Loyola University Maryland 2016 Wellness Program Support Guide

CareFirst BlueCross BlueShield (CareFirst) is pleased to support Loyola University Maryland with its 2016 Wellness Program. Your Wellness Program includes access to a comprehensive online experience to help you meet your wellness goals and to provide the opportunity to earn an incentive for participating.

Complete the well-being assessment beginning July 1st through October 28th to identify your total well-being score. This free and confidential assessment is easy to complete and gives you an accurate picture of your health. You will also receive credit for participating in a health screening/evaluation.

To get started, you will need to register or log in to My Account at www.carefirst.com/myaccount.

**Completing your Well-Being Assessment**
1. From My Account, select Wellness Program under Quick Links.
2. Select Start under Health Assessment.
3. Agree to the HIPAA Authorization at the beginning of the assessment. This allows your name to be shared with your employer so you can receive your participation incentive. This also confirms that no individual health data will be shared with your employer.
4. Answer the health and lifestyle questions – it takes about 15-20 minutes to complete. Within 48 hours of completion, a check-mark should appear in My Account confirming you have completed this step.

**Completing your Health and Wellness Evaluation Form**
To earn your health screening credit, you and your physician will need to complete your CareFirst Health and Wellness Evaluation Form. The results on the form will need to be entered into the online portal through My Account within the first 120 days of the plans effective date (July 1). Follow these guidelines:

**Physician form:**
Access and download the physician (Health and Wellness Evaluation) form from My Account by selecting Wellness Program under Quick Links.

After you have completed the form with your doctor, enter the results online in My Account. When entering the date on the form, please use the date that the form was completed and signed by your doctor, this date must be after the start of the new benefit year, July 1, 2016. All fields must be completed to receive credit.
Once you have completed your assessment, what’s next?

Within 24 hours of completing your assessment, you’ll be able to review your well-being score and create a personalized plan to help you work on the areas you want to improve. Whether you want to eat healthier, lose weight, or stop using tobacco, your personalized plan will direct you to the tools needed to meet your goals. These resources are available in the CareFirst Well-being Connect portal which you access by logging into My Account and selecting Wellness Program under Quick Links.

Depending on your assessment results, you may receive a call from a health coach or nurse who will invite you to participate in one-on-one health coaching or disease management coaching. We encourage you to take advantage of this opportunity to help you make positive health changes.

What is health coaching?
Health coaching is a voluntary, free and confidential phone-based support program that helps identify opportunities to improve your health and well-being in your daily life. Whether you are living with a challenging health situation or looking for help to meet a health goal, coaching provides you with personalized support to help you reach your healthy best.

Health coaching can help you:
- Better understand your health risks and answer your health questions
- Find support to gain more control over your health
- Set goals to help you reach your healthy best

What is disease management?
If you are living with certain chronic conditions such as asthma or diabetes, nurses specialized in your specific condition are available to help you better understand your health risks, doctor’s recommendations, medications and treatment regimens. They can also:
- Answer questions and help you prepare for your doctor visits
- Send you information and tips related to your condition
- Help you recognize early warning signs that may require medical attention

If you have any one of the following chronic conditions, a registered nurse may contact you to offer one-on-one support.
- Asthma
- Atrial fibrillation
- Chronic low back pain
- Chronic obstructive pulmonary disease
- Coronary artery disease
- Diabetes
- Fibromyalgia
- Heart failure
- Irritable bowel syndrome
- Osteoarthritis

These services are part of your core medical benefits.
If you are interested in learning more about these services, you can call 800-783-4582 between 8:30 a.m. – 8:30 p.m., Monday – Friday, or Saturday from 8:30 a.m. – 5:30 p.m. Eastern Standard Time.
**My Account Troubleshooting**

- If you are new to *My Account*, you will need to register at [www.carefirst.com/myaccount](http://www.carefirst.com/myaccount).

- Your spouse will need to set up his/her own user name and password.

- Please make sure your browser meets the minimum requirements: IE9/IE 11, Firefox 32, Safari 7, Chrome 37. These browsers will allow the most optimal user experience in *My Account*.

- Remember that your password is case sensitive. For example: JDOE123 and jdoe123 are considered two different passcodes.

- Please be sure to type your User ID and password correctly. If you enter your information incorrectly three times, your User ID will be disabled as a security measure. You will need to call CareFirst Technical Support at 1-877-526-8390, 8 a.m. - 6 p.m. (EST) to have your account unlocked.

- If you have forgotten your user name or password, you can reset your password or retrieve your username by clicking on “Forgot Password” or “Forgot Username.” You may do this by clicking on “Forgot Username”, OR click on “Need Help Logging In?” on the log in page and then on “Forgot Password” or “Forgot Username.”

- If you have trouble accessing *My Account* (receive *My Account* Not Available error message or blank page), please try clearing your browser cache and delete cookies. If the issue persists, contact Technical Support at 1-877-526-8390, 8 a.m. - 6 p.m. (EST).

- Once logged in to *My Account*, if you are not able to see or access the links to Wellness Program or Well-Being Assessment under the *My Health* tab or under Quick Links, try disabling pop up blockers.