

**Maricopa County / Employee Health Initiatives
Biometric Screening & Health Assessment Incentives
Frequently Asked Questions (FAQs)
FY 09/10 (Effective July 1, 2009)
Updated: 04/23/09
Version 5.0**

There are 3 sections of this document. Each section is described below:

- **General – frequently asked questions and answers that apply to both the Biometric Screening and Health Assessment Initiatives.**
- **Biometric Screening Initiative – frequently asked questions and answers that apply to the Biometric Screenings.**
- **Health Assessment Initiative – frequently asked questions and answers that apply to the Health Assessments.**

**GENERAL BIOMETRIC SCREENING AND HEALTH ASSESSMENT
FREQUENTLY ASKED QUESTIONS (FAQs)**

Q.1 What are the Biometric Screening and Health Assessment incentives?

A.1 By voluntarily participating in a Biometric Screening and/or completing a Health Assessment, employees can save \$5 per pay period (up to \$120 annually) on their County medical insurance, per initiative. If they participate in both the Biometric Screening and Health Assessment, the savings will be \$10 per pay period up to a total of \$240 per year.

Q. 2 If I participated in the Biometric Screening and Health Assessment last year during Open Enrollment, do I have to participate again to qualify for the incentives effective 07/01/09?

A.2 Yes, yearly participation is required. These are annual health and wellness initiatives that help Maricopa County review current worksite wellness programs and to develop new programs to meet the needs of County employees.

Please see participation details below:

- *If you participated in the Biometric Screening and Health Assessment initiatives during last year's Open Enrollment, you must participate again in order to qualify for your FY 09/10 incentives which are effective 07/01/09.*
- *If you participated in one of the ongoing Biometric Screening and Health Assessment events through the end of December 2008, you must participate again in order to qualify for the FY 09/10 incentives which are effective 07/01/09.*

- *If you participated in one of the ongoing Maricopa County Biometric Screening and Health Assessment events since January 2009, you are receiving your incentive through the remainder of FY 08/09 (06/30/09) **AND** you are already qualified for FY 09/10 (07/01/09 through 06/30/10). **You do not need to participate again to qualify for the FY 09/10 incentives.***

Q.3 In order to receive the incentives for FY 09/10, when do I need to participate in the Biometric Screening or complete a Health Assessment?

A.3 For FY 09/10, you must participate in the Biometric Screening and complete your Health Assessment between March 23, 2009 and May 14, 2009, except as referenced in the third bullet of question 2.

Q.4 I participated in last year's Biometric Screening and Health Assessment initiatives during Open Enrollment, but never saw the aggregate results for Maricopa County. Where can these results be found?

*A.4. The aggregate results can be found at:
<http://www.maricopa.gov/benefits/scorecard/>*

Q. 5 Who is eligible to complete the Biometric Screening and Health Assessment in order to receive the incentives?

A. 5 Only employees (not spouses or dependents) who are currently covered by a County medical plan as the primary insured (cardholder) are eligible to complete the screening and the assessment to receive the incentives. Employees who are covered under a County medical plan as a dependent are not eligible. If you are not currently enrolled in a County medical plan, but plan to join next Fiscal Year, please see question 6.

Q.6 Am I eligible for the Biometric Screening and Health Assessment incentives if I'm not currently enrolled in a County medical plan, but plan to enroll during open enrollment?

*A.6 **Biometric Screening:** make your screening appointment for a date no earlier than the first date of the Open Enrollment Period (May 4th – May 15th). Complete your Open Enrollment elections before your screening appointment. Print out your Enrollment Summary page from the Benefits Enrollment system and take it with you for your screening appointment. The greeter will accept this print-out as proof that you will enroll for a County medical plan effective July 1, 2009.*

Health Assessment: *you will not be able to take your assessment until July 1, 2009. You will have until July 30th to take your Health Assessment. This is because you have to be enrolled in CIGNA's system prior to completing the assessment. You will be charged the higher premium (without the incentive) until you notify the Employee Health Initiatives Department that you have completed your assessment. If your assessment is completed by July 30th, you'll be reimbursed for the missed incentive amount.*

Q.7 Will my supervisor or anyone in Maricopa County see the results of my Biometric Screening or Health Assessment?

A.7 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.8 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.8 No, the results of the biometric screening are not used to determine the insurance rates for Maricopa County employees. The aggregate health profile, based on the anonymous (de-identified) biometric screening results, will be used to continuously improve the employee worksite wellness program.

