

Lifestyle Returns FAQ

What is Lifestyle Returns?

Lifestyle Returns is an incentive-based worksite wellness program designed to help Allegheny County employees take more control of their health.

When does Lifestyle Returns have to be completed?

Lifestyle Returns must be completed between January 1 and September 30.

Is my spouse required to complete Lifestyle Returns?

No. Spouses are not required to complete the program but are encouraged to participate. They have access to all of the same tools and resources that is offered to employees.

Taking the Pledge – Q&A

Why accept the Lifestyle Returns pledge?

The pledge indicates that you take personal responsibility for all aspects of your health in order to enjoy a better quality of life and that you understand the program requirements.

Can I accept the pledge at any time during the program period?

You should accept the pledge early, since no other activity can be completed until after you accept the pledge.

Highmark's site only offers a cash reward option – does Allegheny County still offer a choice between a cash reward of \$125 or an extra day off?

Yes. Highmark's website is set up generically and is not customized for Allegheny County employees - the only option listed is "cash reward". Allegheny County continues to offer a choice of \$125 or an extra day off.

Please note: if you work for a department that operates 24 hours a day, 7 days a week, you are eligible for the \$125 bonus only. This includes the Kane Regional Centers, Shuman Juvenile Detention Center, Allegheny County Jail, Emergency Management 911 and Police. This also includes the Courts. At the end of the program period you will let your wellness representative know your choice of reward.

Do I have to be a current employee to receive my reward for completing the program?

Yes, you must be a current employee of Allegheny County in order to receive your reward.

Wellness Profile Q & A

Will Allegheny County view the health information I submit?

No, federal privacy laws are in place (HIPAA). The information you enter is kept completely confidential and cannot be shared with your employer. Submitting your health information is necessary so that Lifestyle Returns can design your personalized plan for healthier living.

Can I retake the wellness profile?

Yes. You can retake the wellness profile every 45 days.

What is my "site code"?

Allegheny County does not have a site code. You can continue the wellness profile without entering in a "site code".

Preventive Exams Q & A

Do I have to wait until my appointment to enter my preventive exam date?

No, once you have scheduled your preventive exam, enter your appointment date. Your appointment can take place any time between January and December.

Preventive Exams Q & A (cont'd)

I participated in Lifestyle Returns last year and had my physical exam. I am under 50 years old. Do I need to get another physical exam this year?

No. For the purposes of Lifestyle Returns if you are age 49 or younger a physical exam is required once every two years. If you entered your physical exam date online last year, that field will be automatically populated with last years date and you will not have to enter in a date for this year. If you are age 50 years or older you are required to have a yearly physical exam.

I have had a total mastectomy/hysterectomy and no longer need to have a mammogram/or see and ob/gyn. How do I get credit for these exams?

Although you no longer need to have these exams, the system is looking for exam dates in order for you to receive credit. If you are in this situation, it is acceptable to enter your physical exam date in these fields.

Does my gynecological exam count towards credit towards my physical exam?

No. You are required to have a physical exam conducted by your primary care physician in addition to the gynecological exam.

Why aren't the requirements for completing the preventive exams displayed?

Requirements for completing the preventive exams differ based on age and gender. Males are responsible for completing one preventive exam while females can be required to complete two or three of the exams based on age.

When I click on "view details" my preventive exam dates are not correct. What happened?

The date that displays when you click on "view details" is the date you entered in your appointments. When you click on Preventive Exams it will display your actual appointment dates.

Health and Wellness Programs Q & A

What kind of Health and Wellness Programs are available to me?

Lifestyle Returns offers a wide selection of programs. Lifestyle improvement programs can help you lead a healthier lifestyle and includes programs to reduce stress, manage weight, improve nutrition and become more physically fit. Condition Management programs offered through Blues on Call Health Coaches help those with certain chronic conditions better manage their condition. These programs can help members with diabetes, asthma, coronary artery disease, back pain, chronic obstructive pulmonary disease (COPD) and congestive heart failure work with their physicians to assure that they receive proper tests, treatment and medication.

Can I participate in more than two health and wellness program?

Yes, employees and their spouses can participate in as many programs as they would like.

Am I required to enroll in programs that are recommended in my Wellness Profile Report?

No. The programs and activities that are recommended are based on your Wellness Profile results and are likely to be the most beneficial to you. However, you are not required to enroll in the recommended programs.

Health Information & Tools Q & A

What kinds of Health Education & Tools are available to me?

Online health education tools include articles and resources on the health topic of your choice, including in-depth information on health conditions, medications, medical procedures as well as cost information on a wide range of care procedures.

How do I receive credit for Health Information & Tools?

You must complete the online follow-up survey after you have read one of the health topics in order to receive credit for this step. To access a tool, click on "Health Information & Tools" in the "Take Charge of Your Health" section. Once you've completed reading the health topic of your choice you must go back to the "Health Information & Tools" page and click on "Take the Survey" link.