

A person with long blonde hair in a braid, wearing a white tank top and blue patterned leggings, is sitting in a meditative lotus position on a wooden dock. They are facing away from the camera, looking out over a calm lake. In the background, there are lush green mountains under a soft, hazy sky. The water reflects the light from the sky and the surrounding landscape.

sharecare State Health Benefit Plan

Site Coordinator Training
Kyle Chevront
1/31/24 & 2/1/24

Implementation Phases

Preparation

- Roles & Responsibilities
- Eligibility & Incentives

Execution

- Scheduling Onsite Screenings
- Participant Launch
- 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:

- Work with vendors to establish expectations and ensure each implementation runs smoothly
- Create and manage screening project timelines
- Educate Site Coordinators on screening implementation
- Facilitate communication with our screening partner, Quest Diagnostics
- Communicate screening-related information to Site Coordinators
- Answer questions and assist with participant issues
- Assess and confirm that each site is prepared to host a screening

Understanding Roles: *Site Coordinator*

Site Coordinators serve as their location's wellness leader by encouraging participants to become involved and excited about the Be Well SHBP® well-being program

Preparation

- Submit request for scheduling via the webform and communicate with Quest via email to finalize event details
- Reserve screening location within facility

Execution

- Encourage sign-ups
- Print sign-in sheet and provide to the Quest team before event
- **Note:** Quest does not complete site visits before events



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 and awards and receive recognition for your efforts. To find out more about the program and to

apply,
visit www.BeWellSHBP.com

Understanding Roles: *Onsite Screening Vendor – Quest Diagnostics*

Quest Diagnostics

- Contacts Site Coordinator to schedule screening dates/times
- Provides examiners for screenings
- Brings all screening supplies on the day of each event

Examiners

- Attend onsite screenings to collect the biometrics and blood results





Preparation: Eligibility & Incentives

Eligibility & Incentives

Who's Eligible?

- The 2024 SHBP-Sponsored screening events are open to all SHBP members and their covered spouses enrolled in Anthem Blue Cross and Blue Shield (Anthem) or UnitedHealthcare (non-Medicare Advantage) Plan Options. Kaiser will attend select events and will be able to screen their members at those events.
- The 2024 incentives do not apply to dependent children or members enrolled in Kaiser Permanente or Medicare Advantage Plan Options.

What's the Incentive?

- As part of the *Be Well SHBP* well-being program, members will earn 120 points for taking the 2024 RealAge® Test and 120 points for completing a biometric screening.
- Note: Points cannot be awarded until completion of the 2024 RealAge Test.
- Members and their covered spouses may also earn up to an additional 240 points by completing well-being coaching, online challenges, or a preventive screening.



Execution: Scheduling Onsite Screenings

SHBP-sponsored Onsite Screening Events

Screenings will occur between March 1st - October 31st 2024

- You must have 40 or more registered participants to host an event
- Standard Screening hours: Monday-Friday 7:00a.m.-7:00p.m. ET
- Screening dates, times and locations are scheduled and confirmed prior to the event
- Quest will provide examiners and registration clerk
- One examiner can screen 3 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

Covid Guidelines

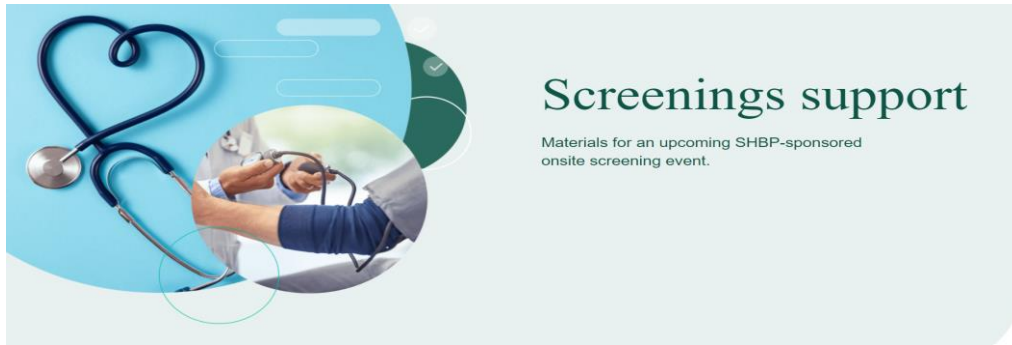
To ensure the safety of everyone, we have updated our event guidelines as follows:

- Quest providers cannot come to work sick and/or experiencing symptoms.
- All equipment, including tables and chairs, provided for the specimen collection at on-site events are disinfected after each participant.

