



## Frequently Asked Questions about Health Screenings & Flu Shots

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For wellness related questions call the WebMD Customer Success team at 844.800.2454.

### Health Screening FAQs

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#### Q: Why should I participate in the Health Screening?

A: Even healthy individuals have discovered areas of concern through a Health Screening. If your results do not indicate a problem, it verifies your lifestyle is working for you. Your participation will also support your colleagues in making positive lifestyle changes.

#### Q: Who is eligible to participate in the Health Screening?

A: All Lennox International, Inc. employees and their spouses who receive medical benefits through LII are eligible to participate in a Health Screening. If you are an employee (and employees covering spouses on the Lennox medical plan) with a newly active medical coverage effective date of January 1 to July 31, 2023, are required to participate in the 2023 health screening to set baseline measurements. All other Lennox employees who have previously enrolled in the Lennox medical plan are required to participate in the 2023 Health Screening and pass or improve 3 of the 5 measures to avoid the surcharge in 2024.

#### Q: Is there a penalty for not participating in the Health Screening?

A: Yes. As a Non-Union Employee, if you do not complete a Health Screening and pass or improve 3 of the 5 measures you will be subject to a surcharge in 2024.

#### Q: How do I register for the onsite Health Screening?

A: To register for the onsite Health Screening visit [www.LIiveWell.com](http://www.LIiveWell.com) > Health Screening

Or at work, visit TheLINK → PeopleSource → BenefitSource → LIiveWell Wellness Programs and Screenings → Health Screening.

#### Q: How long will it take to participate in a Health Screening?

A: The onsite Health Screening will take about 15 minutes.

#### Q: Can I eat or drink before the Health Screening?

A: For best results, please avoid eating and drinking (anything other than water) for at least 9 hours before your appointment.

- Drink plenty of water!
- Avoid strenuous exercise and alcoholic beverages 24 hours before your screening

### 2023 Health Screening and Flu Shot FAQ

Continue to take any prescription medications

- Consult your physician before restricting food and drink if you are diabetic

**Q: What values will be measured during the onsite Health Screening?**

**A:** The Health Screening includes measurements for height, weight, waist or BMI, blood pressure, triglycerides, glucose, and cholesterol. Results will be reviewed during your screening appointment with a health professional.

**Q: How will my cholesterol and glucose be checked?**

**A:** The fingerstick method is used to collect a sample for cholesterol and glucose testing. This is easy and fast. You will receive immediate results and an onsite consultation with a certified health professional. The screener will “prick” your finger and place the blood sample into the CardioChek machine. The machine automatically reads the blood and provides results within 10 minutes.

**Q: How accurate is the Health Screening compared to a lab test with my doctor?**

**A:** Health screeners use a CardioChek machine to process results at the screening. The CardioChek matches the percent total error standards recommended by the National Cholesterol Education Program (NCEP) and is certified by the CDC’s Cholesterol Reference Method Laboratory Network (CRMLN), the same requirements to which clinical laboratories are held.

Guidelines set by the CRMLN state the acceptable total error for total cholesterol is < 8.9% with a 95% confidence. This means there may be a slight difference between values obtained in a physician’s office versus the values generated by a CardioChek machine, and even between two tests run on the same machine. Quality control checks are run on each machine prior to its use to ensure accuracy.

**Q: If I am advised to seek immediate medical attention because of elevated values, will my medical expenses be covered by LII?**

**A:** No. You will be responsible for all charges not covered by your health plan. The advice of the screening staff is a recommendation only and should not be treated as medical advice.

**Q: What if I can’t attend an onsite Health Screening?**

**A:** If you are unable to attend an onsite screening or if there is not one offered at your work location here are two additional ways to get screened:

1. **Visit your doctor:** You must print the physician form from [www.LIveWell.com](http://www.LIveWell.com) > Health Screenings, or at work from BenefitSource. Click LIveWell logo and **bring the form with you to your appointment**. Completed (completed by the physician and by the employee) form must be received by 9/29/2023.

- Physician forms for Health Screening results back to 01/01/2023 will be accepted. All Physician forms (completed and signed by the physician and employee) must be submitted to WebMD via secure upload at [www.LIveWell.com](http://www.LIveWell.com); faxed to 402-939-0772, or mail to Total Wellness; Attn: Data Team;

9320 H Court, Omaha, NE 68127. Please allow ample time for mailing. Data must be received by 9/29/2023. Note: Incomplete documents will not be accepted. It's best to contact WebMD at **844.800.2454** to ensure your data was received.

