

Frequently Asked Questions (FAQs)

What is the new Health Risk Assessment (HRA)?

The University of Utah has introduced a new Health Risk Assessment (HRA) to better support employee wellness. This new HRA replaces the Regence Empower Personal Health Assessment and must be completed by **July 1, 2026** to participate in the WellU program.

The HRA is a self-reported assessment that uses a number of evidence-based, validated measures. Participants will be asked basic questions regarding overall health and wellness, similar to the previous Regence assessment, to inform them of their health risk across 10 domains of health behaviors and psychosocial areas. Results of the assessment will allow for direct education and customized resource referrals for participants.

The new HRA will help inform what health and wellness resources are needed by our campus community, as well as the individual completing the HRA. Our goal is to use this information to build a robust network of resources that help improve the health and wellness of our campus community and possibly reduce the overall cost of healthcare for our employees and save you money.

The HRA is the entry point for the WellU wellness program. Participation in WellU is completely voluntary.

Who will have access to my HRA responses?

The health information provided in the HRA will only be reviewed by the University's Osher Center for Integrative Health (the Osher Team), led by Dr. Amy Locke, U of U Health Chief Wellness Officer. University Human Resource Management (UHRM) will not have any access to this information. The Osher Team will only share de-identified data with UHRM to analyze the effectiveness of the program.

In the situation that an issue is identified that requires immediate response a member of the Osher Team may reach out to you directly and ask your permission to share your information with a medical provider outside of the Osher Team or a member of our Employee Assistance Program. In this situation you will be notified and your permission will be required before any information is shared.

Will my HRA responses be stored in EPIC and will my health provider(s) have access to my responses?

No, your responses will not be stored in EPIC and will not be accessible to your health provider(s). After completing the HRA, you'll receive a summary report by email with your results and any recommendations. You are encouraged to discuss any questions or concerns you have with your health provider(s).

I have questions about the HRA. Who should I contact?

Any questions about the HRA or information you provided in response to questions about your personal health information should be directed to the Osher Center for Integrative Health team. Contact the Osher Team at Wellness@utah.edu.

What if I don't feel comfortable providing my personal health information to the Osher Team?

If you do not wish to provide your personal health information in the HRA, you are not required to enter any personal health information. Simply complete the sections with your name and UID number and any information you do feel comfortable providing. This will count for completion of the HRA and signify your desire to participate in the WellU program.

The benefits of completing the HRA are 1) your own awareness about individual health risk and 2) based on your individual needs, the Osher Team can guide you to the best resources available to help you reach your health and wellness goals. If you choose not to enter your personal health information you can still complete the WellU program, you will just have to choose which Wellness Activities to participate in.

Why are there two options to complete the WellU program requirements?

The WellU program offers two options for employees to complete the WellU program requirements. After completing the HRA, employees will complete either the Traditional Track or the Tailored Care Pathway Track.

1. Traditional Track

- Complete the HRA
- Complete four [Wellness Activities](#) of your choice

2. Tailored Care Pathway (by qualifying and opting in)

- Complete the HRA
- Offered to employees that could benefit from increased support based on HRA results
- Partner with a Wellness Navigator to create a personalized wellness plan

This year, the Tailored Care Pathways will focus on:

- Healthy Body: Pre-Diabetes Management, Diabetes Management, Weight Management
- Healthy Mind: Building Personal Resilience

All employees who complete the HRA will be provided with a personalized recommendation of Wellness Activities designed to help improve individual overall health and wellness.

If I am offered a Tailored Care Pathway, do I need to engage with the Osher Team and complete four Wellness Activities?

No. If you choose to engage with the Tailored Care Pathway and follow the personalized plan, you **do not** need to complete the four WellU activities. Employees who are offered a Tailored Care Pathway can choose to engage with the Osher Team and create their own customized plan that empowers them to reach their health goals. Engaging with the Tailored Care Pathway will ensure that you complete all requirements for the WellU program.

However, you do not have to engage with the Tailored Care Pathway, you may choose to opt out and instead complete four Wellness Activities of your choosing.

If I participate, how much of a discount will I receive?

For the 2025-2026 Plan Year, WellU participants will receive a \$25 discount on their health coverage per month. If your monthly premium is less than \$25, your premium will be reduced to \$0.

I am working with my own health care provider on my medical needs and do not need assistance from the Osher Team. How can I get credit for what I'm doing?

Due to patient privacy concerns, the Osher Team cannot verify health care provider appointments. Employees who are working with their own health care provider may want to discuss which of the available Wellness Activities would be most beneficial for their health. They will need to complete four [Wellness Activities](#).

