

## **HealthPartners Smart Steps Employer FAQ**

### **What is HealthPartners Smart Steps?**

HealthPartners Smart Steps is an exciting new online wellness program! It is comprised of HealthPartners nationally recognized online health assessment and a choice of three different online wellness programs. Delivered through a seamless Web experience, Smart Steps is simple, convenient and flexible.

Smart Steps also includes employer resources to help you promote the program and incorporate wellness into your workplace. These materials include a communications toolkit and a wellness guide.

### **Why is HealthPartners launching Smart Steps?**

Wellness programs improve employee health, increase productivity and save money for both employers and employees. HealthPartners is your partner to help make workplace wellness simple and convenient with Smart Steps. Taking smart steps to provide your employees with health and wellness tools helps to keep your workplace healthy and productive.

### **Is there a cost to Smart Steps?**

HealthPartners is pleased to provide Smart Steps at no additional cost to employees who have Small Group and EZ plans.

### **Who is eligible to participate?**

Any employee who is a member of HealthPartners Small Group or EZ plans is eligible to participate in Smart Steps.

### **Can dependents participate?**

Yes. In addition to contract holders, any adult dependents (18 or older) may also participate in Smart Steps.

### **How do my employees get started?**

Your employees start Smart Steps by logging on to **healthpartners.com**. After they log on, they will need to click on the “Take smart steps to improve your health” link. They’ll need to take the health assessment before they are able to choose to take one of the wellness programs. Smart Steps is an annual program based on the calendar year, so eligible employees can take the health assessment and one wellness program every year.



## **What if an employee has trouble logging on to healthpartners.com?**

Logging on to **healthpartners.com** is easy:

- If this is an employee's first time registering, he or she needs to click on the "Create username and password" link from the front Web page. Then click on "I Have HealthPartners Insurance." They'll need to make sure to have their Member ID card available.
- If an employee forgets his or her password, he or she can just click on the "Need help logging on?" link from the front Web page.

For additional assistance, call HealthPartners Web Support from 8:00 a.m. to 5:00 p.m., Central time, Monday through Friday at 952-853-8888, 952-883-5127 (TTY) or toll free at 1-877-726-0203.

## **Tell me more about the health assessment.**

HealthPartners health assessment is built around scientifically validated question sets and medically approved algorithms. These questions help identify the health behaviors a participant can improve through healthy lifestyle changes. The online health assessment only takes about 15 to 20 minutes to complete.

After taking the health assessment, participants receive a HealthPotential<sup>SM</sup> Score. This score addresses an individual's current health status and highlights areas of improvement. Participants also receive a full printable report with personalized information to help them improve their overall health.

## **Can I get a paper copy of the health assessment?**

With Smart Steps, the health assessment is only available online.

## **What wellness programs are available to employees after they take the health assessment?**

After your employees complete the health assessment, they will be able to click on step two of the portal in order to choose an online program. They can choose one of three online wellness programs: HealthPartners 10,000 Steps<sup>®</sup> program, Stress eProgram or Weight eProgram.

These eight-week online programs employ the best of HealthPartners proven behavior change strategies.

- The programs encourage participants to log on consistently to track behavior to illustrate their progress and to access educational tools.
- Resources include quizzes, animated tutorials, interactive tools and tracking.
- Plus motivational e-mails help keep participants on track.



Program descriptions include:

- **10,000 Steps<sup>®</sup> program:** Your employees will start building physical activity into their daily lives with the 10,000 Steps<sup>®</sup> program. This program helps participants feel better, have more energy and decrease stress. Participants log on weekly to track their steps and other activities such as biking or swimming with a tracker and step conversion calculator, which eliminates the need for a pedometer to track steps as this version does not include a pedometer. Plus, they will benefit from healthy recipes and tips on healthy eating and fun activities. Employees can choose from two editions of 10,000 Steps<sup>®</sup> program: *Lose Weight or Feel Great*.
- **Stress eProgram:** HealthPartners eStress program will help your employees learn to identify their stressors and manage their stress. The program focuses on time management, building resilience and relaxation techniques. From interactive tools to recipes to motivational reminders, participants benefit from simple, practical stress-relieving tips and techniques.
- **Weight eProgram:** HealthPartners eWeight program helps participants lose weight and keep it off. The program trackers help participants identify their habits by tracking their activity, calories and eating habits. Consistent tracking is one of the most effective strategies to help individuals make permanent lifestyle changes.

### **How long does it take to complete the health assessment?**

The health assessment takes about 15 to 20 minutes to complete. All of the online wellness programs take eight weeks to complete.

### **What are the requirements to complete a wellness program?**

In order to complete a wellness program, participants must log on at least once a week for eight weeks to track their daily progress.

### **How will my employees know when they have completed their wellness program?**

Participants will know that they have completed their wellness program in a couple of different ways:

- Once they have completed the wellness program, participants will be able to view and print the Smart Steps Certificate of Completion.
- If they complete the 10,000 Steps<sup>®</sup> program, they will see a complete status and a congratulations message on the 10,000 Steps<sup>®</sup> home page.
- If they complete either the Stress eProgram or the Weight eProgram, the ePrograms status page (that appears before entering the program) will show a complete status.