2. **LabCorp:** Participants must print the lab requisition form from [www.LIiveWell.com](http://www.LIiveWell.com) or BenefitSource, click LIiveWell logo, and bring with them to their appointment. LabCorp will submit the results to WebMD. They must be received by 9/29/2023.
  - It must be a LabCorp facility with “Employee Wellness and Body Measurements (height, weight, blood pressure and waist circumference.)”

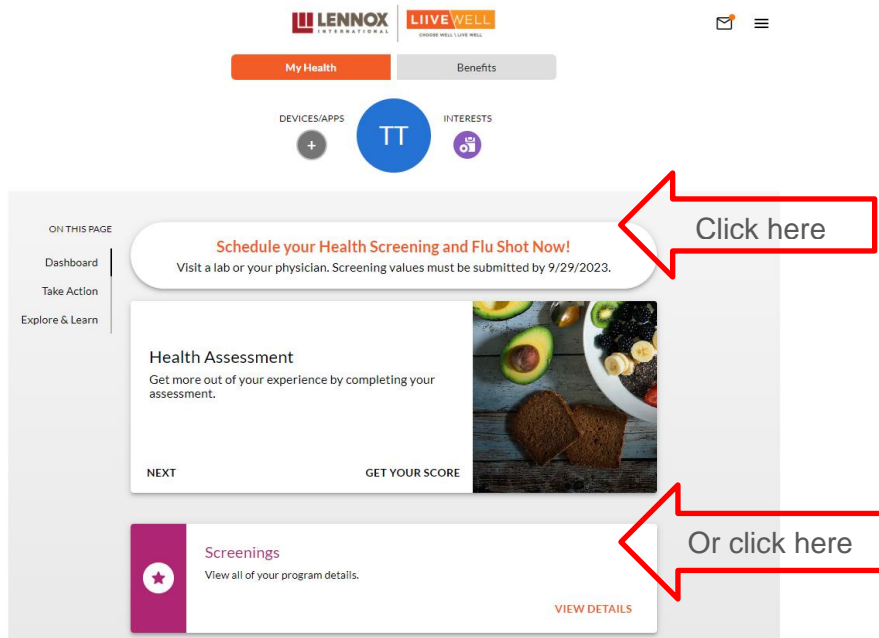
Note: Instructions and resources for completing each option are found by logging into LIiveWell.com

**Follow these instructions to access the Physician or LabCorp Forms.**

**To find the Physician or LabCorp Forms:** Visit [www.LIiveWell.com](http://www.LIiveWell.com) > Click on “Schedule your Health Screening and Flu Shot Now”> on the next screen select “click here” where it says “To accomplish this goal click here to participate in one of the Health Screening options.” > To access the Pregnancy Waiver, select “click here” towards the bottom where it says, “For information on Medical and Pregnancy Waiver forms Click Here.”

**At work:** Go to BenefitSource > LIiveWell > Click on “Schedule your Health Screening and Flu Shot Now”> on the next screen select “click here” where it says “To accomplish this goal click here to participate in one of the Health Screening options.” > To access the Pregnancy Waiver, select “click here” towards the bottom where it says, “For information on Medical and Pregnancy Waiver forms Click Here.”

**Screen shots are provided to help you navigate to where the Physician Forms and LabCorp Forms are located on the LIiveWell Portal.**



**2023 Health Screening Requirements**  
Complete a Health Screening to avoid a surcharge in 2024.

**Complete Your Screening**  
Complete this activity by 09/29/2023

To accomplish this goal, click [here](#) to participate in one of the following Health Screening options:

1. On-site Health Screening at a worksite location.
2. Download a lab voucher and visit a LabCorp location. To schedule an appointment, visit [www.LabCorp.com](http://www.LabCorp.com) and choose a site with 'Employee Wellness with Body Measurements.'
3. Download a physician form using results from a recent physician visit (1/1/23-9/29/23)

\*If you are currently pregnant, you do not need to complete a Health Screening to avoid paying more for medical coverage in 2024. However, you must complete and submit a Pregnancy Waiver by 11/30/23. Download the form [here](#).  
\*\*You are required to have at least 3 values imported to get credit for your health screening. We strongly encourage you to have all values measured in order to allow you more options for avoiding your surcharge next year.

**Start earning**

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**WebMD**  
health services

Thank you for your interest in the 2023 LIiveWell Screening program. Please choose from ONE of the following options:

**Option 1:** Visit a Health Care Provider. Submit a completed Physician Form.

Download Your Physician Form

Upload Your Physician Form


**Option 2:** Visit a LabCorp Location

Download LabCorp Voucher

For information on Medical and Pregnancy Waiver Forms [Click Here](#)

**Q: Where can I find last year's results?**

**A:** To see your previous years health data, click on the hamburger in the top right corner, then click on health record, Go to the health record and click on health goals you will see all the values listed when you click on one : for example, blood sugar you can see what your previous year's result were



My Health
Benefits

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**Health Record** Use your Health Record to store, maintain, track, and manage your health information in one centralized, private, and secure location.

