

## UC's StayWell Health Management Program

### FREQUENTLY ASKED QUESTIONS & ADDITIONAL INFORMATION

#### Background

For 2008, the University of California has made it a priority to provide employees with the latest tools, information, and resources to help them and their families achieve and maintain a healthy lifestyle. UC has engaged StayWell Health Management\*, an industry leader for nearly 30 years, to assist its employees, retirees, and their family members in making behavior changes that may enhance their individual well-being, improve their health consumer skills, and – ultimately – reduce their health risks.

Participation in the StayWell program is completely voluntary and offered at no additional cost to eligible UC participants.

#### The StayWell Program

In mid-January, you should receive an introductory brochure at your home address about the program. The brochure will include details about the program as well as instructions on how to log in to the StayWell Online website for the first time. A phone number will also be provided for individuals who have questions.

The StayWell program includes:

- Access to health information, tools, and calculators through your personalized member website
- Annual health assessment for each member
- NextSteps® Wellness Lifestyle Coaching program for those identified through health assessment with one or more high risks
- Member help line

The StayWell program is available to help you change your health behaviors and create a healthier lifestyle. To help get you started, UC is providing a \$75 gift certificate to each eligible employee, retiree, and adult family member as an incentive for taking the health assessment. The gift certificates can be redeemed through *Hallmark Insights* at over 350 vendors including the UC onsite Recreational Sports Facilities (RSF).

#### Privacy & Confidentiality

##### Why does StayWell need my Social Security number?

The only unique identifier that UC maintains for all employees, retirees, and their family members is the Social Security number (SSN). Because the StayWell website is personalized for each individual member, the SSN must be used to identify the individual the first time he/she logs in to the website. ***Once the individual is identified as eligible to participate, he/she will be able to create his/her own username and password for all future log-ins and will not have to enter the SSN again.***

### **When I take a health assessment, is my privacy guaranteed?**

Confidentiality between StayWell and the participant is the cornerstone of the program's success. StayWell respects and protects the participant's privacy as an authorized user of StayWell Online. StayWell has been offering programs for 30 years and has never violated the trust or confidentiality of participants.

**All the personal identifying and health information that you submit when you register with StayWell and take a health assessment, as well as the results of the assessment, are fully protected by the provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and other applicable laws.**

### **Are my individual health assessment results shared with the University?**

**No.** The University of California ("UC") will never receive personally identifiable information about you from StayWell. UC will receive only de-identified information about the program as a whole. That de-identified or summary information will be used by UC for the purposes of reporting, research, and/or wellness program planning.

### **Are my individual health assessment results shared with my medical plan?**

Unless you give your permission for StayWell to share your personal and health information and the results of your health assessment with your medical plan, your medical plan will not receive this information from StayWell.

You have the option to decide whether or not to allow StayWell to share your personal information with your medical plan. You can exercise this option by indicating your preference in the last question in the health assessment survey.

If you do not want StayWell to share your personal information with your medical plan, simply indicate this in response to the final health assessment question and your data will not be shared.

If you agree to have your personal information (including the results of your health assessment) shared with your medical plan, the medical plan may reach out to you to make you aware of programs it offers that fit your situation.

StayWell provides a detailed privacy policy statement when you log in to the StayWell online website for the first time. This statement explains the importance of confidentiality and your options for sharing or not sharing health assessment results with your medical plan.

### **What provisions are in place to ensure that the information I enter online is kept secure?**

In order to safeguard the privacy of the confidential information transmitted to StayWell by its authorized users, StayWell has implemented the following security measures on this site:

- A confidential subscriber identifier and unique authorized user password limit access to this site and the confidential information of the authorized users. Authorized users should not share their passwords with anyone.
- Whenever information is transmitted to or from StayWell's systems, it is encrypted using Secure Sockets Layer (SSL) technology, the standard for secure communication over the Internet.

- Authorized users' confidential information is stored on StayWell's servers behind a computer firewall, which is a device that prevents unauthorized persons from accessing data on such servers.

### **Can medical plans use the information I provide to StayWell to limit or restrict my coverage or increase my costs?**

**No.** The Health Plans are not permitted to use this information to increase your coverage costs, limit your coverage, or restrict you from all the benefits and opportunities you would otherwise have, while you are with UC or even after you leave employment at UC.

### **Eligibility**

StayWell is available to employees, retirees, and their adult (age 18 and older) family members who are enrolled in Blue Cross PLUS and PPO, CIGNA Choice Fund, Core, Health Net, High Option, and Western Health Advantage.

- StayWell will not be available to Kaiser members, who currently have access to Kaiser's fully integrated wellness resources.
- StayWell will not be available to those who live outside of the United States.
- The leadership of several unions at UC have notified the University that they are choosing not to participate in the StayWell Health Management benefits program on behalf of their UC bargaining unit members as follows:
  - **AFSCME 3299** on behalf of SX (Service Unit), EX (Patient Care Technical), and K7 (Skilled Crafts at UC Santa Cruz)
  - **CNA** on behalf of NX (Nurse Unit)
  - **CUE** on behalf of CX (Clerical Unit)
  - **SETC** on behalf of K6 and K4 Skilled Trades at San Diego and Los Angeles
  - **UAW 2863** on behalf of BX (Academic Student Employees Unit)
  - **UC-AFT** on behalf of IX (Non-Academic Senate Instructional Unit) and LX (Professional Librarians Unit)
  - **UPTE-CWA** on behalf of RX (Research Support Professionals Unit), TX (Technical Unit) and HX (Health Care Professionals Unit).

### **\*More about StayWell**

StayWell Health Management has focused on workplace health management since 1978 and leads the industry with the longest history, broadest base of experience, and best track record in employee health management. StayWell's current book of business comprises 87 companies from a variety of industry categories.

StayWell Health Management has been responsible for almost all of the industry's major innovations. They developed the first behavior-based health assessment, were the first to integrate stages of change into their programs, and were the first to develop targeted health risk intervention programs. StayWell Health Management has also received five National Health Center Web Health Awards for their online health assessment and other StayWell Online products and services.

StayWell has been the recipient of unprecedented industry award recognition including the prestigious C. Everett Koop Health National Health Award, 25 WELCOA Gold Well Workplace Awards, IHPM Corporate Health and Productivity Management Award, and the Workforce Magazine Optimas Award recognizing joint union-management achievement.