

# Health Assessment

## Frequently Asked Questions



### What is a health assessment?

The health assessment on CaféWell is an online assessment that asks a series of questions about your everyday health habits and behaviors on a variety of topics, including physical activity, nutrition, and stress levels. Upon completion of the Health Assessment, you will receive a personalized report that outlines your current health status and risk factors. The report also gives you information about what you can do to positively impact them.

### Why should I take a health assessment?

You will receive valuable feedback about your current health status and your risk factors for chronic diseases such as diabetes or heart disease. Evidence shows that health assessments can increase your awareness of your health issues. Awareness is the first step to making healthy changes that can reduce your risks related to disease and improve your quality of life.

### I am concerned about confidentiality—who will have access to my health assessment data?

The health assessment is voluntary and completely confidential. This information may be used by your employer for health promotion and wellness program planning. Your personal health information will not be accessible to your employer.

### How will my health-assessment answers be used?

Your participation helps add focus to your employer's worksite wellness efforts, which might involve physical activity, nutrition, and emotional well-being. Your employer will only see a broad picture of employee's health as a group, assuring the confidentiality of individuals. Ultimately, the idea is for employers to provide online and worksite programs, resources and tools to assist those who want to engage in and improve their health.

Based on your answers, PacificSource may contact you if you are eligible for additional services, such as Quit for Life Tobacco Cessation or Condition Support. However, this information will not be shared with your employer.

### Will my supervisor or manager know if I completed the health assessment?

If an incentive is tied to employee participation, your supervisor or manager may be informed about whether or not you completed the assessment. Your personal information, however, remains protected; your supervisor or manager does not have access to any of your personal health information.

### Do I need information from my doctor or provider to answer the questions?

To generate the most accurate health-assessment score, the assessment will take into consideration clinical information such as cholesterol, glucose, and blood pressure. Other questions ask about when you had your last preventive services or health screenings such as flu shots, immunizations, and mammograms. It is best to have the most up-to-date information when completing the health assessment. This can be collected from your doctor or you can find out this information by participating in an annual biometric screening event, if your employer offers one.

### What kinds of questions are on the health assessment?

The health assessment asks questions related to many different areas of your health. Some of the topics include physical activity, nutritional habits, tobacco use, chronic conditions, preventive services, and health screenings.

### Do I have to answer all of the questions?

Yes, all questions are required to generate the health assessment scores. Your personal health information will not be provided to your employer.

### How often do I complete a health assessment?

You are encouraged to take a health assessment once a year or if you have a major change in your health status, like a diagnosis or change in your lifestyle habits. This will allow you to track your progress toward improving your health year after year.

### Can any other members of my household take the health assessment?

Yes! Dependents currently enrolled with PacificSource are encouraged to take a health assessment.

### My question isn't in this FAQ. Where do I go for help?

If you have questions about your PacificSource benefits, or about logging in to InTouch, contact PacificSource Customer Service at **888-977-9299**.

If you have questions about CaféWell or the health assessment, call **800-390-5019**, or email us at [Wellness@PacificSource.com](mailto:Wellness@PacificSource.com). You can also contact the CaféWell support team by clicking Help at the bottom of any CaféWell page, and submit your question via email.