


State of Iowa Health & Wellness Tools


Wellmark Blue Cross and Blue Shield June 23, 2009



iLinc Features

Raise your hand to ask a question

To type a message for the Chat area



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Agenda

Let's Better Understand the Tools Available to You as State Employees

- » Registration to Access Wellmark Tools
- » Online Tools & Resources at www.wellmark.com
 - Health Plan Tools
 - Pharmacy Tools
 - Health & Wellness Tools
- » Telephonic Tools & Resources
- » DAS Employee Assistance Program

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REGISTRATION


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Registration

Who can register?

- » Active members
 - Policy holder
 - Spouse
 - Dependent
- » If you have just received your Wellmark identification (ID) card, you may need to wait until the following Monday to register




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Registration — It's Fast and Easy


- » Once registered, you have immediate access to many of the tools including:
 - Health plan and prescription information
 - Lower-cost prescription drug options
 - Information on health care quality and cost
- » To ensure your private health information is protected, you will have a limited view of your information until you enter a temporary PIN



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Private Health Information

- » Your PIN will be mailed to your address in 7-10 days
- » Once received, log on to www.wellmark.com with your user ID and password and enter your temporary PIN
- » This PIN will only need to be entered once
- » Your user name and password will be all you need for future visits
- » View your private health information



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Why Register?

Registering lets you:


- » Check the status of a claim or use financial information to track, plan, and budget
- » Make decisions about health care value with the help of local and national quality and cost resources
- » Achieve fitness goals with our health and wellness resources, community forums, WalkingWorks® and other lifestyle programs



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Go to www.wellmark.com

- » Quickly and easily access your personal information by logging in on the homepage
- » Find frequently used tools and information under Quick Links
- » Select the **Members** tab at the top to find more information and resources



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ONLINE TOOLS AND RESOURCES


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Online Tools and Resources

» Get more control over your health plan benefits and your health with our online tools and resources:

- Personalized Health Insurance and Pharmacy Tools
- Health & Wellness Tools
- Health Care Quality and Cost Information
- Member Resources




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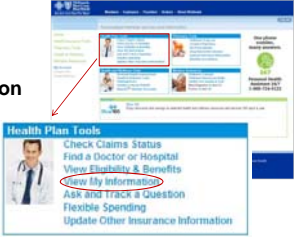
HEALTH PLAN TOOLS

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Self-Service Tools 

Available Any Time of Day

- » Order an ID card
- » Ask and track a question
- » Update other health plan information



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Health Insurance Tools 

- » Check the status of a claim
 - View pending and finalized claims
 - View each claim line
 - Search and sort by date, amount, or other criteria
 - Identify claims from prior year for planning and tax purposes
- » Find a Doctor or Hospital
 - Local and national search
- » View eligibility and benefits
 - View family members' accumulations, or how much you've spent out of your pocket so far this year for:
 - deductible,
 - out-of-pocket maximum
 - lifetime amounts



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PHARMACY TOOLS


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Health & Wellness 

- » Complete a Personal Health Assessment (PHA) to help you learn more about your health
- » Interactive tools help you track your weight, blood pressure, and cholesterol
- » Customized nutrition and fitness plans designed for you and your family
- » Online community forums on a variety of health and wellness topics




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Personal Health Assessment (PHA) 


»Enter biometric values from your most recent physician visit or biometric screening, on the second screen of the PHA.

- Remember: You do not need to enter biometric values to complete the PHA. However, if you choose to complete your PHA without entering biometric values, you will not be able to enter the values later as the PHA can be taken only one time per year.

»If you would like to include your biometric values in the PHA, you should wait to start the PHA until you have your values in hand.

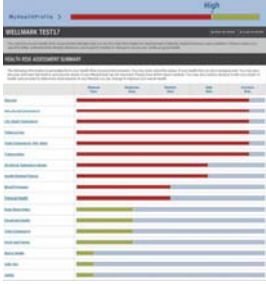


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Personal Health Assessment (PHA) 


»Once you complete the PHA, you'll receive immediate feedback through the personalized online report.

»The report provides an overall "high/medium/low" health level as well as levels for individual health factors.




