

2021

CCG Wellness  
Program Guide



We do amazing.

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# Helping to keep you and your family healthy.



The Columbus Consolidated Government (CCG), partnered with CareATC, invites you to invest in your health with our Wellness Program.

This program is a benefit at no cost to you. Through the Wellness Program, employees have the opportunity to learn more about their health. You'll receive a Personal Health Assessment (PHA) complete with actionable steps you can take to improve your health and reduce your risk of developing heart disease and other conditions. Though not required, spouses can choose to have a PHA done through the Health and Wellness Center (HWC).

## Who can participate in the Wellness Program?

Employees and spouses enrolled in the CCG healthcare plan can participate in the Wellness Program. Employees must participate to receive the 2021 Wellness program incentive.

# Free to you health care that offers incentives.

*Personal Health Assessments (PHA) will be offered again this year.*

## Visa Gift Card Incentive

All CCG employees participating in the PHAs will receive a \$25 gift certificate and one day of Wellness. This includes those employees who are not on the CCG healthcare plan but get their PHA done at their personal PCP. This does not include dependents (spouses and children) nor part time employees.



The Columbus Consolidated Government has offered employees the opportunity to undergo **free Personal Health Assessments**. In addition to receiving personalized information regarding key health indicators such as HDL Cholesterol, Triglycerides, Glucose levels, Blood Pressure, BMI and Waist Circumference, employees have the opportunity to **receive incentives for their participation**.

Be on the lookout for details about the CareATC PHA to be offered to Columbus Consolidated Government.

## 2021 Incentive

**The Wellness Incentive Option allows employees to have zero premium increase in their healthcare coverage for the 2021 plan year.**

Participation in the Wellness Incentive Option is voluntary, although encouraged. **Non-participation will result in a 7.3% medical premium increase for the 2021 plan year.**

Wellness participation includes completing a PHA and participating in coaching if deemed at risk.

# Program overview

## Privacy

**The Columbus Consolidated Government Wellness Program** is a voluntary program available to all employees on the CCG healthcare plan. The Columbus Consolidated Government Wellness Program is administered according to federal rules permitting employer-sponsored wellness programs that seek to improve employee health or prevent disease, including the Americans with Disabilities Act of 1990, the Genetic Information Nondiscrimination Act of 2008, and the Health Insurance Portability and Accountability Act (HIPAA), as applicable, among others. If you choose to participate in the wellness program you will be asked a series of questions about your health-related activities and behaviors and whether you have or had certain medical conditions. You will also be asked to complete a biometric screening, which will include a blood test. You are not required to participate in the blood test or other medical examinations.

However, employees who choose to participate in the wellness program will receive an incentive of a zero premium increase in their healthcare coverage for the 2021 plan year for completing the questionnaire, biometric screening, and health coaching if deemed eligible. Although you are not required to complete these activities, only employees who do so will receive the incentive.

If you are unable to participate in any of the health-related activities to earn an incentive, you may be entitled to a reasonable accommodation or an alternative standard. You may request a reasonable accommodation or an alternative standard by contacting CareATC at 1-800-993-8244 or [wellness@careatc.com](mailto:wellness@careatc.com).

The information from your biometric screening will be used to provide you with information to help you understand your current health and potential risks, and may also be used to offer you services through the wellness program, such as coaching. You also are encouraged to share your results or concerns with your own doctor.