Q.9 Can I participate in the Biometric Screening and take my Health Assessment during work time? Do I need to use my PTO/vacation to participate?

A.9 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 Assessment.

Q.10 If I have general questions about these initiatives, who should I contact?

A.10 If you have questions, please call the Employee Health Initiatives Department at 602-506-1010 or you can send an email to: benefitsservice@mail.maricopa.gov.

BIOMETRIC SCREENING **FREQUENTLY ASKED QUESTIONS (FAQs)**

Q.1 What is Biometric Screening?

A.1 Biometric Screening includes completing a brief personal health history questionnaire as well as blood pressure, height, weight, waist circumference, percent body fat, BMI, and Total, HDL Cholesterol and calculated Risk Ratio and blood sugar. Screenings will be performed at Maricopa County worksite locations and several selected CIGNA Medical Group Health Care Centers by appointment only and at the CIGNA Medical Group CareToday Clinics on a walk-in basis.

A schedule of all locations is available on the Electronic Business Center (EBC) at: <http://ebc.maricopa.gov/ehi/>

Q.2 Who will be conducting the Biometric Screening?

A2 CIGNA Onsite Health, a CIGNA subsidiary, will be performing the Biometric Screenings. CIGNA Onsite Health uses the National Institutes of Health (NIH) as their guidelines. Results will be available immediately at the end of your screening.

Q.3 Do I need to make an appointment to get a biometric screening?

A.3. Worksite and selected CIGNA Medical Group locations require appointments; however, the CIGNA Medical Group CareToday Clinics are by walk-in (first come, first served) basis only. Please see the details below.

- *If you choose to get a screening at a worksite location or through a selected CIGNA Medical Group location, an appointment is required. To make an appointment, you can go online to: www.cignascreenings.com/maricopa.com or you can call 1.800.694.4982.*
- *To see the scheduling details of all locations that require an appointment click [here](#). The website and telephone scheduling systems are available for you to make an appointment starting on March 9th.*
- *If you choose to get a screening at one of the CIGNA Medical Group CareToday Clinics, **NO** appointment is required. A CIGNA Medical Group CareToday Clinic is a “walk-in” facility. Appointments are seen on a “first come first served” basis. To see the scheduling details of all locations that **DO NOT** require an appointment click [here](#).*

Q.4 Is there anything I need to bring to my Biometric Screening appointment that shows I am eligible to participate in this initiative?

A.4 In order to be eligible, you must be covered under a County medical plan. When you “check-in” for your screening appointment, the greeter will ask to see your Maricopa County employee ID.

Q.5 How long will the Biometric Screening take?

A.5 The screenings, combined with the comprehensive One-on-One Results Counseling session, may take up to 30 minutes from the beginning to the end of the process.

Q.6 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.6 Yes, so that Maricopa County can gather summary information of the health status of all employees who participate.

Q.7 What if I can’t attend an “At Work” Biometric Screening? How am I going to get the Biometric Screening done?

A.7 From March 23 to May 14,2009, selected CIGNA Medical Group Centers will be available for screenings in the evenings and on Saturdays by appointment only. To see the scheduling details of all locations that requires an appointment click [here](#).

In addition, all of the CIGNA Medical Group CareToday “walk in” clinics are available M-F, 9:00 AM to 7:00 PM and on the weekends/holidays from 9:00 AM to 4:00 PM. No appointment is necessary at these locations. You are seen on a “first come, first served” basis. To see the scheduling details of all locations that DO NOT require an appointment click [here](#)

Q.6 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.7 No, your biometric screening results will not and cannot be shared with a new employer without your written consent.

Q.8 What if I want to participate in the Biometric Screening initiative after May 14?

A.8 Biometric Screenings will be available on a limited basis (at least one day per month) for new employees and for existing employees who decide they want to participate after Open Enrollment ends. Contact the Wellness Coordinator at granthaml@mail.maricopa.gov or 602-506-3758 for the ongoing schedule dates. You will be able to qualify for the incentive, but the effective date of the incentive

will likely be delayed until after July 1. You will need to contact an Employee Health Initiatives staff member at 602.506.1010 to find out how to receive the incentive once you have completed the screening after the close of Open Enrollment.

Q.9 Do you know if the results of the biometric screening can ever be seen or considered for life insurance purposes?

A.9 Your biometric screening results will not and cannot be shared or considered for life insurance purposes without your written consent.