TestFirstName's Health Record Summary Download My Data Print Add

Health Record Home

Health Alerts

**Health Goals**

Conditions

Medications

Allergies

Visits

Procedures

Immunizations

Tests

Health Trackers

Document Library

Health Record Sharing

Medical Contacts

Imported Information

Profile

**Health Goal Summary**

Active

<b>BMI Screening Result is In-Range or Shows Improvement from Last Year</b> Reduce your Body Mass Index by any amount	Expires 09/27/2024
<b>Waist Measurement Screening Result is In-Range or Shows Improvement from Last Year</b> Reduce your Waist Measurement by any amount	Expires 09/27/2024
<b>Blood Sugar (Fasting) Screening Result is In-Range or Shows Improvement from Last Year</b> Reduce your Fasting Blood Sugar by any amount	Expires 09/27/2024
<b>Blood Sugar (Non-Fasting) Screening Result is In-Range or Shows Improvement from Last Year</b> Reduce your Non-Fasting Blood Sugar by any amount	Expires 09/27/2024
<b>Blood Pressure (Combined) Screening Result is In-Range or Shows Improvement from Last Year</b> Reduce your Combined Blood Pressure by any amount	Expires 09/27/2024

**Blood Sugar (Fasting) Screening Result is In-Range or Shows Improvement from Last Year** Expires 09/27/2024

Reduce your Fasting Blood Sugar by any amount

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May 30, 2023 Target: Less than 100

• **145** mg/dL

In-range < 100	High 100+
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Test Name	Previous 05/30/2023	Current --/--/--	Result
Blood Sugar (Fasting)	145 mg/dL	No data received yet	--

Source: Professionally Sourced

[VIEW LOG](#)

**Q: Will my screening results be kept confidential?**

**A:** Yes, all information is treated as confidential medical information. You allow LLiveWell to handle this information by signing the Screening Consent Form. Your personal results will not be shared with anyone at Lennox International. WebMD, via TotalWellness, administers the screenings to ensure confidentiality and is held to strict privacy and security laws.

**Q: What if I don't agree with the language on the Screening Consent Form?**

**A:** You will need to sign a Screening Consent Form to participate in the screening. If you do not consent,

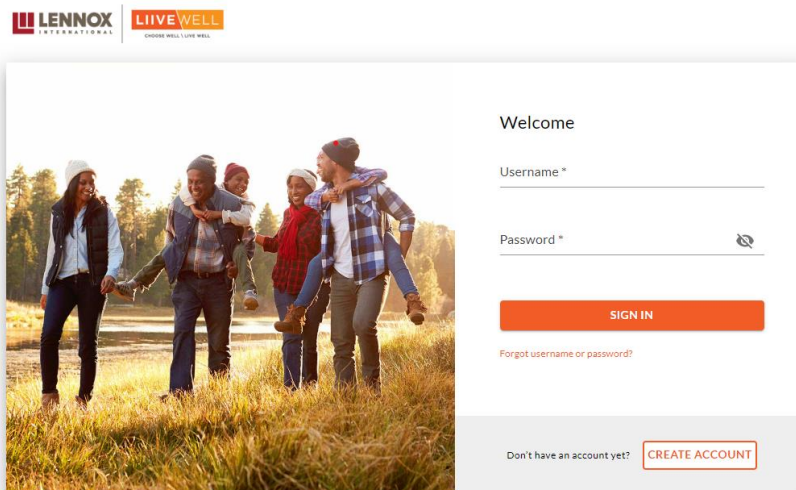
you will not be allowed to participate. LLiveWell is required by law to receive employee consent prior to obtaining confidential medical information.

**Q: How do I register for the onsite Health Screening and/or Flu Shot?**

**A:** If your location is using paper scheduling, contact your local HR to schedule your appointment(s). If your location is using online registration, visit [www.LLiveWell.com](http://www.LLiveWell.com) visit [www.LLiveWell.com](http://www.LLiveWell.com) > Health Screening. Or, schedule at work by visiting BenefitSource > LLiveWell > Health Screening.

Note: Walk-in appointments may be accepted at the discretion of the screening staff; however, scheduled appointments will take priority.

- New Users: - Click “Create Account to create your account and get started!
- Returning users - Enter Username and Password, select SIGN IN.