Marketing – Screening Support Documents

Marketing items can be found here:

www.BeWellSHBP.com/screenings--support



These include:

- 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



Execution: Participant Launch

Accessing Quest Scheduler

Participant Login:

New Users: [Register here](#)

Existing Users: [Log in here](#)

×

Create Your Sharecare Account

Take the RealAge Test now to get an accurate measure of your overall health, and personalized recommendations on how you can improve it.

Already a Sharecare or Be Well SHBP User? [Sign In](#)

Account Details

First Name

Last Name

Date of Birth (MM/DD/YYYY)

ZIP Code

Gender

☐ Male

☐ Female

Verify your membership

Enter the last 4 digits of your Social Security Number.

Last 4 digits of your SSN

Example: 1234

Next


For Sharecare support, please call 888-616-6411 or visit [Member Support](#).

×

Sign In to Sharecare

Don't have an account? [Sign up now](#)

Email

Password 

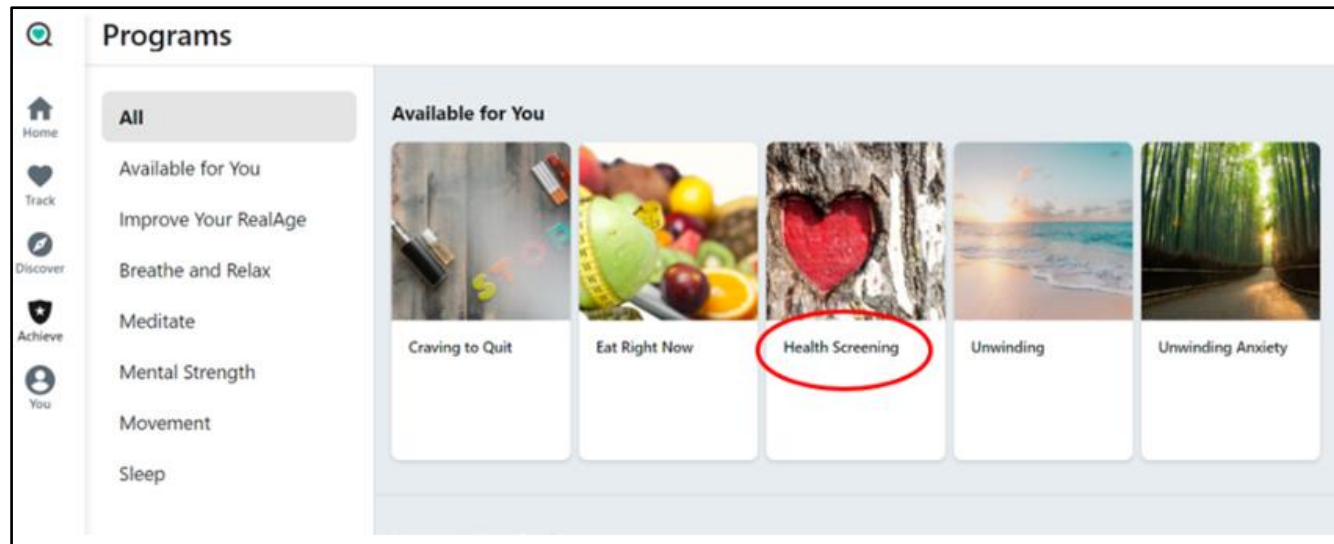
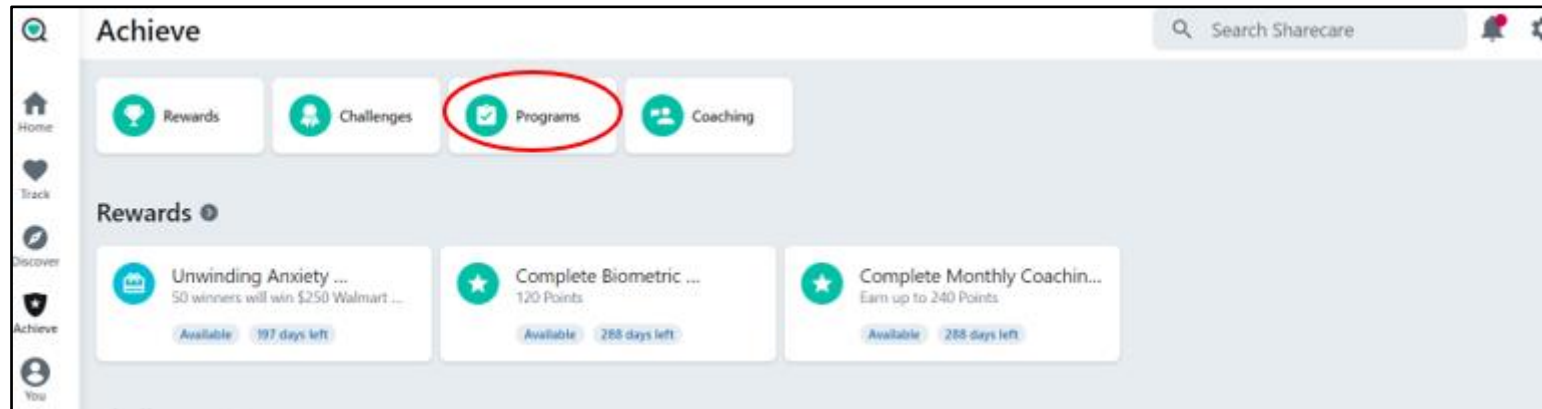
[Forgot Password?](#)

