

Online experience frequently asked questions (FAQ)

Welcome to your wellness program. We'll help you make changes to achieve your health goals. Use this FAQ to get started on your journey to better health.

Q. Why is my employer asking me to take the health assessment and participate in wellness programs?

A. Your employer wants you to be healthy, happy and productive.

Q. Will my health assessment results be shared with my employer?

A. No. Your health assessment is protected by the same laws that protect your medical records. We don't share your personal health assessment results with your employer. Your employer only receives a summary report that outlines the health status of all participants together as a group.

Q. Is the site secure so that my personal information is protected?

A. Yes. All personal information is encrypted. This means that the information you send over the internet is in code and requires special software to read it. It can't be viewed by your Information Services or Human Resources departments or over the Internet.

Registration

Q. How long will it take me to register and complete the health assessment?

A. It takes about 5 minutes to register and 15 minutes to complete the assessment, depending on your computer experience and internet connection.

Q. How do I complete the health assessment online?

A. It's easy! Follow these steps to complete your health assessment:

1. Log on to **healthpartners.com/well-being**.
2. Read the Welcome Message from your employer and click *Continue* button.
3. Arrange your well-being topics from more important to less important and click *Get Started Now* button.
4. Answer all the questions.
5. Click the *Finish* button.
6. Click the link for the 2012 report.

If you're a HealthPartners member, you may also log on directly to **healthpartners.com**.

If you don't have a HealthPartners account, you'll need to create a health and well-being account.

Follow these steps:

1. Go to **healthpartners.com/well-being**.
2. Click on *Register for an account*.
3. Enter your company name and follow the steps to complete your registration.

Q. I'm having trouble logging on. What do I do?

A. Contact us by:

- **Phone.** Call 952-883-7800 or 800-311-1052 8 a.m. to 8 p.m. Monday through Thursday, CST or Fridays from 8 a.m. to 6 p.m., CST.
- **Email.** Click the Contact Us link, located in the upper right corner of the log-on page.

Q. I forgot my username and password. What do I do?

A. On the registration page, click *Forgot username?* or *Forgot password?* You may also call or email us as mentioned above.

Computers

Q. Does it matter which web browser I use?

A. Yes. We render correctly with most browsers, however, we optimize for and test the following: Firefox 3.5+, Chrome 4.0+, Safari 4.0+, Internet Explorer 6.0, 7.0, 8.0, 9.0, and iPhone, iPad, iPod Touch – iOS 4/5 *for mobile applications only*.

Q. How will I know that I've finished the health assessment?

A. Click on the *Finish* button on the last page of the health assessment. When finished, you'll see your personal score.

Q. I'm not very knowledgeable about how to use a computer. Will it be easy to use the well-being site and complete the health assessment online?

A. Yes. The online health assessment is easy for people at all levels of computer experience. If you have trouble understanding any of the directions, please contact us.

Completing the health assessment

Q. What kind of information will I get when I complete my assessment?

A. You'll get:

- A personal health score, based on your responses.
- Useful tips for healthy living and achieving your health goals.
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Q. Can I change my answers while I'm completing the health assessment?

A. Yes. You can change your answers anytime before you click the *Finish* button.

Q. What if I begin the health assessment, but I don't finish it?

A. Your answers automatically save every time you click the *Next* button.

- If you click the *Log Off* link before you complete the assessment, your health assessment will close.
- If you leave your computer but do not click the *Log Off* link, your assessment will automatically close and log you off after 15 minutes to protect your privacy.
- When you log on again, click the *Continue from where you stopped* link if you want to continue your health assessment or click the *Restart from the beginning* link if you want to start over.
- If you do not complete your assessment within two weeks, your previous answers will be lost and you'll need to start from the beginning.

Health assessment results and follow-up

Q. How can I review my results?

A. Log on to your health and well-being account. Under the Health Assessment activity, click the *2012 report* link.

Q. Will my health assessment results be sent to my doctor or clinic?

A. No. However, you're encouraged to share your results with your health care provider.

Q. What if my results show some health risks?

A. If your employer has chosen to offer health coaching, a health coach may call you after you complete your health assessment. The coach may discuss your results and available well-being program options.

The HealthPartners family of health plans are underwritten and/or administered by HealthPartners, Inc., Group Health, Inc., HealthPartners Insurance Company or HealthPartners Administrators, Inc. Fully insured Wisconsin plans are underwritten by HealthPartners Insurance Company.