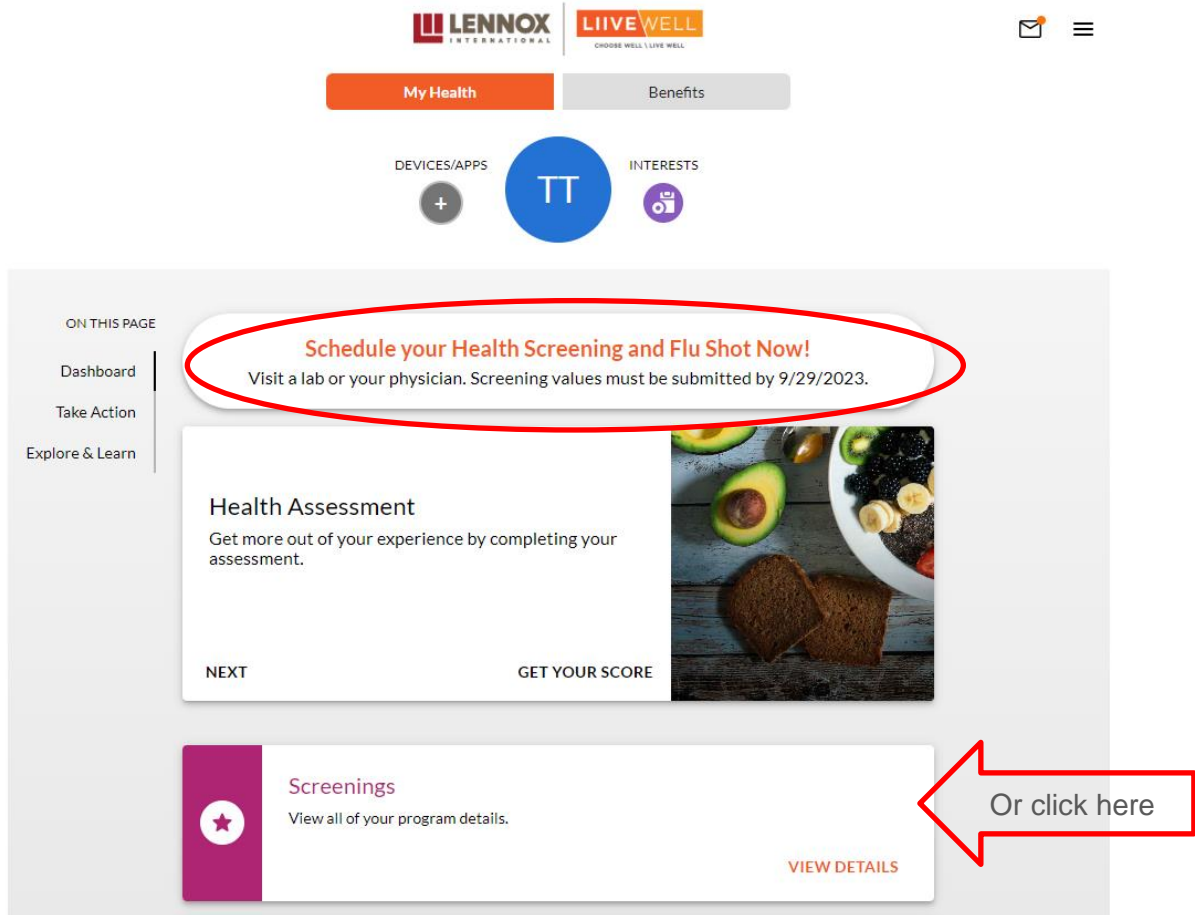


**What is LLiveWell?**

LLiveWell is a partnership between Lennox and WebMD to help you bring out your best. Based on your personal needs and interests, it will help you set goals, track your progress, keep you motivated, and provide valuable information along the way. Simply register to get started with our programs and services.

**How to schedule your health screening:**

In the LIIveWell portal, click on “Schedule your Health Screening and Flu Shot Now,” as indicated in the screenshot below. *Note: Not all locations will provide flu vaccines at onsite screenings. Flu vaccines are only available at sites hosting screenings in September. Please contact your HR representative to learn if your site is also providing flu vaccines.*



Next click on “here” to advance to the next screen of Health Screening options.