Next

For Sharecare support, please call 888-616-6411 or visit [Member Support](#).

Accessing Quest Scheduler

Members can access the Quest Scheduler by logging into their *Be Well* account on the Sharecare Platform. Once logged in, select the **Achieve** icon, and then the **Programs** tile. Next select the **Health Screening** tile to be taken to the Quest online scheduler.



Quest Scheduler

- Members will review the Terms and Conditions and click **Accept & Continue**

Terms and Conditions

1. Terms of Service: Quest Diagnostics Blueprint for Wellness represents health benefit management programs with policies in place to maintain the confidentiality of your information consistent with Quest Diagnostics Notice of Privacy Practices, which may be found at QuestDiagnostics.com/home/privacy-policy/online-privacy.html. Our Privacy of Protected Health Information (PHI) policy requires that we "must obtain, maintain, use and disclose patient protected health information in a manner that protects patient privacy and complies with all state and federal laws." Though this is a voluntary program, should you choose not to accept these Terms and Conditions, you will not be able to participate.
2. You are participating in a voluntary screening and/or immunization (flu) program, and by your participation you freely and voluntarily assume any risks associated with that process. You must be 18 years of age or older. You consent to the collection of a blood sample from a fingerstick or from the arm; measurement of blood pressure, height, weight, waist and/or hip measurements; the collection of a cheek swab or blood sample for the purpose of cotinine testing to detect tobacco use, or the receipt of a flu vaccine, as applicable. You understand that collection of a blood sample or receipt of a vaccine involves certain potential risks which may include but are not limited to: prolonged bleeding, fainting or feeling lightheaded, bruising and multiple sticks. If the program includes the reporting of results at the point of collection, this data should be considered preliminary, they are screening assessments only. The instrument used onsite may yield results that vary from what would be reported if the same testing was performed by the laboratory on a specimen obtained from your arm.
3. By participating in the wellness program(s) you acknowledge, and consent to, Quest Diagnostics Blueprint for Wellness' disclosure of the data and outcomes of your health QuestDiagnostics and test results in accordance with the requirements of the Health Insurance Portability and Accountability Act (HIPAA).

