members. KEHP will not access or share any personal health information with your employer.

• Is the information collected through the Health Assessment protected?
  - Yes. KEHP takes member personal health information seriously and has measures in place to protect this information. All responses to the Health Assessment are strictly confidential and protected under HIPAA. KEHP will not collect or access member personal health information, nor will KEHP share personal health information. Only Humana and HumanaVitality® will have access to and be able to view member Health Assessment responses. The responses will have no impact on rates or benefits under the health insurance plan.

• Can I take the Health Assessment if I don’t choose a LivingWell Plan?
  - Yes, if you participate in one of the four health plans, you are automatically enrolled in HumanaVitality®. Once you log in and activate your account you begin earning Vitality Points toward movie tickets, hotel stays, and other rewards. You can also take the Health Assessment which gives you your Vitality Age and helps you set goals for a healthy lifestyle.
• **If I do not fulfill the LivingWell Promise, will my claims still be paid?**
  - Yes. The plan will continue to pay eligible claims for the plan year, even if you do not fulfill the LivingWell Promise. However, you will not be able to elect a LivingWell plan for 2015 if you do not fulfill your 2014 LivingWell Promise. The standard plans will still be available to you.

• **If I choose a Living Well plan and take the Health Assessment may I change my plan mid-year**
  - Mid-year plan changes can only be made if you experience a life event referred to as a qualifying event. If you experience a qualifying event that allows you to change your plan, you can elect another LivingWell plan or a standard plan. If you take the Health Assessment between January 1 and May 1, 2014, and complete your original LivingWell Promise, you can enroll in a LivingWell plan for 2015.
  
  - If you experience a qualifying event during the 2014 plan year and elect a LivingWell plan for the first time as a result of the qualifying event, you have 90 days from the effective date of the LivingWell plan to complete the LivingWell Promise. The primary rule for completion of the LivingWell Promise is that the first, or original, election of the LivingWell plan is the controlling factor for whether you are eligible for a LivingWell plan the following plan year. If you change plans during the 2014 plan year, whether that change is because of retirement, a qualifying event or a break in service, the first, or original, election of the LivingWell plan follows you throughout the plan year. The same rule would apply to newly eligible members.
  
  - For example, at open enrollment you elect a LivingWell plan. You experience a qualifying event in June and change to a standard plan option. Your election of the LivingWell plan, and whether you completed your LivingWell Promise, will be tracked regardless of the mid-year change to a standard plan. If you did not complete the LivingWell Promise between Jan. 1 and May 1, 2014, you will not be eligible for a LivingWell plan for 2015.
Spotlight Training – Fulfilling the LivingWell Promise

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