

Health Questionnaire FAQ For Members

1. What is a Health Questionnaire and how does it work?

The health questionnaire tool is designed to help you assess your current health and wellness. The survey contains a series of questions about physical, emotional and social aspects of your health. Based on the information you provide, an Individual Profile with a wellness score is created. The individual profile offers a comprehensive picture of the your health status, identifies key risk factors, and provides helpful guidance on actions you can take to maintain and improve your health, or reduce some health risks.

Harvard Pilgrim's health questionnaire tool was developed in collaboration with the University of Michigan Health Management Research Center. This tool may be also be referred to as a Health Risk Assessment, Health Risk Appraisal, Health Risk Questionnaire or Personal Health Assessment.

2. What kinds of questions does the Health Questionnaire ask?

The health questionnaire contains a series of questions about:

- Age, gender, and ethnicity
- Lifestyle factors (for example smoking, exercise, eating habits, etc.)
- Personal medical history
- Lab measures such as blood pressure and cholesterol levels
- How you see your health status and whether you are ready to change certain habits
- Emotional well-being
- Productivity

3. How does taking the HQ affect my health insurance benefits?

Taking or not taking the HQ has no affect on your health insurance benefits. The purpose of the HQ is to help you be more aware of your health status and offer you access to resources that can help you manage your health and reduce risks.

4. What information, if any, should I have available when taking the HQ?

In order to complete the questionnaire, it would be helpful for you to have some medical information handy. This includes approximate dates of preventive health screenings, such as colon cancer screening, flu shot, blood pressure and cholesterol measurements, and height and weight if known. However, you can proceed and take the health questionnaire without all of this information.

(Note: Some employers may offer a health screening. If this is the case with your employer, you will likely have most of what you need to fill out the HQ if you participate in the screening.)

5. How long will it take to complete all the questions?

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The health questionnaire is easy to complete. There are about 65 questions (the exact number of questions is based on gender), and it should only take you about 30 minutes to complete.

6. Do I have to complete the online Health Questionnaire at one sitting, or can it be completed in steps?

You should plan enough time (about 30 minutes) to complete the health questionnaire in one session. However, you can save the information and return to take the HQ up to 92 days later.

7. Do I need a special password to log on?

Yes, before you are able to take the HQ, you must register and receive an HPHConnect username and password. Passwords can be obtained on the member section of Harvard Pilgrim's public web site at www.harvardpilgrim.org.

8. How do I access the Health Questionnaire once I have a password?

You can go online to www.harvardpilgrim.org and follow these directions:

1. Log into *HPHConnect*
2. Click on Take Health Questionnaire link
3. You will be notified you are leaving www.harvardpilgrim.org.
4. A disclaimer page will require you to click accept
5. Health Questionnaire will open

9. Who is eligible to take the HQ?

All Harvard Pilgrim members over 18 years old may take the HQ. Members under 18 are not eligible to obtain their own HPHConnect account; therefore, they are not able to take the HQ.

10. When will I get the results of my HQ?

If you complete the Health Questionnaire online, the Individual Profile will be available immediately upon the completion of the HQ. You can print out the Individual Profile and share this with your doctor if you like. Note the Individual Profile is saved and accessible for viewing at a future date. Once you have completed your HQ, each subsequent time you log in and choose "Take Health Questionnaire", it will open your profile until you are eligible to take it again. If you don't have access to the Internet and take the HQ on paper, you can expect the profile to be mailed to you about three weeks after you send in your completed HQ.

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11. How often can I take the HQ?

Although you are eligible to take the HQ every 6 months, we recommend you only take it once a year so that the benefits of changes that occur over a longer period of time can be accurately reflected in your profile.

12. How will Harvard Pilgrim help me reach my goals?

To assist members on their journey to wellness, Harvard Pilgrim offers a personalized, telephonic support program with a personal health coach. The health coach helps members make informed decisions about lifestyle management opportunities. The program works collaboratively with the members/and their families to develop and actively participate in lifestyle management plans. Areas of concentration include:

- blood pressure control
- weight management
- exercise
- cholesterol management
- nutrition
- Smoking cessation
- stress reduction and life balance

To speak with a Health Coach, you just need to answer “yes” to question 50 of the HQ.

In addition, if you take the HQ and trigger for certain lifestyle management activities (such as eating healthy, increasing physical activity, or smoking cessation), you will receive a secure message from us in your *HPHConnect* message center inbox. These messages include links to relevant information, interactive tools and resources that can help you explore ways to improve your health and make more informed health care decisions.

13. Will my information be kept confidential and secure?

Yes. Your information will be available only to you through your secure *HPHConnect* login information.

14. Will this information be shared with my employer?

Your individual responses will not be shared with your employer. Instead, your employer may receive a report which summarizes the responses of all employees, so they would not be able to identify any one person’s information.