[Accept & Continue ▶](#)
[Download Terms and Conditions](#)

Quest Scheduler

- Members will review the Consent, click **I accept** and then **Continue**

Consent

Wellness Notice and Consent

I agree to participate in Sharecare's Health Risk Screening and Support Program (the "Program"). I understand the Program is administered by Sharecare on behalf of the State Health Benefit Plan ("Sponsor"). I understand that completion of this biometric screening is voluntary. If I choose not to participate or do not give my permission by signing this authorization form and completing this screening, I understand that I may not be able to receive the Program incentives (if offered). The biometric screening data includes data which may be considered genetic information. I further understand that if I choose to participate in the screening, any health and genetic information obtained in the screening will not be sold, exchanged, transferred, or otherwise disclosed except to the extent permitted by law to carry out specific activities related to the wellness program.

I understand that the Program may include collecting blood, by fingerstick or through a vein (venipuncture), for testing, identifying my unique behaviors (biometric measurements), completing a health risk or well-being assessment or other wellness activities. The blood tests include but are not limited to: Total Cholesterol, High Density Lipoprotein (HDL), Low Density Lipoprotein (LDL), Triglycerides, Glucose, and HbA1c. This collection may also include recording of biometric measurements of height, weight, waist circumference, blood pressure and calculated Body Mass Index (BMI).

If a blood sample is included in the Program (by fingerstick or venipuncture), I give my permission to have my blood drawn and agree that I have been made aware of the possible related risks. These risks may include infection, soreness and bruising. I understand that more risks may occur and the information I have been given is enough for me to give my permission for the collection of my blood sample.

I also give my permission for my blood sample to be studied, in a laboratory (working with Sharecare) or at the onsite screening, and if a laboratory is used, it may give my results to Sharecare. I release Sharecare, the laboratory and other companies or people working with the Program from any and all liability coming from the Program screenings, the collection of my blood sample, the laboratory study of my blood sample, if needed, and the report of the study of my blood sample.

☐ I accept ☐ I decline

Continue ▶

[Download Custom Consent](#)

Quest Scheduler

- Members will confirm all their information is correct, select their communication preferences, and click save

My Account

Enter Your Information

First Name

Sample

Last Name

Participant

Birth Date

02/15/1979

Example: 01/25/1980

Gender *

Female

Phone *

913.555.5555

Email Address *

sampleparticipant@sample.com

Mailing Address

Address Line 1 *

10101 Renner Blvd

Address Line 2

Country *

United States

City *

Lenexa

State *

KS - Kansas

Postal Code *

66219

Communication Preferences

☒ I would like to receive appointment reminders from Quest Diagnostics Health & Wellness.

Save

Cancel

Quest Scheduler

- After confirming their information is correct, participants will be taken to the Quest dashboard
- Participants will click their desired Biometric Offering (Onsite Screening Event or Patient Service Center) and follow the steps below:
 - Choose location and click "Continue"
 - Select date & time of appointment
 - Review selected appointment and click "Confirm"

Wellness Screening

To get started, select an appointment method below.

At a Patient Service Center

Schedule a screening at a nearby Quest Diagnostics location. This is a venipuncture screening.

Schedule a Screening ▶

At an Event

Attend a wellness event at work or a location designated by your organization.

Make an Appointment ▶

Map Interface:

Search: 30301

Search Results "30301"

- St. Joseph
Quest Diagnostics
5673 Peachtree Dunwoody Rd NE
Ste. 125
Atlanta, GA 30342-1701
5 mi
Select
- Midtown Peachtree Street
Quest Diagnostics
550 Peachtree St NE
Ste. 1775
Atlanta, GA 30308-2254
6 mi
Select

Review & Confirm

Location Change ✓

Quest Diagnostics
St. Joseph
5673 Peachtree Dunwoody Rd NE
Ste. 125
Atlanta, GA 30342-1701

Date & Time Change ✓

Thursday, Oct 31, 2019
3:30 PM

Review & Confirm

Confirm **Cancel**

Your appointment is not scheduled until you click confirm.

Lockdown Process

What is a Lockdown?

