



## Health Screening FAQ's Frequently Asked Questions about Health Screenings

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

### 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:** You and your covered spouse are eligible to complete a free annual Health Screening in the current plan year if you both enrolled in Lennox's medical plan before August 1.

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

**A:** Yes. If you and your covered spouse you do not complete and submit results of the annual Health Screening and pass or improve 3 of the 5 Health Screening measures you (both employee and or covered spouse) will be subject to a \$75 Wellness surcharge in 2025.

New hires and their covered spouses with a medical effective coverage date of January 1, 2024 to July 31, 2024 are required to complete the health screening to avoid the Wellness surcharge(s) in 2025.

### Q: How do I avoid the monthly Wellness Surcharge in 2025?

**A:** You, and your covered spouse, must each complete your annual health screening by September 30, 2024.

**New hires, and their covered spouses,** must each complete their health screening during the first year of employment to set a baseline by September 30, 2024.

### Q: How do I schedule my Health Screening?

**A:** The LliveWell program makes getting your health screening easy with three convenient options. You can also inquire about alternative screening options by contacting LliveWell at **(844) 800-2454**.

#### 1. Scheduling Your Onsite Health Screening

Visit [LliveWell](#) to schedule an appointment. Ask your local HR representative for dates and times.

1. If your location is using paper scheduling, contact your local HR to schedule your appointment(s). If your location is using online registration, login to [www.LliveWell.com](http://www.LliveWell.com) → click on the Health Screening banner to schedule the onsite Health Screening. Or, schedule the onsite Health Screening

at work by visiting BenefitSource → click on the LllveWell logo  → click on the Health Screening banner.

2. Note: Walk-in appointments may be accepted at the discretion of the screening staff. Scheduled appointments will take priority.
3. You will see an option to access the Onsite Registration Health Screening Appointment link. You will then be re-directed to the Onsite Registration Health Screening Appointment link.
4. Click on the word “Register” next to the desired event in the Event List.
5. Be sure to review the event details and event description at the top of the page.
6. Click the box on the left next to the service in which you would like to participate.
7. Select a time from the Desired Time dropdown menu on the right.
8. Enter your email address, verify your email address, enter your first name, last name and optional number.
9. Click Register.
10. An Event Signup Confirmation message will appear that you can print for your records. You will also receive a confirmation email if you have provided a valid email address.

## Complete the health screening requirement by 09/30/2024.

Click [here](#) to participate in one of the following Health Screening options:

- On-site Health Screening at a worksite location. (The onsite screenings appointment scheduler will open July 2024.)
- Download a lab voucher and visit a LabCorp location. Employees and spouses can go to LabCorp to complete their health screening January 1, 2024 to September 30, 2024.  
To schedule an appointment, visit [www.LabCorp.com](http://www.LabCorp.com) and choose a site with ‘Employee Wellness with Body Measurements.’  
**Important:** Bring the completed **printed** voucher (page 2 of the LabCorp voucher), your appointment Confirmation Number and a photo ID to your scheduled LabCorp Health Screening appointment.
- Download a physician form using results from a recent physician visit (1/1/24-9/30/24). **Important:** Bring the **printed** Physician Form to your appointment for your doctor to complete. Both the participant and the Physician must sign the Physician form.

\*If your doctor feels it is medically inadvisable for you to participate you would complete

CLOSE

### 2. LabCorp Facility

Visit [LlveWell](#) to find a LabCorp near you that offers “Employee Wellness with Body Measurements.” Download the LabCorp Voucher and take it with you. The lab will submit your results automatically.

### 3. Visit Your Doctor

Print the Physician Form on [LlveWell](#) and bring it with you to your in-person doctor’s appointment. Ask your doctor to complete the form during your exam. You can upload your signed Physician Form in your LlveWell account. Alternatively, you or your your doctor can submit the form by fax or email. **NOTE:** First time LlveWell program participants will need to register.