**2023 Health Screening Requirements**  
Complete a Health Screening to avoid a surcharge in 2024.

**Complete Your Screening**  
Complete this activity by 09/29/2023

To accomplish this goal, click [here](#) to participate in one of the following Health Screening options:

1. On-site Health Screening at a worksite location.
2. Download a lab voucher and visit a LabCorp location. To schedule an appointment, visit [www.LabCorp.com](http://www.LabCorp.com) and choose a site with 'Employee Wellness with Body Measurements.'
3. Download a physician form using results from a recent physician visit (1/1/23-9/29/23)

\*If you are currently pregnant, you do not need to complete a Health Screening to avoid paying more for medical coverage in 2024. However, you must complete and submit a Pregnancy Waiver by 11/30/23. Download the form [here](#).

\*\*You are required to have at least 3 values imported to get credit for your health screening. We strongly encourage you to have all values measured in order to allow you more options for avoiding your surcharge next year.

**Start earning**

Next, select the Health Screening option you want to complete onsite health screening, download the Physician Form, or download the LabCorp Voucher. Note: In the screenshot below, there will be an option for Onsite Health Screenings that will be visible to participants on July 3, 2023.

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Thank you for your interest in the 2023 LIIVEWELL Screening program. Please choose from ONE of the following options:

**Option 1:** Visit a Health Care Provider. Submit a completed Physician Form.

Download Your Physician Form

Upload Your Physician Form

**Option 2:** Visit a LabCorp Location

Download LabCorp Voucher

For information on Medical and Pregnancy Waiver Forms [Click Here](#)

Next, if you are scheduling your health screening to be completed at one of onsite, choose the location, and **2023 Health Screening and Flu Shot FAQ**



time. Click on Register. Note: the image below is an example of what the health screening schedule will look like.

**Note:** You do not need to “sign” in unless you have already created an appointment and need to retrieve your appointment information, cancel or reschedule.

## 2023 Lennox Health Screenings & Flu Vaccinations

**Register Now!** - Select an event below and click Register.

**Questions or Problems?** - Please call us at 888-434-4358 x127 for further assistance.

\*\*Please note: If you are making an appointment for your spouse you must go back to the main registration page and make their appointment using a different email address.

By registering for an appointment using this online scheduling site, you acknowledge and agree that WebMD may notify your employer of your intent to participate and may share your registration information, including your name, email, phone number and appointment date and time, with your employer.

Event Name	Service(s)	Location	Date	Percent Full	Chart	Registration
2023 Health Screenings	Health Screening	Stuttgart, AR - Commercial Factory - 512 West Lennox Road	8/7/2023 7:00 AM - 12:30 PM	<input type="text"/>		<a href="#">Register</a>
2023 Health Screenings	Health Screening	Orangeburg, SC - Allied Air - 355 Millennium Drive	8/8/2023 6:00 AM - 3:00 PM	<input type="text"/>		<a href="#">Register</a>

Next, to schedule an onsite health screening, choose the desired time.

[Back To Events](#)

## 2023 Health Screenings

A Health Screening takes approximately 15 minutes and includes measurements for Height/Weight/Waist, Blood Pressure, Cholesterol (Total, HDL, & LDL), Glucose, and Triglycerides. In addition, a health professional will review your results with you and address any questions or concerns that you may have. Health Screenings are available for all employees and medically enrolled spouses.

Check the box for the service(s) you would like to participate in

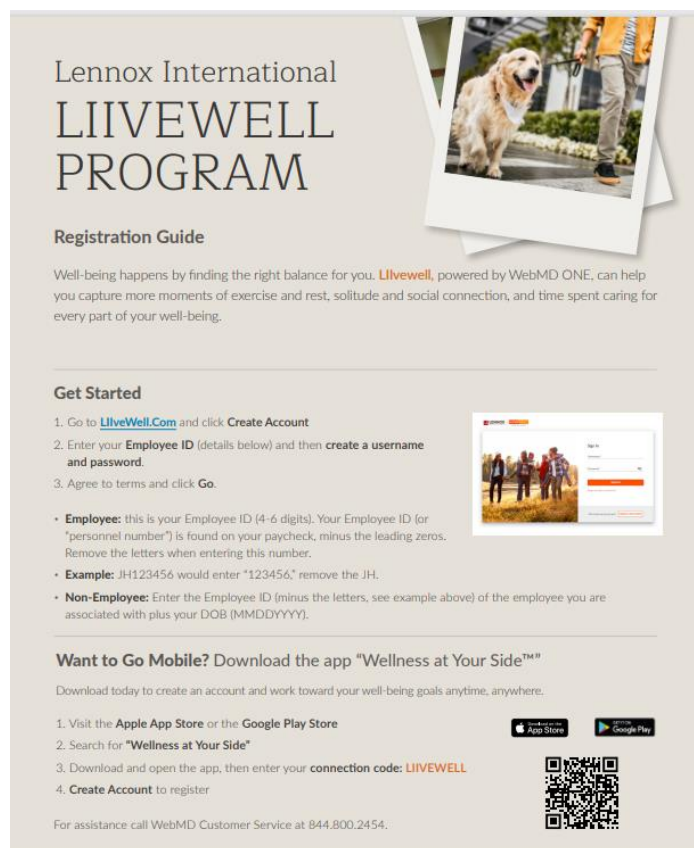
Select	Service	Time	Room/Info	Percent Full	Desired Time
<input checked="" type="checkbox"/>	Health Screening	8/7/2023 7:00AM - 12:30PM	Lennox Conference Room C	<input type="text"/>	-Please Choose-