Will I still be able to see the Wellness Activities I have completed on the [WellU Participation Tracker](#)?

Yes, the WellU Participation Tracker will continue to show your completed activities.

If you engage with the Osher Team to follow a Tailored Care Pathway you will receive a check mark for this activity upon completion.

If you complete four WellU activity options, you will receive a check mark for each activity that you complete. A red "X" will show for the Tailored Care Pathway if you were not eligible to participate or did not opt in. As long as you have a checkmark for the HRA and four WellU activities, you will have completed the requirements.

My flu or COVID vaccine is not showing up in the [WellU Tracker](#). What should I do?

Log into CIS. In the search bar at the top of the page enter the word "Vaccine" and select the box titled, Vaccinations. Click "+" under the title, Vaccine Details, and in the drop-down box select the type of vaccine you received (COVID-19 Vaccination or Flu Vaccination). Click "Continue" on the top right-hand side of the small box. Enter the date you received the vaccine, MM/DD/YYYY and attach your proof of

vaccine. (Proof of the vaccine must include your name and the date the vaccine was received. Without proof of the vaccination, you will not be able to complete the submission.) Check the box certifying that the information being submitted is true and correct and click "Save".

Vaccinations uploaded in CIS will be updated on the Tracker within a month of submission.

My department hosted a flu shot clinic, however my flu shot is not showing on my tracker. What should I do?

The department contact who organized the clinic should send a list of UIDs to WellU@utah.edu so that we can update the Tracker. In the past the Work Wellness Center was able to share this data with us, however we no longer have this access. You can also report your vaccination in CIS.

My completed Wellness Activities are not showing up in the [WellU Participation Tracker](#). Who should I contact?

UHRM will continue to receive monthly reports of completions and add them to the Tracker. Health provider activity completions may take longer due to billing processes. Please allow up to 90 days for activities to be updated on the tracker. If it has been over 90 days and your activity has not been updated, please contact the WellU team at WellU@utah.edu.

I work out at a gym other than the University's Eccles Student Life Center. Can I get credit for that activity?

Not at this time. UHRM relies on our University Community Partners to track participation and report completions on a monthly basis. We do not have the capacity to allow employees to self-report other activities. At this time, only flu and COVID vaccines can be self-reported through the CIS Vaccinations tile (with proof of vaccine required).

Do I need to visit a University of Utah Health provider for health activities?

No, you can visit any provider to complete these activities. We receive confirmation of your completed activity once your claim has been processed by the Health Plan Administrator. Please allow up to 90 days for activities to be updated on the Tracker. WellU does not have access to employee's MyChart or EPIC records.

How do I receive credit for a dental exam and cleaning if I don't have the University's employee dental coverage?

If you do not have University employee dental coverage, you will need to send a copy of your billing statement or dental ledger to WellU@utah.edu so that we can manually update your participation on

the Tracker. The documentation must clearly show your name, the date of service, and the dental exam and cleaning.

What health screenings qualify for WellU credit?

The health screening options that qualify for WellU credit are: mammogram, cervical cancer screening, prostate cancer screening, osteoporosis screening, and colonoscopy. We are not able to give WellU credit for eye exams or other screenings not listed above such as skin cancer screenings, since they are merely coded as office visits when they are billed to the health plan.

Can I receive credit for completing multiple OCH services?

Yes, you may complete up to four services at low or no cost that are the same. WellU wants to make sure that the program is meaningful for each employee, so if that means participating in the same service more than once it will still be covered and will count toward WellU.

How can I track how many visits I've had at Red Butte Garden?

Red Butte Garden is not able to tell you how many visits you have completed because the tracking is not housed with the desk where you check in. Please make sure to keep track of your visits to ensure you have met the required number of visits. Red Butte Garden will report your participation to WellU once you have completed the required amount to receive WellU credit.

The WellU Program deadline is on July 1st but I completed an activity near the deadline, and activities can take up to 90 days to be updated on the Tracker. Will I still be eligible for the WellU discount?

You will still be eligible to receive the WellU discount as long as all of your activities were completed prior to the July 1st deadline. We will be able to apply the discount as soon as all of your activities have been reported to us.

If you are currently receiving the WellU discount, it will not be removed until the August 22nd paycheck to allow additional time for us to receive reports for activities completed prior to July 1st. We recommend completing activities earlier in the plan year to avoid potentially having a lapse in receiving the discount. We do not currently have the capacity to allow employees to self-report activities completed within the standard 90-day processing and reporting timeframe.

Still have questions?

For WellU program details, participation tracking, and general support: WellU@utah.edu

For Health Risk Assessment (HRA), Tailored Care Pathways, or OCH/PEAK programs and services: Wellness@utah.edu