



**Maricopa County / Employee Health Initiatives  
Biometric Screening & Health Risk Assessment Incentives  
Frequently Asked Questions (FAQs)**

**Updated: 02/16/09**



**Q. What are the Biometric Screening and Health Risk Assessment incentives?**

A. *By voluntarily participating in an annual Biometric Screening and completing an annual Health Risk Assessment (HRA), employees can save \$5 up to 24 pay periods per year on their County medical insurance, per initiative. If they participate in both the Biometric Screening and Health Risk Assessment, the savings will be \$10 up to 24 pay periods per year and calculated on a prospective basis unless they are newly eligible for benefits. In this case, they must complete their screenings within 30 calendar days of their medical benefit effective date to receive the savings retroactively to their benefit effective date (1st day of the month following date of hire). If "EXISTING" employees choose to do the Biometric Screening and/or the HRA after the beginning of the current benefit plan year, their savings would begin on the following pay period with no retroactive reimbursement.*

**Q. What is Biometric Screening?**

A. *Biometric Screening includes completing a brief personal health history as well as having your measurements taken for height, weight, and waist circumference, a calculation of body mass index, and screening for percent of body fat. Total cholesterol, high-density lipoprotein (HDL) cholesterol, total/HDL cholesterol risk ratio, glucose (fasting or non-fasting) level, and blood pressure. At the end of the screening, you will receive one-on-one results counseling that includes health education/literature on screening results. The Biometric Screening results are completely confidential.*

**Q. What is a Health Risk Assessment?**

A. *A brief 15-minute online Health Risk Assessment consists of a series of questions that you answer about your health and lifestyle. Your confidential responses are then assessed by the online tool to determine your health risks. Your confidential results provide you with information that may provide you with insight or answers on ways you can improve your health. The Health Risk Assessment is available online through [www.mycigna.com](http://www.mycigna.com) and should be taken after your Biometric Screening appointment so that you can enter your screening results.*

**Q. Who is eligible to complete the Biometric Screening and Health Risk Assessment in order to receive the incentives?**

A. *Only employees (not spouses or dependents) who are currently covered by a County medical plan as the primary insured (cardholder) or are newly eligible for and planning to enroll in a County medical plan within 20 calendar days are eligible to complete the ongoing Biometric Screening and Health Risk Assessment to receive the incentives. Employees who are covered under a County medical plan as a dependent or "waive" County medical coverage, are not eligible.*

**Q. What the dates for ongoing Biometric Screenings?**

A. *Announcements will be posted on E\*ouncements on the EBC intranet and sent via email to department HR Liaisons with the dates and locations. HR Liaisons are to distribute this information to the employees in their departments.*

**Q. What are the locations for ongoing Biometric Screenings?**

A. *The ongoing Biometric Screenings are held at the Cigna Medical Group facility at 755 E. McDowell and at the County Administration Building at 301 W. Jefferson St., Phoenix, AZ.*

- Q. How do I make an appointment for an ongoing Biometric Screening?**  
A. Screenings are conducted by appointment only. To make an appointment, contact the Wellness Coordinator at (602) 506-3758 or via email at [granthaml@mail.maricopa.gov](mailto:granthaml@mail.maricopa.gov). If you are a new employee, you will need to enroll in your medical benefits via PeopleSoft Employee Self Service prior to making your Biometric Screening appointment.
- Q. Is there anything I need to bring to my Biometric Screening appointment that shows I am eligible to participate in this initiative?**  
A. When you “check-in” for your screening appointment, the greeter will ask to see your CIGNA Identification Card. Newly enrolled employees who have not received a CIGNA Identification Card can bring a copy of their enrollment summary page from PeopleSoft or their enrollment confirmation statement.
- Q. Who will be doing the Biometric Screening?**  
A. Employee Health Management Services (EHMS), a CIGNA contractor, will be performing the Biometric Screenings. EHMS uses the Centers for Disease Control and Prevention technology ([www.cdc.gov](http://www.cdc.gov)) to analyze the screening data. Results will be available immediately at the end of your screening.
- Q. How long will the Biometric Screening take?**  
A. The screenings, combined with the one-on-one results counseling session, takes approximately 30 minutes from the beginning to the end of the process.
- Q. Can I participate in the Biometric Screening and take my Health Risk Assessment during work time? Do I need to use my PTO/vacation to participate?**  
A. You will need to check with your supervisor for direction on how your department wants you to record your time taken to complete your Biometric Screening and Health Risk Assessment.
- Q. Will my supervisor or anyone in Maricopa County see the results of my Biometric Screening or Health Risk Assessment?**  
A. Absolutely not! Your confidential individual health data is protected by State and Federal Regulations including the Health Insurance Portability and Accountability Act (HIPAA). Maricopa County personnel will never see your confidential “protected” individual health results. Maricopa County will receive an executive summary report showing aggregate health data that will reveal the prevalence of certain conditions within Maricopa County, such as percent of employees with high blood pressure. This data will be used to improve our employee worksite wellness programs and overall employee health status.
- Q. I just went to the doctor last month, and the same types of screenings were part of my exam. Do I still have to complete the Biometric Screening to qualify for the incentive?**  
A. Yes, so that Maricopa County can gather summary information of the health status of all employees who participate.
- Q. I have dental and/or vision coverage (but not medical coverage) through Maricopa County. Can I participate in the ongoing Biometric Screening to receive the incentive?**  
A. No. You must be covered under a County medical plan in order to qualify.