## Protections from disclosure of medical information

CareATC is required by law to maintain the privacy and security of your personally identifiable health information and medical records. Although CareATC and Columbus Consolidated Government may use aggregate information it collects to design a program based on identified health risks in the workplace, CareATC will never disclose any of your personal information except as necessary to respond to a request from you for a reasonable accommodation needed to participate in the wellness program, as expressly permitted by law. Medical information that personally identifies you that is provided in connection with the wellness program will not be provided to your supervisors or managers and may never be used to make decisions regarding your employment. Your health information 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, and you will not be asked or required to waive the confidentiality of your health information as a condition of participating in the wellness program or receiving an incentive. Anyone who receives your information for purposes of providing you services as part of the wellness program will abide by the same confidentiality requirements. The only individual(s) who will receive your personally identifiable health information are CareATC clinical staff in order to provide you with services under the wellness program. Appropriate precautions will be taken to avoid any data breach, and in the event a data breach occurs involving information you provide in connection with the wellness program, we will notify you immediately. You may not be discriminated against in employment because of the medical information you provide as part of participating in the wellness program, nor may you be subjected to retaliation if you choose not to participate.

# Schedule your PHA, get a snapshot of your health.

## How to schedule:

Beginning June 22, 2020 call **800.993.8244** to schedule your PHA draw at the Health & Wellness Center between July 1 - October 30, 2020. Walk-ins not permitted. Fast 8 hours before your PHA from all food (including mints, gum and lozenges), drinks (black coffee allowed) and tobacco products. Do drink plenty of water and take prescriptions that don't require food, including blood pressure medications.

*Please don't wait, schedule your PHA!*

*Employees will be screened for COVID-19 during scheduling and at the Health & Wellness Center. All employees will be provided a mask.*

If choosing to complete a PHA with your Primary Care Physician, go to [www.careatc.com/patients](http://www.careatc.com/patients), and select "outside provider" in the scheduling option. Download and print the Physician Attestation form to take to

your Primary Care Physician. The Physician Attestation form must be submitted by October 30, 2020 to avoid a 7.3% premium surcharge.

## How to access your results:

Within 48 hours view your PHA results and personalized **PHA Live** video on the CareATC app or on the CareATC Patient Portal at [www.careatc.com/patients](http://www.careatc.com/patients). Sign in with your username and password, or if a new user, select "New Here? Activate your account!" and follow the prompts to verify your identity and setup your account. Make sure your information matches what your Human Resources Department has on file for you.

If you opted for paper booklet, your results will arrive by mail within two weeks.





# How to schedule at the Health & Wellness Center.



## What can be treated?

✓ Adult Immunizations

✓ Allergies

✓ Asthma

✓ Cold and Flu

✓ Congestion

✓ Diabetes Management

✓ Headaches

✓ High Blood Pressure

✓ High Cholesterol

✓ Lab Work/Tests

✓ Minor Injuries

✓ PHAs

✓ Physicals

✓ Pink Eye

✓ Sick Visits

✓ Sports Physicals

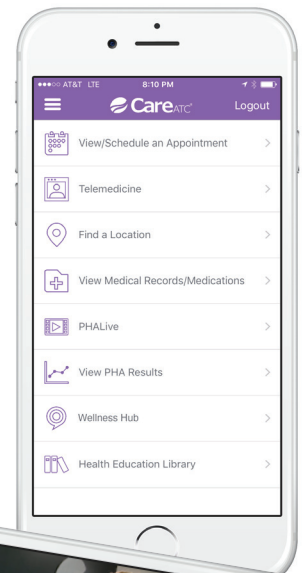
✓ Tobacco Cessation

✓ Well Woman Exams

There are three ways to schedule an appointment; log in to the Patient Portal at [www.careatc.com/patients](http://www.careatc.com/patients), use the CareATC Mobile app or call 800.993.8244.

The CareATC Mobile app offers convenient access anytime, anywhere.

Simply search 'CareATC' in your Android or Apple app store, download and log in using your patient portal user name and password. Need help? Call 800.993.8244.