### Q: How do I register my spouse for the Health Screening?

A: If you & your spouse are enrolled in the Lennox medical plan, then your spouse must have their own LliveWell account (instructions to create account are below). Follow non-employee instructions). Employees cannot upload screening data for their spouse through the employees LliveWell account, as it will not be accepted.

In addition, your spouse will need a separate appointment from yours to participate. If your location is using paper scheduling, contact your local HR representative. If your location is using online registration, visit [www.LliveWell.com](http://www.LliveWell.com). Although walk-ins will be accepted, scheduled appointments will take priority.

### How to create your LliveWell account



Lennox International  
**LIIVEWELL**  
PROGRAM

**Registration Guide**

Well-being happens by finding the right balance for you. LliveWell, powered by WebMD ONE, can help you capture more moments of exercise and rest, solitude and social connection, and time spent caring for every part of your well-being.

**Get Started**

1. Go to [LliveWell.Com](http://LliveWell.Com) and click **Create Account**
2. Enter your **Employee ID** (details below) and then **create a username and password**.
3. Agree to terms and click **Go**.

• **Employee:** this is your Employee ID (4-6 digits). Your Employee ID (or "personnel number") is found on your paycheck, minus the leading zeros. Remove the letters when entering this number.

• **Example:** JH123456 would enter "123456," remove the JH.

• **Non-Employee:** Enter the Employee ID (minus the letters, see example above) of the employee you are associated with plus your DOB (MMDDYYYY).

**Want to Go Mobile? Download the app "Wellness at Your Side™"**

Download today to create an account and work toward your well-being goals anytime, anywhere.

1. Visit the **Apple App Store** or the **Google Play Store**
2. Search for **"Wellness at Your Side"**
3. Download and open the app, then enter your **connection code: LIIVEWELL**
4. **Create Account** to register

For assistance call WebMD Customer Service at 844.800.2454.

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### Q: Do I need to make a separate appointment if I also want to get a flu shot as part of my screening appointment?

A: Yes, some - but not all events also have flu shots available. Please be sure to select a flu shot appointment so we can ensure a seamless flow for the event and monitor sign ups to determine if additional flu shots need to be ordered.

## 2023 Health Screenings & Flu Vaccinations

**Health Screenings** - A Health Screening takes approximately 15 minutes and includes measurements for Height/Weight/Waist, Blood Pressure, Cholesterol (Total, HDL, & LDL), Glucose, and Triglycerides. In addition, a health professional will review your results with you and address any questions or concerns that you may have. Health Screenings are available for all employees and medically enrolled spouses.

**Flu Vaccinations:** A flu vaccination will take approximately 5-10 minutes to administer. Flu vaccinations are available for all employees and medically enrolled spouses.

Check the box for the service(s) you would like to participate in

Select	Service	Time	Room/Info	Percent Full	Desired Time
<input type="checkbox"/>	Health Screening	9/19/2023 7:00AM - 12:00PM	Training Room C and D		-Please Choose-
<input type="checkbox"/>	Flu Vaccination	9/19/2023 7:00AM - 12:00PM	Training Room C and D		-Please Choose-

### Q: How do I cancel or reschedule my Health Screening or flu shot appointment?

A: Visit <https://www.LIveWell.com>.

1. Click on the link in the center of the page: Schedule Your Onsite Screening/Flu Shot. From work go to BenefitSource > LIveWell > Health Screenings.
2. Click "Sign in" button on the top right of the page.
3. Sign into your account (This account is separate from your LIveWell account and is only used to cancel or change a screening appointment).

If you have a current appointment, you can view your appointment, cancel or reschedule your appointment.

### Q: What if I am pregnant, do I need to participate in a Health Screening?

A: No. If you are pregnant, you do not need to participate in a Health Screening. You must complete the Pregnancy Waiver form by 11/30/2023.

**NOTE:** All employees and their spouse with active medical coverage **must complete a Health Screening or Pregnancy Waiver**. Even if you are on maternity leave during screening season, you are still responsible for completing a Health Screening (via Physician Form or LabCorp Voucher) **or** submitting the pregnancy waiver. Failure to do so, will result in a surcharge in 2024.

