

BeWell Frequently Asked Questions

What is BeWell and how is it staffed?

- The UPG Health Plan has contracted with BeWell, a department within UVA Medical Center, to provide services to improve employee health and well-being.
- Benefits include: a dedicated patient advocate, coordination of care with your provider, medication consult, behavioral health counseling, access to a variety of resources including exercise classes, assistance with tobacco cessation, weight loss and prediabetes programs, just to name a few. Your patient advocate is ready to connect you with the resources that will work with your lifestyle and benefit you most to ensure your success.
- The BeWell team consists of a small group of data analysts, an assigned compliance officer, physicians, nurses, counselors, administrative staff, and patient advocates.

Will the USPM portal be used or any earned points be required for the 2019 program year?

The answer to both of these questions is **no**. All employees will receive an opt-in invite from a BeWell email or physical invite mailed to your home. Once you connect to the activation link, you will put the code into the box and then you will be redirected to complete the HRA/enrollment questionnaire. Once completed, you have fully opted into the BeWell program and your patient advocate will be in touch to get your 2019 journey underway.

Will I work with the same advocate for the 2019 program?

Yes, unless you wish to be reassigned. An immediate reassignment will occur once you email BeWell, and you will be notified by email of the reassignment.

How do I earn rewards for BeWell?

- All employees are eligible for BeWell. Spouses must be enrolled in the UPG Anthem health plan to be eligible for BeWell. Participants will be rewarded up to \$1,000 for full completion of the program. Rewards for BeWell will be paid to the subscriber in July and again in their January 2020 paychecks. Rewards are considered taxable income. Grant-funded postdoctoral fellows, retirees, and COBRA enrollees are not eligible for monetary rewards. You must be employed and you and your spouse must be on the UPG Health Plan at the time of the rewards payout.
- Each participant will need to manage the following in order to be eligible for the first BeWell reward:
 - Opt in to BeWell from the email or mail invite and complete the enrollment questionnaire. (USPM portal is not a part of this program.)
 - Complete an enrollment call with your patient advocate.
 - Meet with your provider once a year and return provider recommendations to your patient advocate.
 - Speak with a UVA pharmacist to complete a medication consult (includes over-the-counter medications).
 - Complete a goal-setting call with your patient advocate (must have provider recommendations).
 - Return signed/accepted Health Goal Sheet.
 - Participate in follow-up calls and support provided by your patient advocate as prescribed.
- Each participant is required to successfully achieve all set/agreed to goals in order to receive the second BeWell reward.

Do I need an annual physical exam or BeWell exam?

Your PCP needs to be the provider (UVA or non-UVA) completing your annual physical or BeWell exam. If you have had an annual physical exam or BeWell exam in the last 366 days from the date you have your enrollment call with your advocate, you will not be required to obtain an additional exam. For example, if your enrollment call is scheduled for May 21 and your last physical or BeWell exam was July 26, 2018, you will not be required to have an additional exam because you've had one within the last 366 days of your enrollment call. You may however, have to obtain provider recommendations in order to move forward in the program.

What are provider recommendations and how many goals do I need to set and achieve?

All participants are required to obtain and provide provider recommendations to their advocate in order to set a clinical goal for the 2019 program year. Additionally, you are required to set a supporting goal to the clinical goal. For example, if your provider recommends you lose 5-7 percent of your body weight as well as to quit smoking, you might decide to quit smoking in 2019; and to support that clinical goal, any money you would have spent on tobacco, you are going to save and use toward a gym membership to help reach your weight-loss goal. In order to receive the second reward, both the clinical and supporting goal must be achieved, with documentation provided, as well as all prescribed calls completed by December 13.

Why did I receive this invitation?

- UVA Health System and UVA Physicians Group (UPG) have implemented BeWell, an employee population health management program, for the purpose of improving the health and well-being of our staff and team members and reducing healthcare costs for the UPG Health Plan.

Did UVA Medical Center employees look at my UPG Health Plan data?

- A small team of BeWell data analysts has applied algorithms to the data to analyze and determine your personalized care program. As part of this program, no other Medical Center employees are authorized to look at your data, with the exception of your patient advocate, should you decide to participate in BeWell.
- Upon your consent to participate, your BeWell patient advocate will receive your data analysis results (but not your Health Plan claims data) to work with you on your BeWell health goals. Please be assured that we are mindful of your privacy; we don't want you to have any concerns that BeWell will review your data for any purpose except the BeWell program.

What UPG Health Plan data was reviewed?

- Health Plan claims data was reviewed.

How are you able to look at Health Plan data?

- Because you are a member of the UPG Health Plan, the Health Plan (and the BeWell program as the Health Plan's Program provider) can review your data to conduct health management initiatives. Under HIPAA guidelines, the UPG Health Plan is allowed to exchange data with a business associate (the BeWell program) for purposes of improving the health of plan participants.

Who at the Medical Center had access to my UPG Health Plan data prior to my enrollment?

- At this point in the process, only the small BeWell data team has had access to your data. All BeWell staff, as employees of UVA Medical Center and providers of BeWell services to Health Plan participants, must abide by HIPAA privacy policies and procedures regarding privacy of health information for UVA Medical Center and the Health Plan.

Is my physician aware of this program?

- Many community providers have been involved with the BeWell program. Each year various community providers attend the BeWell physician briefing session; UVA Health System representatives are also visiting many physician offices in the community.

With the BeWell program, who has access to my EPIC record? Will my BeWell information go into EPIC?

- Upon your consent and when appropriate, the BeWell care team, which includes physicians, nurses, counselors, and patient advocates, has access to your EPIC record for the purpose of improving your health. BeWell exams and pharmacy consults are all part of the EPIC record. All BeWell staff, as employees of UVA Medical Center and providers of BeWell services to the Health Plan, must abide by the UVA Medical Center's and the Health Plan's HIPAA privacy policies and procedures regarding privacy of health information.

What if I don't use a UVA primary care physician? Will my data be stored in EPIC?

- Your consent to participate in BeWell includes an agreement that you will allow documentation in EPIC, if appropriate.
- If you are currently a patient of a UVA physician and do not have a MyChart account, we encourage you to sign up in advance of your BeWell enrollment by visiting mychartuva.com. Enrollment is fast and free of charge.

What about pharmacy services?

- Your enrollment in BeWell may include a consultation with a UVA pharmacist. If you would like to make UVA Pharmacy your primary pharmacy, the UVA pharmacist can assist you.

*Depending on your health option or diagnosis, copays or out-of-pocket charges may apply. See your medical plan's summary plan description for details. Your health plan is committed to helping you achieve your best health status. Rewards for participating in a wellness program are available to all employees. If you think you might be unable to meet a standard for a reward under this wellness program, you might qualify for an opportunity to earn the same reward by different means. Contact us at beWell@virginia.edu or 434.243.6388 and we will work with you to find a wellness program with the same reward that is right for you in light of your health status.