Implementation Phases

Preparation
- Roles & Responsibilities
- Eligibility & Incentives for Participation

Execution
- Scheduling Onsite Screenings
- Participant Launch
- Lockdown Process
- Site Coordinator Onsite Screening Preparation
- Participant Onsite Screening Experience
- Alternative Screening Options

Closing
- Site Coordinator Survey
Preparation: Roles & Responsibilities
Understanding Roles: *Sharecare Event Specialist*

Day-to-day point of contact for screening related questions

**Responsibilities**

- Set expectations with screening vendors to make sure the process goes smoothly
- Create and manage screening project timelines
- Educate site coordinators on screening implementation
- Facilitate communication with our screening partner, Hooper Holmes
- Communicate screening-related information to site coordinators
- Answer questions and handle participant issues
- Make sure your site is ready for the screening
Understanding Roles: *Site Coordinator*

*Site Coordinators serve as their location’s wellness leader by encouraging participants to become involved and excited about the program*

**Preparation—Complete**

- Submit request for scheduling via the webform and participate in a scheduling call
- Reserve screening location within facility

**Execution**

- Encourage and monitor sign ups via self-scheduler
- Receive and store supplies
- If you are a new site, you will meet with an examiner for onsite pre-visit
- Pull and print self-scheduler sign in sheets

You are already promoting health and wellness by hosting a biometric screening event, why not become a **Well-Being Ambassador**! You will continue to promote healthy habits while also getting the chance to win contests, awards and receive recognition for your efforts. To find out more about the program and to apply visit [www.BeWellSHBP.com](http://www.BeWellSHBP.com)
Understanding Roles: Onsite Screening Vendor – Hooper Holmes

Screening Vendor

• Contacts Site Coordinator to schedule screening dates/times
• Staffs screenings with examiners
• Ships supplies to locations to arrive 3-5 days before the first event

Examiners

• Attend onsite screenings to collect the biometrics and blood results
Eligibility & Incentives

Who’s Eligible?

• The 2018 SHBP-sponsored screening events are open to all non-Medicare Advantage SHBP members and their covered spouses enrolled in a Blue Cross and Blue Shield of Georgia (BCBSGa) or UnitedHealthcare plan option.

What’s the Incentive?

• BCBSGa and UnitedHealthcare members and their covered spouses will each earn 240 well-being incentive credits when they complete their biometric screening and their RealAge Test.
• BCBSGa and UnitedHealthcare members and their covered spouses may also earn an additional 240 well-being incentive credits by engaging in a phone coaching plan OR using the online tools to acquire Green Days by tracking items such as exercise, food, steps, etc.

Note: The 2018 incentives do not apply to Kaiser Permanente or the Medicare Advantage Options.
Execution: Scheduling Onsite Screenings
SHBP-sponsored Onsite Screening Events

Screenings will occur between February-September 2018

- You must have over 50 actual participants to host an event
- Standard Screening hours: Monday-Friday 6:00am-7:00pm ET
- Screening dates, times and locations are scheduled and confirmed prior to the event
- Examiners, Site Manager and Registration Clerk will be provided
- One examiner can screen 5-6 participants per hour
- The screening hours and number of examiners depend on how much space is available and how many participants have scheduled appointments
- It is recommended but not required to fast before the screening event in order to receive the most accurate results
- Morning screenings are encouraged
Marketing – Screening Support Documents

Marketing materials can be found on the following webpage:

www.BeWellSHBP.com/screenings-support

- Screening FAQ Flyer
- Screening Site Coordinator Checklist
- Email templates to send to SHBP members to help encourage sign ups
- Event Promotional Posters
- Directional Arrow Signs
- Screening Room Signs
Participant Online Self-Scheduler Sign Ups

Participant Login

- Participants will receive the self-scheduler link via email sent by Sharecare in mid-January 2018
- Log in using notes on the login page
  - User ID – Last name and first 3 letters of your first name
  - Date of birth – member enters their date of birth
  - Group – SHBP
- Members can make changes and/or cancel appointment by logging into the same system

Communications from the self-scheduler will arrive from hstmailer@sharecare.com
Participant Schedules Screening Time