## Mobile App Key Features

- Make, view, or cancel appointments
- Refill prescriptions
- Find wellness centers near you
- View PHA results
- Access health education
- View medical records
- View provider bios
- Location-based check-in
- Message your provider

# Health Coaching.



**Sabina Shah, MS, RN**  
Health Coach, CareATC, Inc.  
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Columbus, GA 31901  
O: 706.434.8263

**Sabina Shah, MS, RN is the CareATC Health Coach** for Columbus Consolidated Government employees. Sabina will administer individualized care plans through direct outreach and regular face-to-face encounters. If you are an insured employee who completes your PHA, she will contact you to enroll if you are moderate or high risk. You will then be eligible to earn your additional incentive with continued participation and work toward your wellness goals through a series of interventions that help reduce risk factors through lifestyle modifications and clinical guidance.

## Key Features:

- Face-to-Face Meetings with a Virtual Option
- Outcome-Based Models
- Health Education Materials

## Individualized Care Plans

Not a one-size-fits-all approach, participant care plans are developed using individualized health information and evidence-based best practices. Since health targets vary from person-to-person, our coaches customize their approach to generate the best health outcomes for each individual.

## Readiness to Change

Our coaches are experts in assessing participants' readiness to change, making sure vision, motivators, barriers, strategies, and conditions to support success are clear.

## Focused on Total Well-Being

Our care plans are designed to address important lifestyle issues like weight-loss, tobacco use, fitness, and nutrition while actively managing chronic conditions such as cardiac, pulmonary, and metabolic disease.





# Meeting Health Coaching Compliance.

## RESULTS AT A GLANCE

### VITALS

Test Name	Result	Risk	Previous	% Change	Normal
Height	66.75	●	66.75	0	0-99
Weight	164	●	162	-1%	0-99
Body Mass Index (BMI)	25.9	●	23.2	-10%	18.5-24.9
Waist Measurement	33	●	32	-3%	0-4.4
Systolic Pressure	102	●	118	16%	0-149
Diastolic Pressure	71	●	71	8%	65-79
YES	●	●	YES	NA	NO

Result	Risk	Previous	% Change	Normal
66.75	●	66.75	0	0-99
164	●	162	-1%	0-99
25.9	●	23.2	-10%	18.5-24.9
33	●	32	-3%	0-4.4
102	●	118	16%	0-149



If you are Health Coaching eligible based on your 2020 PHA results, you must:

- Enroll and attend scheduled appointments, working towards your personalized health goals before April 1, 2021.
- When enrolled, if you cannot attend a scheduled appointment or miss your appointment, you must contact the coach or return the coach's outreach call to be rescheduled. Failure to do so will result in non-compliance and a 7.3% premium increase for the remainder of the year.

Look for the Health Coach's Caller ID number below to not miss your Health Coaching call

- \* *Health Coach will make 2 outreach attempts to contact you to reschedule your first 2 missed appointments.*
- \* *After your 3rd missed appointment, you must contact the coach to reschedule to avoid being considered non-compliant.*
- Once you decline to continue coaching or are removed from coaching for being non-compliant per above, **you will not have the opportunity to re-enroll.**



# Tobacco cessation program and surcharge FAQs.

The Columbus Consolidated Government is offering employees who use tobacco products the option to participate in and complete a tobacco cessation program. The program is voluntary; however, **IF YOU CHOOSE NOT TO PARTICIPATE, THE CCG WILL IMPOSE A \$75.00 PER MONTH OR \$34.62 BIWEEKLY SURCHARGE** above the premium rate for all active employees/Pre-65 retirees on the healthcare plan. **All employees are required to sign a Tobacco Affidavit form indicating that you either have not, or have, used tobacco in the last six months.**

## 1. What am I required to do in order to avoid the tobacco surcharge?

If you use tobacco and are covered under a medical plan offered by CCG, you will be able to avoid a tobacco surcharge by following the steps below:

### Step 1

**You must complete enrollment in one of the two programs outlined below.**

If you do not enroll, you will be considered non-compliant and a surcharge will be applied. The surcharge will remain in effect until you complete the Tobacco Cessation Program.

### Step 2

**You must complete the program you enroll in based on the required time frame, including all meetings and sessions outlined within the programs.**

Your certificate of completion or letter of eligibility (proof) must be provided to the Human Resources Department within 10

business days following your completion of the program you choose.