Q.10 Are my biometric screenings results being used for any other CIGNA programs?

A.10 Based on the outcomes of your biometric screening, your results MAY be used for referral into CIGNA's Well Aware programs such as Asthma, Chronic Obstructive Pulmonary Disease, Heart Disease, Diabetes, etc. After you register at <http://www.mycigna.com> and enter your screening data into the on-line Health Assessment, you may 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.11 Once my blood has been collected, what happens to the used laboratory screening materials?

A.11 All hazardous waste (or used laboratory screening materials) is collected, handle, and disposed according to OSHA regulations.

Q.12 Do I need to fast before I participate in the biometric screenings?

A.12 No, you do not need to fast for the biometric screenings. However, you will be asked by the laboratory technicians if you have consumed food or drink within the last eight hours. This is because the range of values for blood sugar differs between fasting and non-fasting. Based on whether you have been fasting or not, and your result, will help the health educator counsel you. For a complete guide on how to come prepared, click [here](#)

Q.13 At CIGNA, who has access to my biometric screenings results? Will access to my biometric screenings results change as time passes?

A.13 CIGNA Onsite Health is responsible for the management and security of all biometric screening data that is collected on Maricopa County employees during this initiative. 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 personnel who have access to the Biometric Screening results, the Employee Health Initiatives Department would be notified about the change.

Q.14 How long does CIGNA keep my biometric screening results?

A.14 The information collected at the biometric screenings is retained by CIGNA Onsite Health 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 and enter your screening data into the on-line Health Assessment; the results are retained for ten years.

Q.15 How are my biometrics screening results stored?

A.15 The paper documents are locked in secure file cabinets within CIGNA's Onsite Health 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, 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 directly responsible for the coordination and implementation of the Maricopa County Biometric Screening Initiative.

Q.16 Can I revoke my Consent Form?

A.16 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 Form, 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

CIGNA Onsite Health

ATTN: Peder Kjerstad
11011 N. Black Canyon Highway
Phoenix, AZ 85029

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. 4th Ave B100
Phoenix, AZ 85003

Q.17 If I revoke my Consent Form and no longer want to participate in the Biometric Screening initiative, is there any retaliation?

A.17 There is no retaliation and you will still receive the incentive of \$5 per pay period (up to \$120 annually) on their County medical insurance, per initiative. If they participate in both the Biometric Screening and Health Assessment, the savings will be \$10 per pay period up to a total of \$240 per year.

Q.18 If I cannot find my results, who should I contact to get a copy of my results?

A. 18 Contact Cigna Medical Group's Director of Health Services, Peder Kjerstad by calling, 602-906-2860.

Q. 19 How can I compare last years results to this years?

A. 19 When you go through this year's screening, last year's results will be posted on your results booklet.

Q.20 On the Authorization for 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: BEHAVIORAL/MENTAL HEALTH INFORMATION (A.R.S. § 12-2291 *et seq.*)"

A.20 The Personal health History Questionnaire asks questions regarding an individuals past and present medical history and status. 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.

HEALTH ASSESSMENT
FREQUENTLY ASKED QUESTIONS (FAQs)

Q.1 What is a Health Assessment?

A.1 A brief 15-minute online Health Assessment consists of a series of questions that you answer about your health and lifestyle. Your confidential responses are then compiled through the online system 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.

Q. 2 How can I access the Health Assessment?

A.2 The Health Assessment is available online through www.mycigna.com and should be taken after your Biometric Screening appointment so that you can enter your screening results.

Log in to mycigna.com using your User ID and Password (if you are not yet registered for the mycigna.com, you will need to do that first, by clicking “register”). Once logged in, select “My Plans” tab near the top of the page, on the right side of the page, select the link that says “Take my health assessment”. On the log in page under “New Users”, select “Register for my health and wellness center”, follow the registration instructions and complete the fields. You are then directed to the questionnaire.

Q. 3 I just went to the doctor last month and the screenings were part of my exam. If I participate in the Health Assessment, can I enter this information?

A. 3 Yes, you may enter that information into the online assessment.

Q. 4 How long is the Health Assessment?

A. 4 The Health Assessment takes about 15 minutes to complete. It is a total of 50 questions.

Q. 5 Does my password that I used for the WebMd Health Risk Assessment work on the new University of Michigan Health Assessment?

A. 5 Yes, the same password will work on the new H.A.