Event Scheduling Page

Screening Self Scheduling System

Facility/Location: HWAY - Corporate Headquarters Franklin, TN
Reservation Time: 1/27/2009 7:36:00 AM
Additional Services: None Available

Would you like an Email Reminder:
1 Day
2 Days
3 Days
4 Days
5 Days

Confirmation Email
Confirmation Email:
Reschedule Date:
Reschedule Date:
Location:
Location:
Number of days before your scheduled appointment that reminder will be sent to the address below:
Number of days before your scheduled appointment that reminder will be sent to the address below:
Schedule the Appointment
Schedule the Appointment

Name, Appointment Time, Location (address) and important Reminders

Site Location
Reservation Time
Schedule Appointment Reminder and provide email address
Confirmation page

Event Scheduling Page

Screening Self Scheduling System

Appointment Confirmed

Name:
Name:
Confirmation Email:
Confirmation Email:
Appointment Date:
Appointment Date:
Location:
Location:
Recent on site
Recent on site

Impotant Reminders:
- TO PREPARE FOR A SUCCESSFUL SCREENING: 1. Fast for at least eight (8) hours, this includes all food and drinks except for water. Failure to properly fast may result in inaccurate blood test results. 2. Avoid smoking or other tobacco use for at least one hour prior to your test. 3. Avoid consuming caffeine three hours prior to your test. 4. Avoid strenuous activity. 5. If you take any medications, please consult your physician prior to fasting. 6. Drink plenty of water the morning prior to the screening. 7. Wear comfortable, loose clothing. 8. Blood pressure and blood sugar measurements will be performed. Light breakfast will be served. 9. Avoid strenuous activity for 24 hours prior to your testing time. 10. Your testing time will be between 9:00 AM and 12:00 PM. 11. You will be escorted to the testing area.

Check here if you want to be sent an Outlook Calendar reminder (does not include reminder email)

Email Next!
Print Next!
Return to Schedule

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Self-Scheduler Admin Rights

Site Coordinators will receive access to the self-scheduler admin tool. Admin rights allow you to access participant sign-ups for your locations:

- Pull reports periodically to see how many members have signed up at your location
- Pull sign-up sheets the day before your screening(s)
  - For sign-up sheets please retain the following: Firstname, last name, start time and member ID
- Admin rights will be issued in January
- If possible pull and print by appointment time
- Email is from – noreply@sharecare.com

Note: if you have issues pulling your location try clicking future and past appointments
Lockdown Process

What is a Lockdown?
- Confirms estimated number of participants
- The schedule will close 10 business days prior to each event and the number of appointments scheduled at that time will be locked down
- 10% overage will be shipped

Why a Lockdown?
- An accurate estimate of number of participants ensures appropriate amount of supplies and examiners for screenings

Key Points
- SHBP-sponsored screenings will only be held at locations with more than 50 participants
- If you have LESS than 65 scheduled appointments 15 business days prior to your event, your Sharecare event manager will notify you and ask that you help increase participation
- If you estimate over 50, but have less than 50 scheduled appointments at the 10 day lockdown your event may be cancelled
Medical materials will be brought onsite by the health professionals. You will still receive a few boxes 3-5 days before your event but will only have a few non-medical materials inside.

If materials have not arrived 3 days prior to the screening event, please contact your Sharecare Event Specialist.
Day Before the Screening – Prepare Screening Area

Participant Registration Area
- Outside but near the screening rooms
- Table and chair for registration desk
- Need 1 chair per examiner station

Exam Stations
- Each examiner station will require a space of 8 ft. x 8 ft.
- Day of event Screening Vendor arrives 1 hour prior to start time to set up screening area
- 1 table, 2 chairs, trashcan and electrical outlet access for each exam station

Due to OSHA regulations we cannot host screenings in a cafeteria if food is being prepared or consumed at the time of the screening
Get your materials ready!
- Ensure your registration and screening areas are set up appropriately
- Ensure you have all of the items ready to go the next morning
  - Prepare your screening sign-in sheets – make sure you bring them the morning of the screening
  - Pens

Set reminders!
- Set a reminder to arrive one (1) hour before screening start time the morning of your screening to let examiners in the building
Execution: Participant Onsite Screening Experience
Onsite Screening – Participant Experience