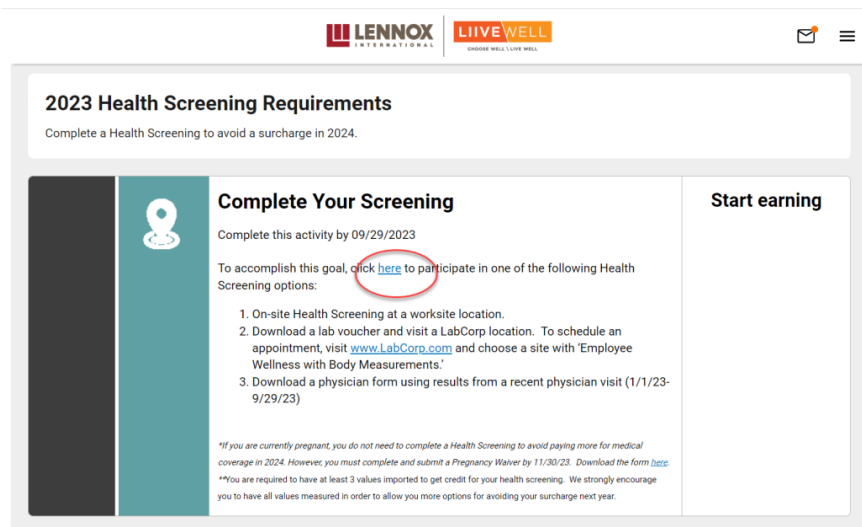
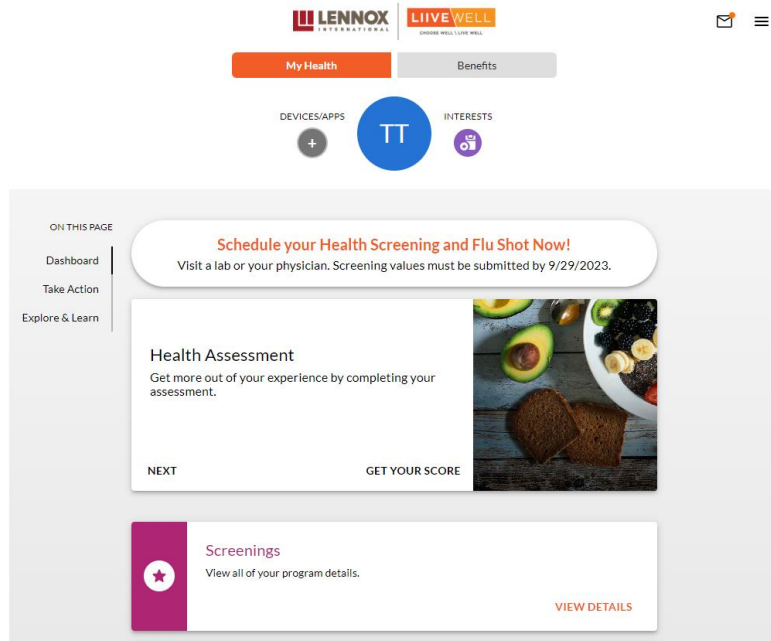
Marshalltown Bargaining Unit employees contact your local HR for details on your program.

**To find the Pregnancy Waiver Form:** Visit [www.LIveWell.com](http://www.LIveWell.com) → Click on "Schedule your Health Screening and Flu Shot Now" → Select "click here" where it says "To accomplish this goal click here to participate in one of the Health Screening Options." → To access the Pregnancy Waiver, select "click here" towards the bottom where it says "For information On Medical and Pregnancy Waiver forms Click Here."

**To find the Pregnancy Waiver Forms At work:** Go to BenefitSource → LIveWell → Schedule your Health Screening and Flu Shot Now → Select "click here" where it says "To accomplish this goal click

## 2023 Health Screening and Flu Shot FAQ

here to participate in one of the Health Screening options.” → To access the Pregnancy Waiver, select “click here” towards the bottom where it says, “For information on Medical and Pregnancy Waiver forms Click Here.”



To access the Pregnancy Waiver, select “click here” towards the bottom where it says, “For information on Medical and Pregnancy Waiver forms Click Here.”



Thank you for your interest in the 2023 LIiveWell Screening program. Please choose from ONE of the following options:

Option 1: Visit a Health Care Provider. Submit a completed Physician Form.



