



choice

The Power of One

Every big change that seems impossible is made up of small changes that aren't.

Frequently Asked Questions for State of Minnesota Employees

SEGIP and StayWell®

Q. Why is SEGIP asking me to take the StayWell health assessment and participate in well-being activities?

A. SEGIP cares about your health and well-being. That's why we're providing you tools and opportunities to maintain or improve your health. Last year, 60 percent of eligible employees participated!

Q. Who is StayWell?

A. StayWell specializes in workplace wellness to help people improve and maintain their health. StayWell's expertise has helped thousands of people successfully change their lives for the better. The state of Minnesota partners with StayWell to strengthen our culture of health. StayWell has been in business for over 35 years and is headquartered in St. Paul, Minnesota.

The wellness program features:

- A confidential health assessment that gives you a personalized snapshot of your current health.
- Live support from expert health coaches.
- An easy-to-use, mobile-friendly website featuring online programs, tools, trackers and resources.

And the best part is, you can choose what's right for you and participate on your schedule.

The StayWell program provides year-round support for achieving your wellness goals.



Log on today!
<https://SEGIP.StayWell.com>



Questions?
Call 855.428.6320



Q. What is the incentive and how do I receive it?



A. SEGIP offers a **\$5 reduction** on office visit copays for you and your covered dependents in 2017, if you complete the following steps:

- Complete the StayWell health assessment during open enrollment (**Oct 26 – Nov 8, 2016**).
- Answer “yes” to the last question of the health assessment that asks you to agree to a follow-up call from a StayWell health professional.

You’ll receive a call only if your results show some risk — but you’ll receive your lower copay just for agreeing to the follow-up call. The health professional will describe the support StayWell can provide you and invite you to get started, but the choice is yours.

Q. Am I eligible to take the health assessment and participate in health and wellness activities?

A. State of Minnesota active employees, employees on leave or layoff, seasonal employees and early enrollment may take the health assessment and participate in health and wellness activities. You are eligible to participate in these activities after you complete your health assessment.

Q. Can my family participate?

A. Currently, SEGIP offers the StayWell health assessment and the related health and wellness programs to state of Minnesota health insurance-eligible employees only. Spouses or other covered dependents are not eligible.

Q. I took the health assessment last year. Why is SEGIP asking me to take it again?

A. Your overall health may change from year to year. It’s important to get a benchmark of your overall health and then continue to take the assessment each year to see where you’ve made improvements and where you may still need support.

Q. Can I take the health assessment at work?

A. You may complete the assessment at work or at home. If you plan to take it at work, please speak with your manager about the best time to complete it.



Privacy

Q. Will my health assessment results be shared with my employer?

A. No. The information you provide on your health assessment is protected by the same patient confidentiality laws that protect your medical records. StayWell does not share your health assessment results with your employer. Your employer only receives a summary report that outlines the health status of all participants together as a group. This report will help guide SEGIP in offering health and wellness activities for state of Minnesota employees.

Q. Is <https://SEGIP.StayWell.com> secure so that my personal information is protected?

A. Yes. All of your personal identifiable information is encrypted. This means that the information you send over the internet is in code and requires special software to read. It cannot be viewed internally by your Information Services or Human Resources departments, or over the internet. You can be assured that the health assessment is a secure site by seeing <https://> in the address bar; the “s” means secure.

Registration

Q. How long will it take me to complete the health assessment?

A. You can complete the assessment in just 10 minutes, depending on your computer experience and your internet connection.

Q. How do I complete the health assessment online?

A. It's easy! Complete the assessment from any smartphone, tablet or computer. Follow these steps:

- Go to <https://SEGIP.StayWell.com>.
- Sign in and click on **Start Your Health Assessment**.
- Complete the health assessment and answer “**YES**” to the last question to qualify for your incentive.
- Click **Finish and View Results**. You'll see a confirmation message after saying it was submitted.
- Choose a program that's right for you.

Q. I forgot my user name and password. What do I do?

A. Use the **Forgot User Name** and **Forgot Password** links on the login page. If you still have trouble, call the StayWell HelpLine at **855-428-6320**. Select option 2 for user name and password help.

Computers and StayWell

Q. What browser can I use to access this site?

A. For the best user experience, we recommend Internet Explorer 9.0 and above, Firefox, Safari and Google Chrome.

Q. Is StayWell's website compatible with mobile devices?

A. Yes. Most of the StayWell website is mobile friendly, so you can easily participate and track your progress on mobile devices. Exceptions include some challenges.

Q. Does StayWell have a mobile app?

A. No. StayWell doesn't have a mobile app, but you don't need one. The portal is mobile friendly. This means that the website will automatically adapt to your phone. Bookmark the site and it works just like an app.

Q. I'm not very knowledgeable about how to use a computer. Will it be easy to use the StayWell site and complete my health assessment online?

A. Yes. The StayWell website makes the online health assessment easy to complete for people at all levels of computer experience. If you have trouble understanding any of the directions, contact the StayWell HelpLine at **855-428-6320**.

