



The Hartford Health Screening Program (Fall 2023) Frequently Asked Questions

[GENERAL QUESTIONS](#)

[HEALTH SCREENING OPTIONS](#)

[WELLNESS POINTS](#)

[QUESTIONS](#)

GENERAL QUESTIONS

What is a health screening?

A health screening provides an assessment of an individual's basic health status and offers valuable insight into an employee's health risks. The screening consists of a finger stick blood test or blood draw for cholesterol (total cholesterol, HDL and LDL), triglycerides and blood sugar. Measurements of height, weight, blood pressure, waist circumference, and body mass index are also taken.

Why is The Hartford offering the health screenings?

Health screenings are very important to make you aware of your biometric measures in the event any are outside standard ranges and indicate health risks. Knowing your health risks will alert you to seek medical care, if needed, and to take action by making changes in your lifestyle to improve your wellbeing.

Why should I get my health screening?

Your well-being is important. With the right information, you can be better prepared to address any health risks that could possibly affect the quality of your life.

Plus, you can earn credits toward your health premiums by having a screening¹. If you are enrolled in The Hartford's health plan, you will earn 120 wellness points for participating in the company-sponsored health screening program.

How long does the screening take?

The screening takes approximately 15-20 minutes.

Are the health screenings mandatory?

The screenings are not mandatory.

¹ To be eligible for wellness points and to receive a health premium credit, you must be enrolled in The Hartford's CDHP, EPO or PPO health plan options. Dependents and plan members on long-term disability or COBRA are not eligible for health premium credits. In addition, to receive health premium credits, you must complete the health risk assessment, which is available on [My Wellness at Work](#).

Do I need to fast for the screening?

For the most accurate results, you should fast for at least nine hours prior to your screening. Non-fasting testing may cause your results to fall outside of the healthy value ranges required for earning additional wellness points. You may only have water or black coffee during the fasting period.

Will my personal results be shared?

No. Your personal results are entirely confidential. The Hartford will receive an aggregate report that summarizes total average numbers to assist in planning employee wellness programs. The results of your biometric screening will be shared with The Hartford's wellness vendor, and will automatically populate by January 2024 on [My Wellness at Work](#). Your results may also be used to recommend certain optional and confidential wellness programs to you.

Will my results be sent to my physician's office?

No. However, we encourage you to bring your results report to your next doctor's visit or send the office a copy for your medical records file.

Who is conducting the onsite health screenings?

TotalWellness, an independent provider of worksite wellness programs, will be conducting the screenings. Licensed medical professionals will collect all measurements.

What guidelines are you using?

Onsite screenings will follow research supported by the U.S. Department of Health and Human Services.

ONSITE HEALTH SCREENINGS

When are the onsite health screenings being offered?

The onsite health screenings will take place between Sept. 5 and Nov. 16. To view the date(s) and locations of onsite screenings, visit [RegisterMyTime](#).

How do I sign up for a free onsite biometric health screening?

Go to our online registration tool, [RegisterMyTime](#). Select 'Register' next to the event location and date you would like to attend. Check the box(es) next to Biometric Screening and/or Flu Shot, and select your desired appointment time. **If you want to schedule both a screening and flu shot you will only need to select a biometric screening time.** Enter your name, email, phone number, and hit 'Register'. You will receive a confirmation email and two reminder emails prior to your appointment. If you need to reschedule your screening, you can log in up until 12 p.m. ET the day before your scheduled appointment to cancel and/or reschedule.

Are appointments required?

Yes, in order to manage demand and the inventory of screening supplies, appointments are required.

All appointment at my desired location are full. Can I add myself to a waitlist?

Yes, [click here](#) to add yourself to the waitlist. You will be notified via email when more appointments have been added. No additional appointments will be added two weeks prior to an event.

I am a contractor. Can I participate in The Hartford's biometric screening program?

No, only regular full-time and part-time employees can participate.

What is done to protect my privacy on the day of the event?

On the day of the screening, trained clinicians will discuss your results with you after your screening. This conversation will be conducted quietly and discretely. Screening equipment will also be positioned so your results are visible to only you and/or the clinician.

OFFSITE HEALTH SCREENING OPTIONS

How can I participate if I am a remote employee or not able to attend an onsite event?

Screening options are available to ensure all employees can have a no-cost health screening. It is important for you to carefully read and follow the instructions below. It is your responsibility to ensure that you follow these steps and take responsibility for making sure that your results are received by TotalWellness.

You can choose between three options. **Regardless of the option chosen, you must complete your screening by Nov. 30.**

The three options include:

- **LabCorp Facility** – have your screening at one of thousands of LabCorp facilities located around the country.
- **Physician** – use the results from a screening you have had already in 2023, or have your screening done by your doctor. **Please note:** if your doctor requires an office visit before ordering the screening, you will be responsible for the applicable office visit cost. You should confirm costs with your doctor's office and insurance company prior to having your screening.
- **CVS Pharmacy MinuteClinic** – have your screening at a participating MinuteClinic located in select CVS Pharmacies.