**Q: How do I cancel my onsite health screening appointment?**

**A:** Cancelling or Rescheduling Your Onsite Health Screening Appointment

1. Option # 1 – Click on the link contained in the confirmation or reminder email. The link will take you to a sign-in page where you can create a password and sign in to see your appointments. You can use the cancel or reschedule options next to your appointment.
2. Option #2 – If you cannot locate the confirmation/reminder email, you may cancel/reschedule by returning to [www.LlveWell.com](http://www.LlveWell.com), click on the Health Screening Banner, and then the Onsite Health Screening Scheduling Appointment link. Once you are re-directed to the Onsite Health Screening Appointment Scheduling site, click the Sign In option to see your appointments. You can use the Cancel or Reschedule options next to your appointment.

**Q: How much notice must I give if I need to cancel?**

**A:** As much advance notice as possible is greatly appreciated. Using the cancel appointment feature (see above) as far in advance as possible will allow other participants to sign up for appointments at a time that may work better for them.

**Q: How do I access forms? (Physician Form, LabCorp Form, Pregnancy Waiver or Medical Waiver)**

**A:** Follow the screen shots below to access the Physician, LabCorp Form, Pregnancy Waiver or the Medical Waiver. Visit [www.LlveWell.com](http://www.LlveWell.com) → Click on the Health Screening Banner → Scroll down to click on View Details.

**Click Here for Annual Health Screening Details**  
Complete your screening and be in range or show improvement in 3 metrics to avoid the \$75 Wellness Surcharge.


YOUR OPPORTUNITIES

Available 1

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**Complete Your Screening**  
Complete your annual health screening to avoid the \$75 Wellness Surcharge. Click VIEW DETAILS below for instructions or check your status by clicking the medical chart.

Expires 09/30/2024



**VIEW DETAILS**

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**Important:** Bring the completed **printed** voucher (page 2 of the LabCorp voucher), your appointment Confirmation Number and a photo ID to your scheduled LabCorp Health Screening appointment.
- Download a physician form using results from a recent physician visit (1/1/24-9/30/24). **Important:** Bring the **printed** Physician Form to your appointment for your doctor to complete. Both the participant and the Physician must sign the Physician form.

\*If your doctor feels it is medically inadvisable for you to participate you would complete

**CLOSE**

Thank you for your interest in the 2024 LIIveWell Screening Program. Please choose from ONE of the following options:

Option 1: Complete a Physician Form



Please only upload one file at a time. If you combine multiple forms into one file the first form will be the only one processed.

Option 2: Visit a LabCorp Facility

Download your LabCorp Voucher.



Schedule your screening appointment on <https://www.labcorp.com>. Make an appointment at a lab that performs Employee Wellness with Body Measurement screenings. Measurements taken at your appointment will include height, weight, waist, blood pressure, total cholesterol, HDL, LDL, triglycerides, and glucose.

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



### Q: Do I need to complete the Health Screening before I submit a medical waiver?

**A: Yes.** The Lennox protocol is a health screening form that must be submitted. If measurements were not met, then a Medical Waiver could be submitted.

### 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 **most accurate** results, please avoid eating and drinking (anything other than water) for at least 9 hours before your appointment.

- Fast from food, drinks, and tobacco products for at least 9 hours.
- Be sure to talk to your doctor before fasting if you are diabetic.
- Avoid strenuous exercise and alcoholic beverages for 24 hours.
- Drink water to stay hydrated.
- Take your regular medications.

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

**A:** The health screening will measure the following:

- **Blood Glucose** Less than 100mg/dL
- **Blood Pressure** Less than 130/85mm Hg
- **HDL Cholesterol**
  - a. Men: Greater than or equal to 40mg/dL
  - b. Women: Greater than or equal to 50mg/dL
- **Triglycerides** Less than 150mg/dL
- **BMI** Less than 25 OR **Waist Circumference**
  - a. Men's Waist Circumference: Less than or equal to 40 inches
  - b. Women's Waist Circumference: Less than or equal to 35 inches

**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 Lennox?**

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

## Q: Where can I find last year's health screening results?

**A:** To see your previous years health data, click on the 3 horizontal lines in the top right corner. Click on Health Record. Click on Health Goals, then 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. See screen shot below for example.