## **Are the health assessment and wellness programs confidential?**

It is important for participants to know that we protect their privacy. If any of your employees are concerned, please let them know that:

- Health assessment results are only seen by the individual and HealthPartners Health Promotion department staff.
- Health assessment results can not be used for loss of benefits.
- Online programs are administered through the HealthPartners Web site and results of completion are only seen by the individual and HealthPartners Health Promotion department staff.
- Employers will not see which wellness program their employees choose. If you chose to track participation, you'll only know if an employee completed the wellness program by asking your employees to print off and turn in the Smart Steps Certificate of Completion after they complete. The Smart Steps Certificate of Completion does not show which wellness program your employee completed.

## **Will the Smart Steps Certificate of Completion show health assessment results or an employee's program choice?**

No. The Smart Steps Certificate of Completion does not show confidential information such as results or a specific program. It only shows the name of the employee and the date that he or she completed the health assessment or wellness program.

## **Is there a deadline to complete Smart Steps?**

Smart Steps is an annual program based on the calendar year. Smart Steps will restart every year on January 1 so that your employees will have another opportunity to take the health assessment and one wellness program.

As Smart Steps is an annual program, the health assessment and the online wellness programs restart on January 1 of each year, regardless of where your employees are in the program. Since we want your employees to be satisfied with their experience, we suggest promoting Smart Steps on a timeline that gives your employees the opportunity to take advantage of the resources. Remember, all of the online programs take eight weeks to complete. If you plan to promote Smart Steps this year, we suggest you remind employees to start their program well before November 1 so that they have enough time to complete a program before Smart Steps resets. If you do not have time to promote Smart Steps this year, you may want to wait to promote it until early next year to give your employees more time to complete their program.

In addition, you will want to set up a completion deadline if you are offering a participation incentive.



### **My employees would like to purchase pedometers to use with the 10,000 Steps program – where can I tell them to go?**

Optimal Health Products offers the Yamax Digi-Walker SW-200 pedometer. The Yamax Digi-Walker pedometers are available for purchase from a variety of sources. An internet search will show several places to order one from. You can also purchase pedometers at your local sporting goods store or discount retailer such as Target or Wal-Mart. For more information about purchasing one, call 1-888-339-2067.

### **Do employees have to participate?**

No. Employees are not required to take part, but we hope they will. Employees appreciate the opportunity to take advantage of wellness resources available to them at no cost. In addition, you may provide an incentive to encourage your employees to participate.

### **If an employee is healthy, why should he or she participate?**

Smart Steps is about creating a culture of wellness in the workplace and preventing disease. Even healthy employees can learn more about how they can improve or maintain their diet, exercise or stress levels. We hope all of your employees will take advantage of these helpful resources.

### **If my employees have questions about the health assessment or wellness program, who should they call?**

If your employees have questions about the health assessment or wellness programs, they can call HealthPartners Health Promotion Department at 952-883-7800 or toll-free at 1-800-311-1052.

### **If I'd like to offer an incentive to encourage my employees to participate, how do I get started?**

We hope that you will offer your employees an incentive to participate in Smart Steps. Both financial and non-financial incentives can be a great way to build awareness of the program and to encourage participation. Please refer to the Wellness Guide on [healthpartners.com/employer](http://healthpartners.com/employer) to get some ideas about workplace wellness and incentive strategies. In addition, here are a couple of points to consider:

- The Smart Steps communications toolkit does not include incentive language in the designed materials (the flyers, posters and FAQ) in order to accommodate those employers who do not want to offer an incentive. However, we did put language in the first announce e-mail to give you an idea of how to communicate about the incentive. Please use these as a starting point for effectively communicating incentive information to encourage participation.
- You can track who completes the health assessment and one program by asking employees to print off the Smart Steps Certificate of Completion. These dynamic certificates will automatically populate with their name and date of completion. These certificates are available after both the health assessment and the program so that you can reward your employees after each step or after they finish both steps.

- Remember, incentives can be effective in many different forms. Ideas include casual “attire” days, gift cards, PTO, etc.

### **Do I need to communicate to employees about the program?**

If your goal is a healthier workforce – then yes! Communications are essential to encourage participation in any wellness program. The wellness guide at [healthpartners.com/employer](http://healthpartners.com/employer) includes helpful tips on implementing an effective communications campaign. We also make promoting the program easy for you by providing an entire communications toolkit to help you get started. Materials in the toolkit include:

- A leadership e-mail/letter and a series of e-mails
- Overview flyer
- Health assessment flyer
- Series of posters
- Series of articles
- Employee FAQ

### **Will employees receive direct communications from HealthPartners about Smart Steps?**

Your employees will not receive direct communications from HealthPartners about Smart Steps – it is up to you as the employer to communicate about the program in order to encourage participation.

### **Will I receive reporting from HealthPartners about Smart Steps?**

If over 10 employees participate in Smart Steps, you can request a Smart Steps Workplace Wellness Profile report from your broker or sales representative. This report will give you an overview of participation broken down by the health assessment and programs, as well as an average health assessment score; diabetes and heart disease risk profile; and key risk factors.

### **What if I'd like to offer the programs included in Smart Steps to my employees who do not have HealthPartners health plan?**

Please contact your broker or HealthPartners sales executive for more information.

**For additional questions about HealthPartners Smart Steps, please contact your broker or HealthPartners sales executive at 952-883-5200 or 1-800-298-4235.**

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