- 14 calendar days prior to each event, the number of appointments scheduled must be locked down at 4p.m. ET
- Confirms estimated number of participants

Why a Lockdown?

- An accurate estimate of participants ensures appropriate amount of supplies and examiners for screenings

Key Points

- SHBP-sponsored screening events will only be held at locations with 40 participants or more
- If you have LESS than 40 scheduled appointments 3 weeks prior to your event, your Sharecare Event Specialist will notify you and ask that you help increase participation
- If you estimate over 40, but have less than 40 scheduled appointments at the 14 calendar day lockdown, your event may be cancelled



Execution: Site Coordinator Onsite Screening Preparation

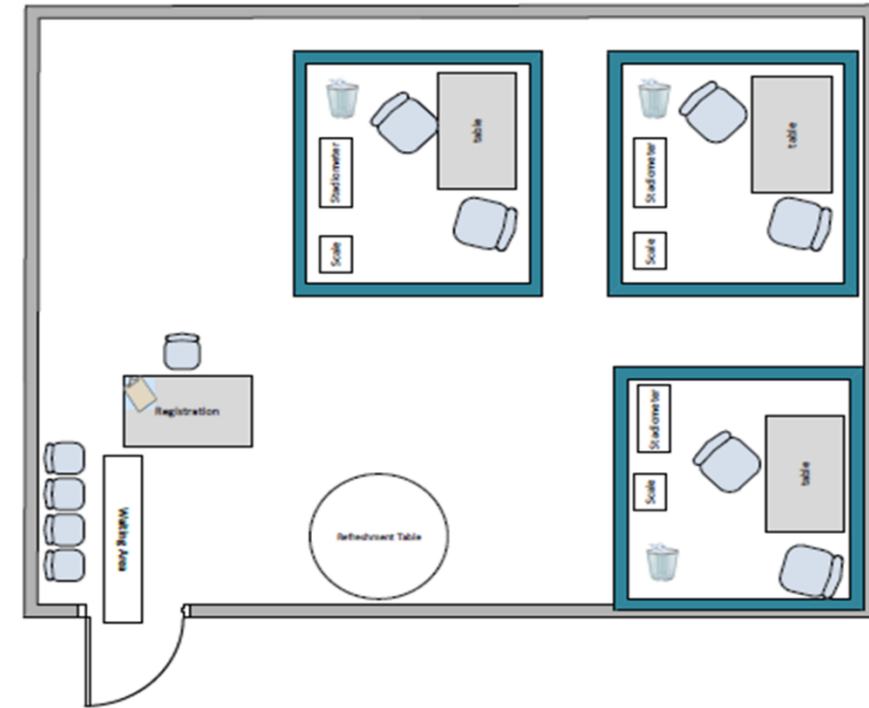
Day Before the Screening – Prepare Screening Area

Participant Registration Area

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

Exam Stations

- Each examiner station will require a space of 8 ft. x 8 ft.
- Day of event Screening Vendor arrives one (1) hour prior to start time to set up screening area
- 1 table, 2 chairs, and a trashcan 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

Day Before the Screening – Final Prep

Get your materials ready!

- Ensure your registration and screening areas are set up appropriately
- Ensure you have all the items ready to go the next morning
 - Prepare your screening sign-in sheets – make sure you bring them the morning of the screening – Your Sharecare Event Specialist will provide your final sign-in sheet the week before the event
 - Blue or Black Pens

Set reminders!

- Set a reminder to arrive one (1) hour before screening start time the morning of your screening to greet the Quest event team and direct them to the screening area.



