

## HealthQuest FAQs 2017

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- **Please note when registering for Castlight, RxSavings, Kansas Financial and EAP Webinars please use your legal name and employee ID followed by EE or SP. Failure to use legal name and employee ID with EE or SP can result in delay of credits or forfeiture of credits.**
- **When I tried to create an account I received an error stating the date of birth and employee ID do not match.**
  - For your member ID, if you are a covered employee, add EE to the end of your 10-character employee ID number (K1000023456EE). If you are the spouse of a covered employee, add SP to the end of the 10-character employee ID number.
- **If I had a username and password for the portal from last year, can I still use it?**
  - No, you will need to create a new account for the new portal this year. Please visit <https://kansashealthquest.cernerwellness.com/dt/v2/sokindex.asp> and click on create an account.
- **Where can I find my employee number?**
  - You can find your Employee ID number on a printed pay advice or timesheet. You can also contact your agency human resource office.
  - If you have a Caremark ID card, to your Caremark ID number add two zeroes after the initial letter, and remove the last two digits from the end (01 or 02, etc.) to find your employee number.
- **How do I get credits for attending my doctor appointments/preventative exams?**
  - The dental, vision, and well women/man preventative exam credits are no longer self-report. They will appear after your insurance company has processed your claim and notified Cerner that you completed the activity. This process is taken about 4-5 weeks from the date of your appointment. You will be notified via email of credits posted into your portal.
- **What is the last possible date I can earn credits for the 2018 HealthQuest incentive?**
  - HQ credits for the premium incentive discount can be earned during the calendar year 2017 (January 1<sup>st</sup> – December 31<sup>st</sup>). If you have an appointment in late December of 2017, your HQ credits may not be processed by the beginning of January 1st, 2018 and would have to be retroactively credited back to you after the claim is processed.
- **How do I receive credit for a preventive activity that will not be filed through my state insurance?**
  - All preventative exams have to come over on claims data. If a member is covered by an outside insurance company, unfortunately credits will not be given for that activity. However, there are many other activities and other ways to earn credits.
- **How do I indicate that I am tobacco free and earn those credits?**
  - There is a cotinine test given during the biometric screening that will measure if you are nicotine-free.
  - We offer over a 100 activities for credits the cotinine test is optional.

- It is not part of standard lab testing at the physician's office. Member will incur additional charge if done outside of SOK biometric screening event.
- **How do I schedule a biometric screening?**
  - The schedule for the biometric onsite screening calendar is found in step 2 at the top of the page after you log into the portal. You may also find the link to biometric screening options [Here](#). You will be prompted to sign into your account with your HealthQuest username and password.
- **Will I get the Biometric Screening Participation credits if I get my biometric testing done through my physician?**
  - The credits for participating in a biometric screening only applies if you attend a screening event in person or if you mail back a completed home kit. You can still earn biometric value credits.
  - Cotinine is not part of standard lab testing. Member will incur additional charge if done outside State of Kansas biometric screening event.
- **If I attended an onsite screening can I also submit a Physician Form or order a home kit?**
  - Biometric values will be upload to the portal one time per calendar year for credits.
- **What biometric values are included in a home kit?**
  - If you utilize the home test kit option, you can receive biometric credits for cholesterol and blood glucose. The at-home test kit does not include results for blood pressure, cotinine, height, weight and waist circumference which are needed to complete your online health assessment questionnaire.
- **How do I sign up for Wellness Challenges?**
  - There are 5 Wellness Challenge schedule for 2017. Please log into the portal to view challenges. A banner will appear on your portal to encourage you to sign up two weeks before the start date of a challenge. In the interim, be sure to connect your fitness tracker [here](#) or by clicking on "connect your apps & devices" on the left hand side of the homepage of HealthQuest.
- **When are the Wellness Challenges in 2017?**
  - 28 Hydration Challenge
    - July 3<sup>rd</sup> – July 29<sup>th</sup>
  - 5 a Day Fruit and Veggie Challenge
    - September 4<sup>th</sup> – October 2<sup>nd</sup>
  - Walking Tour of Kansas Steps Challenge
    - November 6<sup>th</sup> – December 18<sup>th</sup>

\*You will have 1 week after the end date of a challenge to log your activity.
- **How do I participate in Walking & Cardio Challenges with or with an activity tracker?**
  - Steps can be tracked through an Activity Tracker, Withings App, or by selecting exercise tab then [steps log](#). Cardio can be tracked by MapMyWalk (Under Armour), Runkeeper App or through the [cardio log](#) located under the exercise tab on the HealthQuest portal.
- **How do I log water for a Hydration Challenge?**

- Use the water tracker widget located on the left side of the portal. \*Please note the Water Tracker can only be used for the current day.
- To log water for previous day(s) select Nutrition tab location at the top of the screen. In the food search box type water. Click on water 8oz then add the amount consumed. Also change the date before clicking on the green +.
  - Days logged will only show complete if the goal is met for that day.
- **I called in for my scheduled health coaching appointment but received a message that I was locked out.**
  - If the coach is still speaking with someone from the previous visit, the room will show as locked, but as soon as they finish, the room opens up again. Please stay on the line; coaches try to adhere as closely as possible to the scheduled times.
- **I signed up for Castlight and Rx Savings in 2016. When will I receive my points?**
  - You earned a one-time credit in the year you registered your account.
- **Do my spouse and I need to earn 40 credits each, or a combination of 40 credits to meet the premium incentive reduction?**
  - You and your covered spouse each need to have 40 credits in your separate accounts, 10 of which must come from each of you completing your REQUIRED Health Assessments. Additionally, Plan C members can also earn HRA/HSA dollars per activity (up to \$500 per employee and \$500 per spouse) to be deposited in 2017.
- **Can I earn a partial premium reduction if I don't earn all 40 credits?**
  - No, an employee must earn all 40 credits (or 80 credits for employee + spouse) in order to earn any premium reduction in 2018. However, Plan C members may earn HRA/HSA dollars (in their 2017 plan year) for partial credits, even if they didn't earn the full 40 (or 80) required for premium reduction.
- **What is the deadline to earn HRA/HSA dollars in 2017?**
  - The deadline is **November 9** for Plan C members to earn HRA/HSA dollars. Credits can be earned until December 31<sup>st</sup>.
- **How often will HRA/HSA balances update during the 2017 year?**
  - HRA/HSA contributions will be coming with payroll throughout the calendar year.
- **Explanation of Plan C credits and dollars**
  - Employee and their spouse can each receive up to \$500 into your HRA/HSA account in 2017. 1 credit = \$10 HRA/HSA dollars. The same activities that earn HSA/HRA dollars will also earn credits that will be used for premium reduction in 2018. Both the employee and spouse must earn 40 credits for the premium incentive reduction. To maximum out the HRA/HSA employer contribution both employee and spouse must earn 50 credits.
- **How can I sign up for Monthly EAP Webinars?**
  - Please click [here](#) to be linked to the Employee Assistance Program Webinar page.
- **Can I participate in the Naturally Slim program and Wellness Challenge at the same time?**
  - Yes

- **I have physical limitations that may prevent me from earning enough credits based on the current options on the incentive guide. How can I reach someone to discuss a reasonable alternative?**
  - You may email your request to [HealthQuest@Cerner.com](mailto:HealthQuest@Cerner.com)

**If you need further assistance, please call 1-888-275-1205. The support line is open and available 24/7.**