

## Health and well-being frequently asked questions (FAQs)

This document includes frequently asked questions regarding the [Health Assessment](#) and [online experience](#), as well as [Privacy/Confidentiality](#).

### Health Assessment FAQs

**Q. What is a Health Assessment (HA)?**

**A.** A health assessment is a confidential online survey that asks you questions about your personal health. In just 20 minutes, the health assessment will help outline your healthy habits and where there's room for improvement.

**Q. Why is my employer asking me to take the health assessment?**

**A.** Your employer would like you to take charge of your health and to promote a healthy culture – at work and at home. The first step toward better health is knowing your current health status.

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

**A.** Your health assessment will provide you with the following information:

- A personal health score, based on your responses
- Useful tips for healthy living and resources to help you reach your health goals

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

**A.** It takes about 5 minutes to register and 15-20 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 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. Can I change my answers while I'm completing the health assessment?**



- A. Yes. You can change your answers any time before you select the *Finish* button.
- Q. What if I begin the health assessment, but don't finish it?**
- A. Your answers are automatically saved for two weeks every time you select the *Next* button.
- If you click the *Log Off* link before you complete the health assessment, your health assessment will close.
  - If you leave your computer, but do not click the *Log Off* link, your health 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 health assessment within two weeks, your previous answers will be lost and you'll need to start from the beginning
- 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. How can I review my results?**
- A. Log on to your health and well-being account via [healthpartners.com/wellbeing](https://healthpartners.com/wellbeing). Under the health assessment activity, click the *report* link.

## Online experience FAQs

- Q. I'm having trouble logging on. What do I do?**
- A. Contact us by:
- **Phone.** Call 952-883-7800 or 800-311-1052
  - **Email.** Click the *Contact Us* link, located in the upper right corner of the log-on page.
- B. 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.
- 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 8.0 or 9.0, and iPhone, iPad, iPod Touch – iOS 4/5 for mobile applications only.
- 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.

## Privacy FAQs

**Q. Does my employer see my health assessment results?**

**A.** 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. Your name may be shared with your employer per the terms of agreement you accept at the start of the health assessment or wellness program in order for you to earn your reward.

**Q. Where are the results from my health assessment stored?  
Is the site secure so that my personal information is protected?**

**A.** Health assessment results are stored in an electronic database at HealthPartners. This database is secure and not shared with your employer. 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.

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

**A.** No. However, you are encouraged to share your results with your doctor and discuss any health issues you may have or may develop in the future.

**Q. What if my results show some health risks?**

**A.** A health coach may call you after you complete your health assessment. The coach may discuss your results and available well-being program options.

**Q. Will my health assessment be sent to my clinic?**

**A.** No. However, you are encouraged to share your results with your doctor and discuss any health issues you may have or may develop in the future.

**Q. If I complete the health assessment, will my results be used to deny coverage?**

**A.** No. HealthPartners does not use your results as part of rate calculations or to deny coverage. However, if the assessment is made a part of the medical record from you sharing the results with your doctor, an insurance company may have access to the medical record. If you apply for life insurance or a Worker's Compensation claim, your insurance may also have access to the record.