Q. What if I do not have a computer and need to complete a paper health assessment?

A. Contact the StayWell HelpLine at **855-428-6320** to request a paper assessment by mail. *You must request your paper copy by October 27, 2016.* Mail your completed health assessment back to StayWell, in the postage-paid envelope you receive in your packet, *postmarked no later than November 8, 2016.*



Completing the health assessment

Q. Do I need any information on my health history before starting?

A. To assess your health, the health assessment asks questions about your health numbers, such as height, weight, blood pressure, cholesterol and glucose. You don't need the numbers to complete the assessment, but if you enter them, you'll receive more accurate results. The only two required measurements are height and weight.

Q. Can I change my answers while I'm completing the health assessment?

A. Yes. You can change your answers any time before you click the **Finish and View Results** button. By clicking **Finish and View Results**, you've completed your assessment and cannot change your answers.

Q. What kind of information do I get when I complete the health assessment?

A. You'll learn your top three health risks, receive personalized recommendations to tools and resources and be invited into programs that can help you achieve your wellness goals. You may be invited to speak with a health coach. If you choose not to enroll at that time, StayWell will still call you to see if you're interested in enrolling.

The state of Minnesota offers programs to all participants.

Q. What if I begin the health assessment, but don't finish it?

A. Your answers automatically save every time you move to the next page of the assessment.

- If you start the assessment and want to finish it later, you can click **Save and Finish Later**.
- If you click **sign out** before you complete the assessment, your assessment will close.
- If you leave your computer, but do not click **sign out**, after 20 minutes your assessment will automatically close and log you off.

Q. How do I know that I've successfully completed my health assessment?

A. Click on the **Finish and View Results** button on the last page of your assessment. When complete, you'll see a confirmation page and your top three health risks.

Q. How do I know that I've completed all the activities to qualify for my office visit copay reduction?

A. Click on the **Point Bank** tab. Confirm that you've completed the health assessment as well as agreed to a call from a StayWell health professional. If both of these activities were completed during open enrollment, you will qualify for the \$5 office visit copay reduction in 2017.

Health assessment and follow-up call

Q. If my health assessment results indicate some risk, will a StayWell health professional call me?

A. A health professional will only call you if you agree to it. Near the end of the assessment, you are asked if you want to receive a call from a StayWell health professional. If you select yes, a health coach will call you to offer support, but the choice to participate is yours. Remember, when you agree to receive the follow-up call during open enrollment, you qualify for a \$5 copay reduction on office visits for you and your covered dependents in 2017. Don't miss out!

Q. How can I review my results?

A. Sign in to your StayWell account. Then, click the **My Health** tab.

Q. Will my health assessment results be sent to my clinic?

A. No. However, we encourage you to share your results with your doctor. To review your results, click the **My Health** tab. Once on this page, you can select the print icon in the upper right corner to print a copy to share with your doctor.

Q. What if I still have questions about how to register for my StayWell account and complete the health assessment online?

A. Help is a phone call away! StayWell HelpLine representatives can guide you through the registration process and give you the information you need to complete your health assessment. Call the HelpLine at **855-428-6320** during the following hours (Central time):

Monday – Thursday 8 a.m. to 8 p.m.

Friday 8 a.m. to 6 p.m.

Saturday 8 a.m. to 1 p.m.

Q. Why does the health assessment results tell me that I am healthy when in fact I have a serious condition?

A. Your results reflect only the information you provided in this health assessment, and are weighted heavily on healthy behaviors — like being physically active. For that reason, you may have significant health conditions and still receive a positive report if your responses indicated healthy behaviors.

Q. How soon after I take my health assessment can I expect a follow-up call from a StayWell health professional?

A. Most people receive their follow-up call 10 to 14 business days after completing the health assessment, but it may take up to a month. You'll only receive the follow-up call if you agreed to it at the end of the assessment and your results showed some risk — but you'll receive your lower copay just for agreeing to the call. The health professional will describe the support StayWell can provide you and invite you to get started, but the choice is yours.

Q. If my health assessment results indicate some risk, do I have to participate in a StayWell health and wellness activity?

A. No. A StayWell health professional will offer you expert support and encouragement at no cost to you, but you can choose to not participate.

Health and wellness activities

Q. What health and wellness activities are available to me if I complete the health assessment?

A. When you complete the assessment, you'll receive personalized results based on your answers and suggested programs and activities that can help you. You'll be invited to participate immediately following completion of your assessment. The state of Minnesota offers online and over-the-phone programs to all participants. Simply call StayWell at **855-428-6320** and ask to enroll.

Q. How do I participate in the health and wellness activities?

A. After you complete your assessment, you'll see your top three health priorities on your home page. Click on a topic to view a list of activities for that topic. You can access other activities and programs by clicking on the **Programs** tab.

Q. How many health and wellness activities can I complete?

A. You have unlimited access to StayWell activities, all at no cost to you. After you complete the health assessment, click the **Programs** tab to view a complete list of activities. You'll find details about each activity to help you decide what's right for you. Or, call the StayWell HelpLine at **855-428-6320** to help you determine your best option.

Health insurance membership cards

Q. I received my insurance membership card in the mail and did not receive my \$5 copay reduction. What should I do now?

A. First, contact a representative of your health plan to research the issue. If they are unable to locate your information for the health assessment incentive, please call the StayWell HelpLine at **855-428-6320**. StayWell will research your request and, if appropriate, work with your health plan to issue you a new card.