**Fingerstick**

Fasting recommended but not required:
- Biometrics: Height, weight, waist circumference, BP
- Labs: HDL, LDL, Total Cholesterol, Triglycerides, Glucose

**Participant Experience:**

1. Participant will visit Registration and state their name and appointment time
2. They will move to an available Exam Station to provide their electronic signature on the examiner tablet acknowledging that they have read, understand and agree to the Informed Consent and Release. Finger prick will occur before taking biometric measurements
3. Participants are asked to sign off electronically that they agree with the measurements/blood values recorded for them on the examiner tablet.
   - Participants have the right to have their body measurements re-taken. The last result taken will be used.
4. If applicable, examiner will highlight the out of range values
5. If member has a “critical value” reading, examiner will recommend that the member seek medical attention then the member will be handed a paper form to sign saying they accept or refuse the recommendation
6. Participants will complete a quick survey about their experience at the onsite screening and return it to registration

Screening Process takes about 10 minutes for each participant
Participant Screening Rights

• All participants have the right to review their biometrics

• If a participant disagrees with his/her measurement, that individual may ask the examiner to take the measurement again. The 2\textsuperscript{nd} measurement will be used to update the participant’s report

• Participants may ask questions and voice concerns
Hand out at the Screening event

- A “Know Your Numbers” one pager will be distributed during all events.
- There will be slots next to each value for the Hooper Holmes staff to write down the member’s values.
- Encourage your employees to take a copy of the “Know Your Numbers” flyer at the screening to better understand what their values mean.
- Hooper Holmes will be bringing these sheets with their materials and distribute them once the participant completes their screening.
Potential Issues

• Materials Not on Site

• Pre-visit no-show

• Examiner no-show

• Examiner performance

• If it’s 3 days prior to the screening and your supplies have not arrived, contact your Sharecare Event Specialist

• If you are a new site and the pre-visit has not occurred 2 days prior to the event, contact your Sharecare Event Specialist

• If you have an examiner that has not shown up 30 minutes prior to screening, please call 800-241-9607. This is a 24 hour line that will get your situation to a Hooper Holmes Event Manager who will call you with direction.

• If an examiner is not performing to your satisfaction consistently on the day of the screening, contact your Sharecare Event Specialist, immediately.
Walk-in Policy

• We do not recommend walk-ins and ask that everyone signs up for their appointment on our self-scheduler tool
• If a participant does wish to screen as a walk-in, he/she will take 2nd priority to those signed up
• If someone shows up earlier than their scheduled appointment (more than 10 minutes before), they may be asked to return at their scheduled appointment time
• Any participant who is a walk-in MUST bring their medical ID card to ensure we are screening only those who are eligible
Execution: Alternate Screening Option
2018 Physician Screening Form

Participant Experience

- Participant accesses 2018 Physician Screening Form link from SHBP Well-Being Website: www.BeWellSHBP.com
- Participant will log in using first name, last name, date of birth, zip code and gender
- Member checks box agreeing to Terms & Consent
- Four-page 2018 Physician Screening Form appears
  - Dear Provider letter
  - Instruction page
  - Pre-populated physician screening form
  - Terms and Consent
- Member takes form to physician and physician completes biometrics and enters blood results from physical
- Member or physician returns physician form (fax, mail or online submission) between 1/1/2018 and 11/30/2018
- Form is processed and data is transmitted to Sharecare and loaded into wellness portal
- Once processed, members who provided their email during the download process will receive an email notifying them of issues or processing success

Emails will come from noreply@sharecare.com
Please ensure that all boxes are filled in so your form processes. If you are missing any information, the form will not process automatically. We will reach out and require that all boxes are filled in and re-submitted before processing the form.
Closing: Site Coordinator Survey
Site Coordinator Survey

At the conclusion of the each month, if you had an event, I will be emailing you a link to complete a Site Coordinator Survey

• This survey helps us to evaluate my job as your Event Specialist and allows us to provide process improvement recommendations for the following year.

• Please ensure you complete the survey within the required time frame, providing honest and accurate feedback, as this will ensure we continue to provide quality service for your program.