Option 2: Visit a LabCorp Location



For information on Medical and Pregnancy Waiver Forms [Click Here](#)

**Q: How do I submit a Pregnancy Waiver?**

**A: You must submit your waiver form using one of the methods listed below. Waiver Forms must be RECEIVED by 11/30/2023.** Forms received after the deadline will not be accepted.

- 1 / Securely upload at [www.LIIVWell.com](http://www.LIIVWell.com).
- 2 **Click on the health screening card to get over to the TotalWellness Landing Page and upload your form**
- 3 / Fax securely to 402.939.0604
- 4 / Mail to TotalWellness, Attn: Data Team, 9320 H Court, Omaha, NE, 68127 (Please allow time for mailing)

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**Q: Who should get a flu shot?**

**A:** According to the CDC, all people 6 months of age and older should get the flu vaccine, including healthy people and people with chronic medical conditions. There are some people who should not get a flu vaccine without first consulting a physician. These include:

- People who have a severe allergy to chicken eggs.
- People who have had a severe reaction to an influenza vaccination.
- People who have a moderate-to-severe illness with a fever (they should wait until they recover to get vaccinated.)
- People with a history of Guillain–Barré Syndrome (a severe paralytic illness, also called GBS) that occurred after receiving influenza vaccine and who are not at risk for severe illness from influenza should generally not receive vaccine.

**Q: When can I get a flu shot?**

**A:** Flu shot clinics will be offered at select locations from 09/01/2023 -10/30/2023. Please note that pre-registration is recommended. Pre-registration allows us to be prepared for demand. It keeps lines down and reduces wait times to a few minutes. Lennox International, Inc. is financially responsible for each flu shot and pays in advance, so it's important that you show up for your appointment.

**Q: How do I pre-register?**

**A:** See registration instructions in Health Screening FAQ section.

**Q: What should I wear to get a flu shot?**

**A:** Please wear clothing that enables easy access to the upper arm (i.e. short sleeves, loose-fitting shirt or layering with a tank top or undershirt). For men who wear dress shirts and ties, please loosen or remove tie prior to seeing the nurse. You should be prepared to pull your shoulder out of your shirt, which may require you to unbutton your shirt.

**Q: Where are the flu shots given?**

**A:** Flu vaccines are administered via intramuscular injection, which means the medication is injected into a muscle, and in this case, the deltoid muscle (the big muscle on your shoulder).

**Q: What if I am pregnant?**

**A:** The Centers for Disease Control and Prevention (CDC), the American Congress of Obstetricians and Gynecologists (ACOG), the American College of Nurse-Midwives, the American Academy of Pediatrics, and many other organizations all strongly recommend a flu shot for pregnant women. We encourage you talk to your physician about receiving a flu shot during your prenatal visits. Vaccines for pregnant women will not be available at onsite flu shot events.

**Q: Who is eligible for a flu shot?**

**A:** All active employees, spouses, contractors and temps can receive a FREE flu shot at an onsite Flu Shot event.

**Q: Who will give the flu shots?**

**A:** Lennox International, Inc. has partnered with WebMD and TotalWellness to provide flu shots. TotalWellness nurses will come onsite for flu shot clinics.

**Q: Why is Lennox International, Inc. providing flu shots to employees and spouses?**

**A:** Lennox International, Inc. is committed to its employees' health and well-being, prioritizing it as an important companywide initiative. Since up to 20% of Americans get the flu each year and receiving a flu shot is the best way to prevent flu infection, Lennox International, Inc. is offering free on-site flu shots.

**Q: What is the flu?**

**A:** Seasonal flu (or influenza) is a respiratory illness caused by a virus that can be transmitted person to person.

**Q: How does the flu spread?**

**A:** Flu generally spreads when an infected person coughs or sneezes, sending infectious droplets of moisture into the air for others to breathe. A person can also catch the flu by touching a surface where those droplets have fallen.

**Q: Will I get sick from the flu shot?**

**A:** The flu shot does not contain live viruses, so it cannot "give" you the flu.

**Q: Is the flu shot safe?**

**A:** The flu shot is safe and effective. There are side effects to the flu shot, but these are very few and mild. The most common side effect is soreness in the arm where the shot was given. This usually lasts a few days and does not affect the arm function but will cause aching. Some people develop mild body aching and a very low-grade fever for a few days after the flu shot.

**Q: Do I need a flu shot every year?**

**A:** To improve your chances of avoiding the flu, you need to get a flu shot every year. Scientists choose strains of the flu virus to include in the vaccine. This decision is based on international surveillance and what they determine will be circulating the following flu season. Antibodies that provide protection against the flu peak about two weeks after vaccination.

**For wellness related questions call the WebMD Customer  
Success team at 844.800.2454**