- Q. Will the insurance rates increase for Maricopa County employees if the aggregate health profile based on the anonymous (de-identified) Biometric Screening shows that Maricopa County employees have high prevalence of blood pressure, weight management issues, etc?**
- A. *No, the results of the Biometric Screening are **not** used to determine the insurance rates for Maricopa County employees. Insurance rates are based on the use and anticipated cost of health services used by Maricopa County employees and their covered dependents. If the Maricopa County population improves its health status and thereby consumes less health services (especially for conditions that could have been prevented), the insurance rates will increase at a slower rate. The executive summary report showing the aggregate health data of the Maricopa County population will be used to continuously improve the employee worksite wellness program and the overall health status of the employees.*
- Q. If I leave Maricopa County employment, and go to work for another employer that has CIGNA, will my Biometric Screening results be shared with my new employer?**
- A. *No, your Biometric Screening results will not and cannot be shared with a new employer without your written consent.*
- Q. Do you know if the results of the Biometric Screening can ever be seen or considered for life insurance purposes?**
- A. *Your Biometric Screening results will not and cannot be shared or considered for life insurance purposes without your written consent.*
- Q. Are my Biometric Screenings results being used for any other CIGNA programs?**
- A. *Based on the outcomes of your Biometric Screening, your results MAY be used (if the results show that you are at risk) for referral into CIGNA's Well Aware programs such as Asthma, Chronic Obstructive Pulmonary Disease, Heart Disease, Diabetes, etc., if/when you register at <http://www.mycigna.com> and enter your screening results into the online Health Risk Assessment. If you should receive a call from a CIGNA Well Aware Nurse regarding one of these programs and you do not wish to participate, you can opt out of the program. For more information on CIGNA's Well Aware programs visit: <http://ebc.maricopa.gov/ehi/medical.aspx>*
- Q. During the Biometric Screening, is a DNA test being performed?**
- A. *No, DNA testing is not being performed. Refer to the question "What is Biometric Screening?" for details on screenings that are performed.*
- Q. Once my blood has been collected, what happens to the used laboratory screening materials?**
- A. *All hazardous waste (or used laboratory screening materials) is collected, handled and disposed according to OSHA regulations.*
- Q. Do I need to fast before I participate in the Biometric Screenings?**
- A. *No, you do not need to fast for the Biometric Screenings. However, you will be asked by the laboratory technician if you have consumed food or drink within the last eight hours. This is because the range of values for glucose differs between fasting and non-fasting individuals and is therefore required to record accurate glucose results. .*
- Q. At CIGNA, who has access to my Biometric Screenings results? Will access to my Biometric Screenings results change as time passes?**
- A. *The Cigna Medical Group's Population Health Management (PHM) Department is responsible for the management and security of all Biometric Screening data that is collected on Maricopa County employees. Biometric Screening results can only be*

accessed by the necessary CIGNA personnel directly responsible for the coordination and implementation of the Maricopa County Biometric Screening Initiative. If there is a change in CIGNA department or personnel who have access to the Biometric Screening results, the Employee Health Initiatives Department would be notified about the change.

