

FAQ: 1199C Benefit Fund Annual Biometrics Program

Q: I am union employee and I have my benefits through the Benefit Fund. Does my spouse have to complete the biometrics program, too?

A: The only members required to participate in the Benefit Fund Biometrics Program are the union members. Spouses are not required to participate, but they are ELIGIBLE to participate for their own health if they would like to get the testing done.

Q: I am union employee and I have my benefits through my spouse (non-union). Do I still have to complete the biometrics program, too?

A: The only members required to participate in the Benefit Fund Biometrics Program are the union members who are enrolled in the Benefit Fund. If you are not enrolled in the Benefit Fund, you are not required to participate.

Q: I am union employee and I have my benefits through my employer (i.e. - Temple). Do I still have to complete the biometrics program, too?

A: The only members required to participate in the Benefit Fund Biometrics Program are the union members who are enrolled in the Benefit Fund. If you are not enrolled in the Benefit Fund, you are not required to participate in our program. However, you may be required to participate in your employer's biometrics program – for more information, reach out to your employer's HR department.

Q: Does my employer or the Benefit Fund ever see my individual lab work or health assessment results?

A: No. Your lab work results are only mailed to you and your health assessment results are only accessible to you by logging into your Aetna Navigator account. At the end of the program, Quest and Aetna send the Benefit Fund a spreadsheet of names that have completed the requirements – there are no individual results shared.

Q: I've heard the lab work is really testing for drug use. Is that true?

A: No. The only blood work that is collected includes tests for cholesterol and diabetes.

Q: How long does it take to receive my lab work results from Quest?

A: It typically takes about 2-3 weeks for Quest to mail out a report containing your bloodwork results. You can access your results online through the Quest website <https://my.questforhealth.com> within 7-10 days.

Q: How can I find out if my Health Assessment was completed for this year's program? Can the Benefit Fund staff log in and tell me?

A: The Benefit Fund staff does not have access to your personal Aetna accounts to log in. However, you can log into your account at www.aetna.com with your username and password. Once logged in, you should see your “Health Dashboard”. This shows you when you last completed your health assessment, any lab work you recently completed and you can also search for previous years under “Goals and Accomplishments.”

The Benefit Fund will receive a complete list of who completed the Aetna Health Assessment in December. If your name is not on the list as completed, the Benefit Fund will send out a letter in January notifying you of the missing requirement with instructions for how to provide documentation if you feel you received the letter in error.

The screenshot shows the Aetna Health Dashboard for MEGAN SMITH. The dashboard is organized into several sections:

- Quick Links:** A vertical list of links including Online Health Programs, Health Decision Support from Emmi, PatientsLikeMe®, Find a Doctor, Healthwise® Knowledgebase, and Emotional Health.
- Health Assessment:** A section with a green header. It contains the text "Take a quick questionnaire and learn more about your health." and a "Launch My Health Assessment" button. Below this, a yellow box highlights the text: "You last completed your Health Assessment on June 22, 2016, at 8:50 a.m." There is also an image of a woman and a man looking at a computer screen.
- Health Decision Support from Emmi:** A section with a purple header. It contains the text "Need help understanding medical conditions, treatments or surgery options? Choose a topic and view the program to learn more in minutes." and a "View Health Topics" button. There is an image of a woman hugging a child.
- Online Health Programs:** A section with a purple header. It contains the text "Our online programs can guide you to improve your health or better manage a chronic condition." and a "Launch My Programs" button. There is an image of a woman in a purple shirt.
- Goals & Accomplishments:** A section with a purple header. It has a tab for "Accomplishments" and a table showing activity for 2016, 2015, and 2013. The table has columns for "Activity" and "Completion Date".

Activity	Completion Date
Updated Health Assessment	2016-06-22

Q: I've been locked out of my Aetna Navigator account after trying the wrong password too many times. What should I do?

A: For security reasons, the only way to get back into your account is to contact Aetna to have them reset your password. Please call Aetna at (800) 225-3375, Monday - Friday from 8:30am - 8:00pm EST.

1. Press “1” for Member; then
2. Press “2” for Help with Password

If you don't know your member ID, you can use your social security number when speaking with the Aetna customer service representative.