If at any time you do not attend a scheduled meeting and/or session, you will be considered non-compliant. If you do not successfully complete the program and obtain your certificate of completion or letter of eligibility (proof), the surcharge will be applied and it will remain in place for the 2021 calendar year or until you complete a Tobacco Cessation Program.

## 2. What program options are available?

There are two program options available. The first is offered through either the Georgia Department of Health's Tobacco Quit Line Program and the Alabama Department of Health's Quit Line Program. The second program option is offered through the American Cancer Society FreshStart Program.

For more information contact Human Resources to request a free Tobacco Cessation Program information booklet.

# FAQs

## Wellness Incentive Option Frequently Asked Questions

### **Q. What is the Wellness Incentive Option?**

A: The Wellness Incentive Option allows employees to have zero premium increase in their healthcare coverage for the 2021 plan year. A description of the Wellness Incentive Option and participation guidelines are included here.

### **Q. What happens if I do not participate in the Wellness Incentive Option?**

A: Participation in the Wellness Incentive Option is voluntary, although encouraged. Non-participation will result in a 7.3% premium increase for the 2021 plan year.

### **Q. How is wellness participation defined?**

A: Complete a Personal Health Assessment, which includes an online health risk assessment, biometric screening and participate in coaching if deemed at risk.

### **Q. What is involved in the Personal Health Assessment?**

A: The Personal Health Assessment includes a health assessment questionnaire and biometric screening, which includes blood pressure, height and weight, waist circumference measurement and a blood draw.

### **Q. Why should I complete a Personal Health Assessment?**

A: The Personal Health Assessment gives you an overall look at your biometric values. Awareness is the first step to making healthy changes that can reduce your risk for disease and improve your quality of life.

### **Q: Who will perform my biometric screening?**

A: CareATC will be completing the screenings. They utilize medical professionals to deliver a high-quality health screening experience with the use of industry-leading technology and information.

### **Q: Can I choose to visit my primary care physician to complete the blood draw and biometric screening?**

A: **Yes.** Your primary care physician can complete the blood draw and the biometric screening. You may access the Physician Attestation form by visiting [www.careatc.com/patients](http://www.careatc.com/patients) to print and take this form to your Primary Care Physician. Please follow instructions listed on Page 6 to schedule your PHA with your Primary Care Physician. If you are an employee not on CCG healthcare coverage, please email [PAform@careatc.com](mailto:PAform@careatc.com) to request the Physician Attestation form to be eligible to earn a Wellness Day. Please follow instructions outlined on the Physician Attestation form. Completed forms should be submitted to [PAform@careatc.com](mailto:PAform@careatc.com) or returned via mail or fax as stated on form instructions by October 30, 2020. Your PHA results will never be shared with COLUMBUS CONSOLIDATED GOVERNMENT. Additionally, you are responsible for ensuring your provider submits the Physician Attestation form to CareATC between July 1, 2020 and October 30, 2020.

### **Q: Will COLUMBUS CONSOLIDATED GOVERNMENT ever see or have access to my personal test results?**

A: **No.** Protecting your privacy is as important to COLUMBUS CONSOLIDATED GOVERNMENT as it is to you. Individual screening results and specific health risks are confidential. Your screening results are managed independently by CareATC and will never be shared with COLUMBUS CONSOLIDATED GOVERNMENT. CareATC does provide COLUMBUS CONSOLIDATED GOVERNMENT an aggregate report of the entire screened population. This is unidentified aggregated data that enables us to shape our plans and programs to meet the health needs of employees. CareATC also provides notification to COLUMBUS CONSOLIDATED GOVERNMENT Human Resources Department confirming your completion status, which allows us to determine your eligibility for the wellness premium incentive.