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Behavior Change Programs




After completing your online PHA and reviewing your personalized report, try an online behavior change program on:

- »Stress management
- »Weight management
- »Depression
- »Smoking cessation
- »Medication adherence




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Setting and Changing Goals




Health goals tailored to your Personal Health Assessment (PHA)

1. To access, click on My Plans tab.
2. Select Change Goals on the left if you've already set goals up.
3. If you haven't set goals yet, select Click here to set up your goals and plans in the center content area.
4. Select desired goals and choose Continue.
5. You may be prompted to update your information, which will take you through a number of questions. Choose Continue Without Updating or Update Some Information to minimize updates.
6. Select your desired plans and tools, then select Continue to finish setting up your goals and plans.




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My Plans



»As you set up health goals and plans, your *My Plans* page is customized to reflect them. This highlights your personal goals and gives you quick access to relevant tools.



»This is the first page you'll see when you log in on future visits to the Whole Health Dimensions *Health & Wellness Tools* at www.wellmark.com.


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Exercise Plan

My Exercise Plan creates a customized workout plan for you by asking questions about you:

- Current activity level
- Access to fitness equipment
- Exercise preferences
- Schedule


1. To access, click on My Exercise Plan under the My Plans tab.
 2. Choose a plan, then select Set as Current Plan.
 3. Walk through the questions to finish setting up the plan.



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Exercise Plan

- »Daily workout plan with a list of exercises
- »Adjust the level of difficulty in your plan or switch to another plan
- »Exercises link to virtual demonstrations that show you how to do the exercise
- »To access, click on one of the exercises to launch the virtual demos.
- »Report and track your daily activity:
 1. To access, click on Report Activity under plan name.
 2. Modify the activity as needed, then select Submit Day.




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Nutrition Plan

- »Receive a recommended eating plan tailored to your activity level
- »Swap meals or edit foods and report and track what you eat each day
- »Look up calorie counts for foods, including restaurant meals and convenience foods, and add or substitute those items in your meal plan

To access, click on My Nutrition Plan under the My Plans tab.




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Stress Management Plan

»The Stress Management Plan is a six-week plan that gives you a list of “to do” items to help you work toward your goals.

»Select from 20 plans to find one closest to your goals.

1. To access, click on My Stress Management Plan under the My Plans tab.




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Manage My Conditions

»If you have a condition such as diabetes, migraines, or back pain, select *Manage My Conditions* as one of your goals

»*Manage My Conditions* links you to general information about the condition and suggests natural remedies for helping manage and improve it.

1. To access, click on *Manage My Conditions* under the My Plans tab. This information is also available under the Resources tab.



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Other Online Tools You Can Use - Manage Your Family Fitness

»Parent and child set activity and nutrition goals together

»Create a calendar of daily goals the family can print and post as a reminder

»Kids check the goals off as they complete them and earn miles to “go around the world”

1. To access, click on My Family under the My Plans tab.
 2. Choose Add Kid and follow the instructions.
 3. Choose Activity or Nutrition to set goals; choose Report to check off activities and report for the week.
 4. Choose World to view “Around the World” miles.



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Other Online Tools You Can Use - Health Trackers



Track changes over time in the following areas:

- Weight
- Waist size
- Cholesterol
- Exercise
- Nutrition
- Stress

1. To access, click on Health Tracker under the My Plans tab.
2. Enter your information.
3. Click on History to view charts of progress over time.



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Ask an Expert



E-mail a question to an expert in fitness, nutrition, and life management and receive a response within 24 hours. Review answers to other frequently asked questions.

1. To access, click on the Coaching tab.
2. Choose Ask a Question in the left navigation.



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Community Forums



Exchange ideas with other Website users in community forums on:

- Exercise and fitness
- Nutrition and weight management
- Relaxation and stress reduction

1. To access, click on the Community tab at the top.
2. Browse Support Forums.
3. Select a support forum.



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**TELEPHONIC TOOLS AND
RESOURCES**

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QuitNet: Tobacco Cessation Support

Cigarettes cost smokers approximately \$2,000-\$4,000 a year.

- > QuitNet is a Web-based program to help state employees through the quitting tobacco process. It combines evidence-based methods of treating tobacco addiction with a powerful and effective individually controlled program that is available to you free — anytime, anyplace.
- > Your QuitNet program not only gives you access to QuitNet cessation counselors to provide you with personal support, but free nicotine-replacement therapy to help you reach your dream.
- > There is no cost for you to participate in QuitNet coaching, NRT or web support.