Execution: Participant Onsite Screening Experience

Onsite Screening – Participant Experience

Fingerstick

Fasting is recommended but not required:

Biometrics: Height, weight, waist circumference, BP

Labs: HDL, LDL, Total Cholesterol, Triglycerides, Glucose, and HbA1c

Participant Experience:

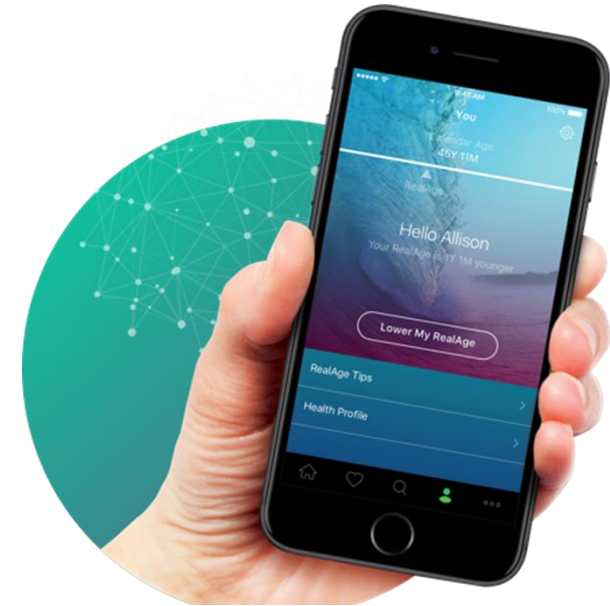
1. Participants will visit Registration and state their name and appointment time
2. They will be directed to an available Exam Station to provide their electronic signature on the examiner tablet acknowledging that they have read, understand and agree to the Informed Consent and Release. Biometric measurements will be taken first, then the finger prick will be completed
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 retaken. The last result taken will be used.
4. If applicable, examiner will highlight out-of-range values
5. If a member has a “critical value” reading, examiner will recommend that the member seek medical attention and sign a form 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 20 min per participant

Participant Screening Rights

- All participants have the right to review their biometrics
- If a participant disagrees with a measurement, they may ask the examiner to take the measurement again. The 2nd measurement will be used to update the participant's report
- Participants may ask questions and voice any concerns they have to the examiner who screens them



Handout at the Screening event

- A “Know Your Numbers” one-pager will be provided to each participant
- The Quest staff will bring these forms with them, fill in the results and provide them to each participant after they complete their screening

SHBP | @sharecare | BeWell

BIOMETRIC HEALTH SCREENING RESULTS

WHAT ARE YOUR STATS? WHAT DO THEY MEAN?
Congratulations on completing your 2021 screening to learn your important health stats. Be sure to share your results with your doctor. Use the charts below to better understand what your numbers are telling you. Your results will be available in your RealAge profile about 2 weeks after your screening.

If you haven't already, visit BeWellSHBP.com and click **Find out my RealAge**. It takes about 10 minutes to complete. You will earn a total of 240 well-being incentive points for completing your biometric screening and your RealAge Test.

Name of Participant: _____ Date of Screening: _____ ☐ Male ☐ Female

The report contains valuable personal health information. Please keep this report in your possession.

MY BODY MEASUREMENTS

DESCRIPTION	VALUE RANGE (Check which range applies to your screening result)	MY RESULT
HEIGHT _____ WEIGHT _____ BMI _____ WAIST CIRCUMFERENCE _____		
BODY MASS INDEX (BMI) BMI is calculated from your weight and height. It provides an estimate of body fat and is used to gauge your risk of diseases, such as heart disease, type 2 diabetes, and certain cancers, that can develop from being overweight. The higher your BMI, the higher your risk of developing these weight-related diseases. BMI does not take into account variations in body build or ethnicity, e.g., bone density or muscle mass.	<ul style="list-style-type: none">Underweight: Less than 18.5Healthy Weight: 18.5 – 24.9Overweight: 25.0 – 29.9Obesity: 30.0 or more	
WAIST CIRCUMFERENCE Measuring waist circumference helps screen for possible health risks associated with being overweight. If most of your weight is around your waist, you're at higher risk for developing heart disease and type 2 diabetes.	Men: <ul style="list-style-type: none">Acceptable: 40 inches or lessElevated: More than 40 inches Women: <ul style="list-style-type: none">Acceptable: 35 inches or lessElevated: More than 35 inches	