**Q. How long does CIGNA keep my Biometric Screening results?**

A. The information collected at the Biometric Screening is retained by the Population Health Management (PHM) Department for a period of three years then destroyed by shredding paper documents and/or deleting the computer files.  
If/when you register at [www.mycigna.com](http://www.mycigna.com) and enter your screening data into the on-line Health Risk Assessment, the results are retained for ten years.

**Q. How are my biometrics screening results stored?**

A. The paper documents are locked in secure file cabinets within the PHM Department. When the Biometric Screening information is entered and saved into a CIGNA secure file, as well as the data you may enter on [www.mycigna.com](http://www.mycigna.com), it is password protected by CIGNA's firewall and other CIGNA Information Protection policies. From that point on data can only be accessed by CIGNA personnel in the PHM Department directly responsible for the coordination and implementation of the Maricopa County Biometric Screening Initiative.

**Q. I have completed my Biometric Screening and have entered the results into the Health Risk Assessment located on [www.cigna.com](http://www.cigna.com). In order to receive the savings on my medical insurance, do I need to print a confirmation form or summary and take this to Employee Health Initiatives Office at 301 S. 4th Ave. as proof that I completed these?**

A. Once you've completed your Health Risk Assessment, there is nothing further that you need to do. CIGNA will send Employee Health Initiatives (EHI) a list of names of employees who have fully completed their Health Risk Assessment online. No results data will be received by EHI. CIGNA only sends EHI your name, employee identification number and date your HRA was completed.

**Q. On the Authorization for the Disclosure of Protected Health Information Consent Form, what does the following authorization language mean?**

**“I authorize the release of information from the Questionnaire and Biometric Screening testing in accordance with the provisions above, including the following information: CONFIDENTIAL HIV RELATED AND COMMUNICABLE DISEASE INFORMATION (ARS §36-661); CONFIDENTIAL ALCOHOL OR DRUG ABUSE TREATMENT PROGRAM INFORMATION (42 CFR § 2.1 et seq.); CONFIDENTIAL PSYCHOTHERAPY NOTES (42 CFR § 164.501); BEHAVIORAL / MENTAL HEALTH INFORMATION; CONFIDENTIAL GENETIC TESTING INFORMATION (ARS § 12-2801)”**

A. The Personal Health History Questionnaire asks questions regarding an individual's past and present medical history and status, and also asks individuals to list the medications they are using. The answers to these questions assist the health educator with interpreting your biometric health screening results. It is possible that the responses provided will involve certain health issues that are entitled to greater protection under the law. For example, state and/or federal laws protect information relating to AIDS/HIV and mental health/substance abuse. Before this type of protected information can be released, an individual must have specifically consented to its release.

**Q. I have already participated in the Biometric Screening. Can I revoke my Consent Form?**

A. *You can revoke your consent under Health Insurance Portability Accountability Act (HIPAA). The revocation takes effect when the request is made; in other words, if you wait a month and then make the request, any disclosures already made during the prior month won't be "un-done" but future unauthorized disclosures will be stopped. In order to revoke your consent, you will need to address letters to the following entities listed below to let them know they are no longer authorized to disclose your data:*

**CIGNA HealthCare**  
Central HIPAA Unit  
P.O. Box 5400  
Scranton, PA 18505

**Employee Health Management Systems**  
303 N. Centennial Way  
Mesa, AZ 85201

**Magellan Health Services**  
Attn: Privacy Officer  
14100 Magellan Plaza  
Maryland Heights, MO 63043

**Maricopa County**  
**Employee Health Initiatives/Employee Benefits**  
Attn: Privacy Officer  
301 S. 4<sup>th</sup> Ave., Suite B100  
Phoenix, AZ 85003

**Q. If I revoke my Consent Form and no longer want to participate in the Biometric Screening initiative, is there any retaliation?**

A. *There is no retaliation and you will still receive the \$5.00 per pay period savings on your medical insurance.*

**Q. If I have general questions about these initiatives, who should I contact?**

A. *If you have questions call the Employee Health Initiatives Department at 602-506-1010 or you can send an email to [benefitsservice@mail.maricopa.gov](mailto:benefitsservice@mail.maricopa.gov).*

**Q. I lost my Biometric Screening results booklet. How can I get a copy of my results?**

A. *Contact Cigna Medical Group's Health Education Department at 602.861.7260, Monday through Friday, from 8 a.m. to 5 p.m. for instructions on how to receive a copy of your biometric screening results. Any voice mail messages will be returned within 24 hours unless noted in recorded message.*