Start with QuitNet today. Enroll in one of three ways:

1. Call (877) 252-8411, or
2. Log on to www.wellmark.com. Click on *Health & Wellness Tools* and follow the instructions for setting up your goals in *My Plans*, one of which must be to quit smoking, which will then trigger a direct link to visit QuitNet, or
3. If you have already set a goal to quit smoking in *Health & Wellness Tools* and have previously visited QuitNet, you can go directly to the QuitNet Web site: <http://wellmark.quitnet.com>.

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QuitNet: Tobacco Cessation Support

Access QuitNet online tools from the left navigation:

- **Quit Date Wizard:**
Helps you set a quit date; e-mail support messages tailored to your date. To set quit date: Select Quit Date Wizard from left navigation.
- **Medication Wizard:**
Determine what type of nicotine replacement therapy may work best for you. To use medication wizard: Choose Quit Med Support, then Medication Wizard from left navigation.
- **Community forums:**
Find support from other users and advice on how to quit. To access forums: Click on Community, then select Forums from left navigation.
- **Expert chats**
- **Quit tips and tools**




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Personal Health Assistant 24/7

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Get answers to your Health Care Questions from Health Experts!

- Nurse Support**
 - Helps you get medical questions/concerns answered.
- Care Navigation**
 - Helps you navigate the health care system
- Decision Support**
 - Assists with asking the right questions, getting the right answers and making the right health care decisions
- Health Advocacy**
 - Assists in medical record transfers, eldercare coordination, appointment scheduling, etc.



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Disease Management

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Education and help to manage a chronic condition:

- One-on-One Support
- Education & Tools



Conditions managed include:

- Diabetes
- COPD
- Congestive Heart Failure
- Coronary Artery Disease
- Asthma
- Atrial Fibrillation
- Acid-related Stomach Disorders
- Irritable Bowel Syndrome
- Inflammatory Bowel Disease
- Back pain
- Fibromyalgia
- Osteoarthritis


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Pregnancy Care Program

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Valuable information for moms-to-be and new parents including:

- 24/7 Nurse phone support
- Special support for high-risk cases
- Educational materials and a pregnancy workbook



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Register at www.wellmark.com



Quick Access to Valuable Information

- » Know exactly where to go to find answers to your health care questions
- » Find the health care providers that best meet your needs
- » Visit www.wellmark.com and register today
- » Use your login ID and password to gain access to online tools and resources

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**Employee Assistance Program
IOWA DEPARTMENT OF
ADMINISTRATIVE SERVICES**



Employee Assistance Program

- Confidential assessment, consultation and referral to help you and your family deal with personal problems
- Problems for which the EAP can provide help
 - Alcohol or drug abuse
 - Career struggles/job burnout
 - Death/dying issues
 - Financial counseling (budgeting)
 - Health or stress concerns
 - Interpersonal conflicts
 - Marriage or family problems
 - Legal concerns (personal, non-employment related)
 - Workplace conflicts

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More information can be found at the DAS Benefits Web Site - <http://das.hr.jowa.gov/benefits.html>



Employee Assistance Program

- Services are provided by:
 - Employee & Family Resources (EFR)
 - Counseling services are limited to three sessions with an EAP counselor per incident
- Services are confidential
 - EFR will not tell anyone that you contacted them or release any information without your written permission unless a legal exception applies
- The State of Iowa pays 100 percent of the cost



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More information can be found at the DAS Benefits Web Site - <http://das.hre.iowa.gov/benefits.html>

DAS Wellness Web Site

DAS Wellness Site:

<http://das.hre.iowa.gov/wellness/index.html>



Some of Information Available

- List of fitness centers throughout the State
- Nutritional information
- Healthy recipes
- Stop smoking assistance (information about QuitNet)
- General information on prescription drugs
- Upcoming wellness events (flu shots, mobile lab on complex)
- Yoga
- Link to Delta Dental's Oral and Wellness Web site
- Links to wellness tools



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More information can be found at the DAS Benefits Web Site - <http://das.hre.iowa.gov/benefits.html>



Any Questions...

Thank You!