Active	Completed	Ended

## Q: Will my Health Screening results be kept confidential?

**A:** Yes, all information is treated as confidential medical information. You allow LIIveWell to handle this information by signing the Health Screening Consent Form. Your personal results will not be shared with anyone at Lennox. WebMD via TotalWellness administers the health 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 Health Screening Consent Form to participate in the health screening. If you do not consent, you will not be allowed to participate in the health screening. LIIveWell is required by law to receive consent prior to obtaining confidential medical information.

## Q. How do I create my LIIveWell account?

**A:** If you and your spouse are enrolled in the Lennox medical plan, your spouse must create their own LIIveWell account (instructions are below). Follow the non-employee instructions. As an employee, you cannot upload health screening data on behalf of your spouse through the employees LIIveWell account. Your spouses health screenings results will not be accepted. Additionally, your spouse will need to make their own separate health screening appointment. If your location is scheduling appointments via "paper scheduling", contact your local HR representative. If your location is using online registration, visit. [www.LIIveWell.com](http://www.LIIveWell.com). Walk-ins will be

accepted at the discretion of the screening staff. Scheduled appointments will take priority.

Follow these instructions to create your LliveWell account.

## Employee Registration Guide

Better well-being happens one day, one choice and one small change at a time. When you register for **LliveWell**, you'll get the support you need to take the first steps toward your personal health goals.



### Get Started

1. Go to [www.LliveWell.com](http://www.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 is found on your paycheck, minus the leading zeros. Remove the letters when entering this number.
  - **Example:** JH123456 would enter "123456," remove the JH.

### 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: **LIVEWELL**.
4. **Create Account** to register.

For assistance call WebMD Customer Service at 844.800.2454.



### Get Your Medically Enrolled Spouse or Domestic Partner Registered

Scan the QR code to view registration directions.



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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.

### 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 11/29/2024. All employees and spouses enrolled in the Lennox



Medical plan must complete a Health Screening or complete the Pregnancy Waiver. Health Screenings data must be submitted by 9/30/2024. **Pregnancy Waivers must be submitted by 11/29/2024**. Pregnancy Waivers or Medical Waivers 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 Pregnancy Waiver or Medical Waiver.
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)

**Q: What if I am on Short Term Disability, do I need to participate in a Health Screening?**

**A:** Yes. If you are on Short Term Disability, you are still responsible for completing a Health Screening via downloading and printing the Physician Form, then having your Physician complete and sign the form. You will need also sign the Physician Form and either upload the completed form into the LIIveWell portal, fax the form to 402-939-0772, or mail the form to: Total Wellness, Attn: Data Team. 9320 H Court, Omaha, NE 68127. All health screening data via Physician Form must be submitted by 9/30/2024. You can also download and print the LabCorp Voucher to take a LabCorp that offers **Employee Wellness with Body Measurement**. LabCorp will submit Health Screening results to WebMD. You must complete have your Health Screening data submitted to WebMD by 9/30/2024.

**Q: How do I know my health screening results were received by WebMD, and I have completed everything I need to do to avoid the \$75 monthly wellness surcharge in 2025?**

**A:** You can easily check the status of your annual health screening and stay up to date on the results of your target health screening metrics in your LIIveWell account. You can also contact LIIveWell at **844.800.2454**.

Your personal health screening progress tracker will automatically update based on a completion percent of 0%, 50%, or 100%

- If you see 0% - Indicates, you have not completed the annual health screening or the health screening data has not yet been received by LIIveWell. It typically takes 7 to 10 business days for health screening data to be received by LIIveWell.
- If you see 50% (or something similar) – Indicates, you have completed the annual health screening but did not achieve meeting 3 out of the 5 health screening metrics.
- If you see 100% - Indicates, you have completed the annual health screening and achieved meeting 3 out of the 5 health screening metrics with the target metrics.





