

## The State Health Plan's Health Engagement Program Details and Guidelines 2016



The Health Engagement Program (HEP) is an incentive-based program designed to encourage eligible members to engage in healthy behaviors and help members with medical conditions achieve their best health. When eligible members complete Plan-identified health improvement activities, funds will be deposited into the subscriber's Health Reimbursement Account (HRA) to help pay for health care services. See the [Benefit Booklet](#) for allowable use of HRA funds.

### **Program Eligibility**

Eligible State Health Plan members are [Consumer-Directed Health Plan \(CDHP\)](#) subscribers and covered spouses and dependents, ages 18 years and older.

### **Health Engagement Program Components**

Eligible members may participate in one or two (2) of the program components:

- **Healthy Lifestyles:** available for *all* CDHP members 18 years and older
- **Positive Pursuits:** available for CDHP members with one or more of the following chronic conditions
  - COPD
  - Asthma
  - Coronary Artery Disease
  - Congestive Heart Failure
  - Hypertension
  - High cholesterol
  - Diabetes
- Members enrolled in Positive Pursuits may simultaneously enroll and participate in Healthy Lifestyles

## Healthy Lifestyles Details

To earn incentive funds:

- Eligible members must enroll [online](#) by visiting the State Health Plan website, [shpnc.org](http://shpnc.org), and log in to your Personal Health Portal by clicking on the My Personal Health Portal icon.
  - Note: new users will be prompted to create a Personal Health Portal username and password. A personal email address is required.
  - Members may enroll anytime on or after April 1, 2016, and will be enrolled for the remainder of the calendar year.
  - Members may participate in one, two, and/or three quarters; they do not need to participate every quarter to remain enrolled.
  - To participate in 2017, members MUST re-enroll in the program on or after January 1, 2017.
- After enrolling online, eligible members may earn incentive funds quarterly and annually.
- There are two ways to earn incentives:
  - Complete three (3) calls with a Lifestyle Coach in one (1) calendar year to earn \$25/year into the subscriber's HRA
  - Track a minimum of 5,000 steps or thirty (30) minutes of physical activity\* *or* daily calories consumed for 46 days/quarter (an average of 4 days/week) to earn \$25/quarter into the subscriber's HRA
    - Total physical activity will be automatically combined from manual entry AND from data synchronized from wearable devices or mobile apps
    - Total calories consumed will be automatically combined from manual entry AND from data synchronized from mobile apps
    - To view the current list of wearable devices and mobile apps that can be synchronized to your Personal Health Portal, click on My Action Plan within the Portal, and then click on the Devices and Apps tab.
    - Members may track both physical activity and nutrition. However, members can only earn the incentive for tracking one or the other; maximum reward per quarter is \$25. Members will receive the incentive reward for whichever goal is reached first.
    - Members may earn up to \$75 in 2016 (Note: program length is 3 quarters in 2016)
  - See chart below for an alternate view of these details.
  - Incentive funds will be applied to the HRA within two (2) weeks of the date the activity was completed.
    - Members can check the balance of their HRA via [Blue Connect](#), which can be accessed through the Plan's website [shpnc.org](http://shpnc.org) and by clicking on "Member Login."

**Healthy Lifestyle Activities and Incentive Funds**

ACTIVITY	DETAILS	INCENTIVE
Talk with a Lifestyle Coach	<ul style="list-style-type: none"> <li>• Complete 3 telephonic sessions</li> <li>• Your Lifestyle Coach will help you be successful with health behavior changes you'd like to make</li> <li>• Your Lifestyle Coach may do an initial Health Assessment</li> </ul>	\$25 per year
Track physical activity*  -OR-	<p>For at least 46 days/quarter (average 4 days a week):</p> <ul style="list-style-type: none"> <li>• Complete 30 minutes of physical activity*, OR</li> <li>• Take 5,000 steps each day</li> <li>• Using the Personal Health Portal, manually enter your activity and/or sync your activity from your wearable device or mobile application to the Portal</li> </ul>	\$25 per quarter
Track calories consumed	<p>For at least 46 days/quarter (average 4 days a week):</p> <ul style="list-style-type: none"> <li>• Track calories consumed</li> <li>• Using the Personal Health Portal, manually enter your calories consumed and/or sync from a mobile application to the Portal</li> </ul>	
<b>POTENTIAL ANNUAL HRA INCENTIVES PER PARTICIPANT</b>		<b>Up to \$100 per participant in 2016</b>

\*Physical activity is any activity that increases your heart rate. Some examples are walking, running, yoga, tennis, lifting weights.

## Positive Pursuits

To be able to earn incentive funds, eligible members must have COPD, asthma, coronary artery disease, congestive heart failure, hypertension, high cholesterol, and/or diabetes. Also:

- Eligible members must enroll by calling 800-817-7044
  - Members with an existing or newly diagnosed condition can enroll anytime.
  - The enrollment year starts the day of enrollment and is unique to each member.
  - Members DO NOT need to re-enroll after the first year is completed.
- Eligible members must complete the health assessment. If a member has not completed the health assessment, they will be prompted to complete it telephonically when they call to enroll.

After enrolling, eligible Positive Pursuits members may earn incentive funds when medical condition-recommended activities are completed. These activities vary in number and dollar value. See the table on the next page for details.

- The general description of activities include:
  - Visiting the Primary Care Provider (PCP)
  - Completing Nurse Coach calls
  - Getting doctor-recommended lab tests
  - Following prescribed treatments
  - Completing educational activities
- If a Positive Pursuits member has multiple conditions, they may complete the activities for each condition and earn the associated incentive. However, members may only earn one incentive for each activity. For example, if a member has two conditions and each requires the same lab test, only one incentive will be given for the lab test.
- Three activities may be completed twice/year: PCP visits, Nurse Coach calls, and (for diabetic members) A1c lab tests. However, these activities must be completed 6 months apart.
- For claims based activities (PCP visits and lab tests), incentive funds will be applied to the HRA within 4 months from the activity completion date; this is dependent on the date the provider submits the claim.
- For non-claims based activities (taking medications, monitoring blood pressure, completing education activities and coach calls) the incentive funds will be applied to the HRA within two (2) weeks of the activity date.

- Members can check the balance of their HRA via [Blue Connect](http://Blue Connect), which can be accessed through the Plan’s website shpnc.org and by clicking on “Member Login.”

**Positive Pursuits Activities and Incentive Funds**

Incentive Amount per Item	\$25 per call	\$25 per visit	\$30 per lab						\$30 per activity						Potential Funds Deposited into HRA		
			Disease/ Condition	2 Calls with a Health Coach*	2 Visits with a Primary Care Physician*	Labs: 2 Hemoglobin A1c tests*	Labs: Lipid Panel	Labs: Urine Micro Albumin	Labs: Urinalysis	Labs: Complete Blood Count	Labs: Metabolic Panel	Activity: Monitoring Blood Pressure	Activity: Diabetes Education	Activity: Spirometry or Oximetry		Activity: Asthma Action Plan	Activity: Aspirin Therapy, if appropriate
Diabetes	X	X	X	X	X					X							\$250
COPD	X	X									X						\$130
Asthma	X	X									X	X		X	X		\$220
High Blood Pressure	X	X				X			X								\$160
High Cholesterol	X	X		X													\$130
CHF	X	X					X	X	X						X		\$220
CAD	X	X		X			X						X				\$190

\* These activities must be completed 6 months apart.

*The Health Engagement Program is subject to the terms and conditions of the associated contract with ActiveHealth Management, Inc. All personal health information will be kept confidential to the extent required by law. The Plan reserves the right to terminate this program at any time pursuant to the contract without prior notice given to members.*