

Participation Exemptions

Revised: 9/2009

This document defines the situations that grant members an exemption to complete the requirements of the HealthPartners Healthy Benefits program.

- Approved exemptions place the member in the preferred level of benefit or as qualified for non-benefit related incentives, depending on purchasers' incentive structure.
- If a member is given an exemption from the Healthy Benefits program, the member is not required to complete either the Health Assessment (HA) or a qualifying Healthy Benefits wellness program for the program year. **If spouses/domestic partners** are also required to participate in the Healthy Benefits program, the spouse/domestic partner will need to, by the program deadline, either
 - Complete the HA and one qualifying Healthy Benefits wellness program or
 - Receive an approved exemption in order for both members on the contract to qualify for the preferred benefit.
- The exemption status is granted for the current program year only.
- Employer's Human Resources (Employer HR) Department makes the final decision on exemptions; HealthPartners (HP) may only provide guidance.

Annual exemptions recommended for consideration by the employer:

- Severely ill, injured or terminally ill employees
- Medical condition that warrants an exemption to the program requirements
- Long Term Disability
- Military Leave
- Leave of Absence
- Language translation assistance that cannot be accommodated
- Recommended exclusions from HP based on Case Management status
- Member health plan coverage starts 150 days (or 5 months) prior to the end of the Healthy Benefits qualification period (automatic exemption is granted in this case by HealthPartners and will not require a request for approval by Employer HR)

To ensure program effectiveness, we recommend a less than 3% exemption rate, not including new hires, that come from the employer group.

Actions to be followed for Healthy Benefits program exemptions:

- Employer HR will email Health Promotions Department (HPD) a listing of known exemptions in the exemption file format
- Employer HR can send the exemption document to WellnessProgramExemptions@healthpartners.com
- Employer will notify employee of exemption status
- All exemptions must be provided to HP by month 10 of the program rollout. (Ex. By October for January renewal date)

Format to use when sending already determined exemptions to HP for processing



Healthy Benefits_HIP
Employer Determined

(See Attachment)

Submit the password protected file via email to the wellnessprogramexemptions@healthpartners.com mailbox.

In order to protect the privacy of your data, all files sent to HP should be password protected. The password should be communicated in a separate email.

Participation Disputes Process

In situations where a participant has not received the preferred benefit and/or dispute their completion status.

Via the participant:

- The participant may contact HPD Customer Service at 952-883-7800 or 1-800-311-1052 for a review of that determination.
- HPD will research the dispute and send a written communication to inform the employee of the outcome
- HPD will update the Healthy Benefits system with exemption, activity override or corrected activity completion information.

Note: For privacy purposes and best member experience, this is the preferred method for disputes

- Via Employer HR:
 - Employer HR will email HP Sales the request for review
 - HPD will research the dispute and communicate back to HP Sales what was found
 - HP Sales will work with Employer HR for dispute resolution
- Note: For privacy purposes and best member experience, please refer participant to call HPD Customer Service**

Requests that are initiated in non-HPD operating areas (e.g. Member services, CCM, BHIO)

- HP staff will submit dispute request, providing detail of request via the Wellness Programs Wellness Program Exemptions e-mail account or HCSS queue.
- HPD will research the dispute and send a written communication to inform the employee of the outcome
- HPD will update the Healthy Benefits system with exemption, activity override or corrected activity completion information.