MY HEALTH SUMMARY

DESCRIPTION	VALUE RANGE (Check which range applies to your screening result)	MY RESULT
BLOOD PRESSURE (BP) Your blood pressure consists of two numbers: systolic (top) represents the pressure when your heart beats, and diastolic (bottom) represents the pressure when your heart is at rest. Your blood pressure reading can help you determine if your blood pressure is at healthy level or if you'll need to take some steps to improve your numbers.	<ul style="list-style-type: none">Normal: Less than 120/80 mmHgElevated: 120-129/less than 80 mmHgHypertension Stage 1: 130-139 / 80-89 mmHgHypertension Stage 2: 140-159 / 90-120 mmHg or higherHypertensive Crisis: Greater than 180/120 mmHg	

DESCRIPTION	VALUE RANGE (Check which range applies to your screening result)	MY RESULT
<input type="checkbox"/> FASTING <input type="checkbox"/> NON-FASTING GLUCOSE (FASTING)* A blood glucose (blood sugar) test measures the amount of sugar in your blood. This test is used to screen for diabetes. An abnormally high glucose level can be indicative of diabetes or pre-diabetes.	Fasting: <ul style="list-style-type: none">Desirable: 70-99 mg/dLPre-diabetes: 100 – 125 mg/dLDiabetes: 126 mg/dL or more Non-Fasting: <ul style="list-style-type: none">Acceptable: Less than 200 mg/dLHigh: 200 mg/dL or more	
HEMOGLOBIN A1c A hemoglobin A1c (HbA1c) test reflects the average concentration of glucose (sugar) in blood over the previous 2-3 months. The test measures the amount of glucose attached to hemoglobin (the protein present in red blood cells that carry oxygen) and is reported as a percentage of total hemoglobin.	<ul style="list-style-type: none">Desirable: 5.6% or belowPre-diabetes: 5.7% - 6.4%Diabetes: 6.5% or more	Your A1c results will be in the Sharecare portal no later than 7-10 business days.
TRIGLYCERIDE Triglycerides are a type of fat that is found in your blood. High triglyceride levels are associated with an increased risk of heart disease.	<ul style="list-style-type: none">Normal: Less than 150 mg/dLBorderline High: 150 – 199 mg/dLHigh: 200 – 499 mg/dLVery High: 500 mg/dL or more	
CHOLESTEROL		
TOTAL CHOLESTEROL Total cholesterol is a measure of certain types of fats in your blood, which includes HDL ("good" cholesterol) and LDL ("bad" cholesterol). It comes from two sources: your body and food. Abnormal levels of these fats in your blood increases the risk of heart disease and stroke.	<ul style="list-style-type: none">Desirable: Less than 200 mg/dLBorderline High: 200 – 239 mg/dLHigh: 240 mg/dL or more	
HDL CHOLESTEROL HDL ("good" cholesterol) helps remove LDL ("bad" cholesterol) from your arteries. Low levels of HDL increase the risk of heart disease. Higher levels of HDL may protect against heart attack and stroke.	<ul style="list-style-type: none">Ideal: 60 mg/dL or moreAcceptable: 40 – 59 mg/dLLow: Less than 40 mg/dL (men) Less than 50 mg/dL (women)	
LDL CHOLESTEROL (FASTING)* LDL ("bad" cholesterol) contributes to plaque, a thick, hard deposit that can clog arteries. Arteries that are blocked with plaque can increase the risk of a heart attack or stroke.	<ul style="list-style-type: none">Desirable: Less than 100 mg/dLAbove Desirable: 100 – 129 mg/dLBorderline High: 130 – 159 mg/dLHigh: 160 – 189 mg/dLVery High: 190 mg/dL or more	

*Always check with your doctor before beginning any exercise program.
*Fasting means nothing to eat or drink except water for at least 8 hours prior to a test.

Note: The screening is non-diagnostic in nature and therefore does not provide medical advice, diagnosis or treatment of any medical condition. Reference ranges presented in this brochure are based on Quest Diagnostics Laboratory System, which is monitored by Quest Diagnostics Medical Review Board. You should follow up with your healthcare provider for any results that are outside the presented reference ranges to determine whether additional action is needed.

TAKE THE NEXT STEP TO EARN REWARDS.