How do I go about having a screening done at a LABCORP facility?

To have your screening done at a LabCorp facility, complete these steps **by Nov. 30**:

1. Log on to [The Hartford Biometric Screening Program site](#) to:
 - Download a LabCorp screening voucher.
 - Schedule your screening appointment on <https://www.labcorp.com>.
 - On the day of your screening appointment bring your screening voucher, appointment confirmation number, and a photo ID.

LabCorp will transfer your screening results directly to TotalWellness. You can also request that a copy of your results be mailed to you.

Do I have to schedule an appointment to participate at a LabCorp Facility?

You do not have to schedule an appointment, but it is highly recommended so that you do not have to spend extra time at the lab. Online appointment scheduling is available for all LabCorp sites. Same day appointments are available and can be made up to 2 hours prior to arrival.

To schedule an appointment, visit <https://www.labcorp.com>.

- Under 'Patients and Individuals' select 'Labs & Appointments'.
- Enter your ZIP code to search for the closest lab. Be sure to select 'Employee Wellness with Body Measurement' under the service tab. This will bring you to a list of LabCorp locations.
- Choose your preferred location and click 'Make an Appointment'.
- In the Appointment Tool, select 'Employee Wellness with Body Measurement', select a specific Date and Time and complete the Patient Information section.
IMPORTANT NOTE: Be sure to select 'Employee Wellness with Body Measurement' to ensure the lab you visit is equipped to perform the full screening.
- Under Financial Details select 'I have already paid or someone else is responsible'. There is no out of pocket cost for utilizing the LabCorp Program.
- You will then be asked to enter Contact Information. Once complete, click 'Next'. Review all submitted information and click 'Create Appointment'.
- Bring your Confirmation Number with you to your appointment along with the Screening Voucher (page 2 of this document) and photo ID.

How do I go about having a screening done by my physician?

If you had a screening already done in 2023 or would prefer to have your screening performed by your physician, you must complete these steps **by Nov. 30**:

1. Log on to [The Hartford Biometric Screening Program site](#) to print the Primary Care Physician form.
2. Contact your physician to schedule your screening. Keep in mind that if your doctor requires an office visit before ordering the screening, you will be responsible for the applicable office visit cost. You should confirm costs with your doctor's office and insurance company prior to having your screening.
3. Have your physician complete and sign the biometric screening form and give you a copy.
4. Provide your completed biometric screening form to TotalWellness in **one** of three ways. Only fully completed forms will be accepted.
 - **Online** - upload your completed form via the [TotalWellness website \(https://www.totalwellnesshealth.com/news/gravity-landing/hartford-pcp\)](https://www.totalwellnesshealth.com/news/gravity-landing/hartford-pcp)
 - **Secure Fax Number**: 402-939-0387, Attn. Hartford Support
 - **Mail** - send your form to TotalWellness, Attn: Data Department | 9320 H Court | Omaha, NE 68127

IMPORTANT NOTE: You are responsible for sending in your information. TotalWellness does not work directly with doctors' offices.

How do I go about having a screening done at a CVS Pharmacy MinuteClinic?

To have your screening done at a CVS Pharmacy MinuteClinic, complete these steps **by Nov. 30**:

1. Log on to [The Hartford Biometric Screening Program](#) site
2. Download a MinuteClinic screening voucher.
3. Locate a MinuteClinic nearest you by visiting [minuteclinic.com](#) or calling 1.866.389.ASAP(2727).
4. On the day of your screening, you must bring the printed voucher and a valid photo ID.

CVS will transfer your screening results directly to TotalWellness after your visit. You can also request a copy of your results during your visit.

Do I have to schedule an appointment to participate at a participating CVS Pharmacy MinuteClinic?

No, you do not have to schedule an appointment to receive your screening at a participating CVS Pharmacy.

Can I request the Primary Care Physician form, LabCorp or CVS voucher be mailed to me?

If for some reason you are unable to print the form, click [here](#) to request one be mailed to you.

WELLNESS POINTS

When will I receive my wellness points on the My Wellness at Work platform for completing my health screening?

You should be able to view the wellness points you earn for participating in the screening program on the Rewards tab of the [My Wellness at Work](#) portal within approximately two weeks after your screening depending on the screening option you elect.

If I choose not to have a health screening, will I be able to earn 120 wellness points in other ways?

In lieu of a screening, you can earn 120 wellness points by participating in other wellness programs including completing activities on the [My Wellness at Work](#) portal.

QUESTIONS

What if I have additional questions?

If you have any questions about the health screening program, please call or email TotalWellness at:

- **Email:** Hartfordsupport@totalwellnesshealth.com
- **Phone:** 888-434-4358 ext. 127, Monday through Friday, 8 a.m. to 5 p.m. Eastern time.