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**Q: What happens with my data once I register and complete the personal health assessment?**

A: Your Personal Health Assessment results are not shared with anyone but you. Once you complete the wellness screening, CareATC notifies COLUMBUS CONSOLIDATED GOVERNMENT Human Resources Department of your completion status. The completion status indicates that you have completed the Personal Health Assessment. Your personal information is kept private in accordance with the Notice of Privacy Practice and HIPAA requirements.

**Q: How will I receive my results?**

A: You will receive a booklet in the mail at your home address. You can also check the patient portal or mobile app to review your results and watch PHA LIVE, a personalized video detailing the results.

**Q: Who is eligible to participate in the COLUMBUS CONSOLIDATED GOVERNMENT Wellness Incentive Option?**

A: Only employees or retirees enrolled in the COLUMBUS CONSOLIDATED GOVERNMENT medical plan (Silver or Gold) are eligible for the Wellness Incentive Option. Spouses are not required to complete a Personal Health Assessment.

**Q: I am a retiree. Do I have to complete a Personal Health Assessment?**

A: Retirees who are enrolled in the Silver or Gold medical plan are required to complete the Personal Health Assessment to receive the Wellness premium for 2021. Retirees enrolled in the Medicare Advantage plan do not have to complete a Personal Health Assessment.

**Q: I am not enrolled in the COLUMBUS CONSOLIDATED GOVERNMENT medical plan. Do I need to participate in a Personal Health Assessment?**

A: **No.** But if you are considering enrolling in the medical plan for 2021, this will be the opportunity to complete the Personal Health Assessment as well.

**Q: How do I schedule an appointment for my Personal Health Assessment?**

A: Employees and Pre-65 retirees must register on CareATC's registration site. Go to [careatc.com/patients](https://careatc.com/patients) OR CALL 800-993-8244. Follow the instructions on page 6 to make an appointment.

**Q: Can I opt out of the COLUMBUS CONSOLIDATED GOVERNMENT'S Employee Health Benefit Plan entirely?**

A: **Yes.** You may opt out of the health plan during open enrollment. Please remember that if you choose to opt-out, you will not be eligible for medical coverage during the plan year unless you have a qualifying life event.

**Q: I will be on leave during the time of the scheduled Personal Health Assessments. Can I schedule an appointment with the Health & Wellness Center to complete a Personal Health Assessment?**

A: **Yes.** You may schedule an appointment with the Health & Wellness Center or you may have your primary care physician complete the blood draw and biometric screening. Please follow instructions outlined on the Physician Attestation form. Completed forms should be submitted to [PAform@careatc.com](mailto:PAform@careatc.com) or returned via mail or fax as stated on form instructions.

**Q: What is the deadline for completing a Personal Health Assessment?**

A: All PHAs must be completed by October 30, 2020. For those employees who prefer to have their primary care physician perform the PHA, Physician Attestation forms can be completed by the PCP and will be accepted from July 1 – October 30, 2020.

**Q: Is there an incentive for completing a Personal Health Assessment?**

A: You will receive personalized feedback regarding your health status. Your insurance premium will not increase and you will be eligible to earn a \$25 gift card. Employees will also earn a Wellness Day for completing a Personal Health Assessment.



## Questions about the Wellness Program?

Contact the NFP Customer Service Benefits Hotline 844.505.9158.

## Need information about the CCG Health and Wellness Center?

Call 800.993.8244, or go online at [www.careatc.com/patients](http://www.careatc.com/patients), or use the CareATC mobile app to log in to your account using your user name and password. You can also schedule an appointment and view your medical records.

If you are a new user, go to [www.careatc.com/patients](http://www.careatc.com/patients) and select "New Here? Activate your account!" Follow the prompts to verify your identity and setup your account. Make sure your information matches what Human Resources Department has on file for you.

## Questions about Health Coaching?

Call Sabina Shah, MS, RN, Health Coach, CareATC, Inc. at 706.434.8263.  
Her office is located at 2000 10th Ave, Ste 410, Columbus, GA 31901.