EARN 240 WELL-BEING INCENTIVE POINTS Earn 120 well-being incentive points when you take your RealAge Test. You will earn an additional 120 well-being incentive points for completing your biometric screening after completing the RealAge Test. Visit BeWellSHBP.com and click "Find out my RealAge." It takes about 10 minutes to complete.	INTERESTED IN ANOTHER 240? Enroll in Phone Coaching – Complete the RealAge Test, and participate in phone coaching calls. Earn 60 well-being incentive points for completing one coaching call in a calendar month. Online Challenges – Participate in one of our monthly challenges, and complete the goal to earn 120 well-being incentive points.	Arthrex Blue Cross and Blue Shield (Arthrex and UnitedHealthcare from Medicare Advantage Plan) eligible members and covered spouses can earn 480 well-being incentive points and choose to redeem them for either: <ul style="list-style-type: none">A \$150 Visa Reward Card to use anywhere Visa is accepted; OR480 well-being incentive credits to apply toward eligible medical or pharmacy expense
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Quest Diagnostics Health & Wellness LLC • 248.799.8303 x750
2103 Haggerty Road, New, MI 48177

BeWellSHBP.com • 888.616-6411
Call Center Hours: Monday-Friday: 8:00 am to 8:00 pm (ET)

What if there are issues during the event?



Walk-in Policy

- We do not recommend walk-ins and ask that everyone signs up for their appointment in Quest's Scheduling Tool
- If a participant does wish to screen as a walk-in, they will take 2nd priority to those signed up
- If someone arrives 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 Options

Patient Service Center - Participant Experience

- Participants will visit the PSC where they scheduled their appointment.
- They will check in on the tablet provided at the registration desk.
- The provider will escort them to the exam room and then will proceed with the body measurements and blood collection.
 - Body measurements are completed before the Venipuncture Blood Draw (this will also now test for HbA1c)
 - Fasting is preferred, but non-fasting participants can still participate
- Participants are asked to sign off that they agree with the body measurements recorded for them.
 - Participants have the right to have their body measurements re-taken, but the last measurement will be used



2024 Physician Screening Form

Participant Experience

- Participants access the 2024 Physician Screening Form link from www.BeWellSHBP.com
- Participants will log in using first name, last name, date of birth, zip code and gender
- Participants will check the box agreeing to Terms & Consent
- Four-page 2024 Physician Screening Form appears
 - Provider cover letter
 - Instruction page
 - Pre-populated physician screening form
 - Terms and Consent
- Participants take form to their physician and the physician completes biometrics and enters blood results from physical
- Participant or their physician will return the physician form (fax, mail or online submission) between 1/1/2024 and 12/2/2024
 - It is the participant's responsibility to ensure the form is received by Sharecare by December 2, 2024
- Form is processed and data is transmitted to Sharecare and loaded into the wellness portal
- Once the form is received, participants who provided their email address during the download process will receive an email notifying them either that their form was processed or there are issues with the form that need to be corrected and the corrected form needs to be resubmitted

Emails will come from noreply@wisetrend.com


2024 Physician Screening Form

2024 Physician Screening Form Website

First Name:	<input type="text"/>	You may need to enter your first name and middle name without a space between them
Last Name:	<input type="text"/>	
Date of Birth:	<input type="text"/>	(mm/dd/yyyy)
Zip Code:	<input type="text"/>	
Gender:	<input type="radio"/> Male <input type="radio"/> Female	
<input type="button" value="Submit"/>		

- All boxes must be filled in to ensure the form is processed. If any information is missing, the form will not process automatically. We will reach out and require that all boxes are filled in and resubmitted before processing the form.

2024 Physician Screening Form

		LAB CODE	S H B P																																																																																									
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Closing: Site Coordinator Survey

Site Coordinator Survey

At the end of each month, Site Coordinators who hosted an onsite event will receive a link to complete a Site Coordinator Survey

- This survey helps Sharecare to evaluate our 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.

Be Well SHBP Member Services:
888-616-6411



Kyle Cheuvront
E: BeWellSHBP.events@sharecare.com
P: 615-614-4357