

## Frequently Asked Questions

### What is the new Health Risk Assessment (HRA)?

In order to better serve employees at the University of Utah, a new Health Risk Assessment (HRA) has been released. This HRA will replace the Regence Empower Personal Health Assessment. **The new HRA must be completed before July 1, 2025 for those who wish to participate in WellU.**

The self-reported health information entered in the HRA will 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, so that they may better understand the health needs of our campus community and provide assistance to employees who qualify and wish to receive assistance.

The HRA is a self-reported assessment that uses a number of evidence-based, validated measures, to provide participants with their health risk across 10 domains of health behaviors and psychosocial areas allowing for direct education, and customized resource referrals for participants.

The HRA asks basic questions regarding your overall health and wellness similar to the previous Regence assessment.

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. **As always participation in WellU is optional.**

### Who will have access to my HRA responses?

Only the Osher Team will have access to HRA response data. 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 a situation where an issue is identified that requires immediate response, such as a mental health crisis, 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 shareable with your health provider(s). You will receive an email report of your results and any recommendations or referrals after you complete the HRA. 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](mailto: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 benefit of completing the HRA is that it allows the Osher Team to 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.

You will need to complete four [Wellness Activities](#) to participate in WellU.

### **Why are there two tracks to completing the WellU program this year?**

This year the WellU program is offering two tracks 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 (by invitation).

Employees who complete the Traditional Track will complete the online Health Risk Assessment and then complete four Wellness Activities just like in years past. The only change is that this year the dental cleaning and exam is optional and not a required activity.

Employees in the rising-risk category that need some additional help reaching their health and wellness goals may be offered the Tailored Care Pathway. Employees in this track will be connected with a Health Coach who will work with the employee to create a custom-tailored plan to help them reach their goals.

For this year the Tailored Care Pathways will focus on:

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

Employees in either track who complete the full 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?**

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 will 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.

**Will the discount be reduced this year?**

For the 2025/2026 (FY26) Plan Year, WellU participants will receive a \$25 discount on their health coverage per month.

**Why is the discount decreasing?**

The change in the discount amount is being made for two reasons. The first is to shift the focus away from merely checking boxes to genuinely inspiring and improving health through valuable engagement. Secondly, WellU is offering additional benefits to employees, such as concierge wellness support and expanded resources that will be inherently valuable to the employee.

**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.

**Why are four Wellness Activities required this year instead of three?**

Last year, three Wellness Activities and a dental cleaning and exam were required. A dental cleaning and exam are not required this year, so another Wellness Activity is being required. This allows employees to choose the most meaningful Wellness Activities for their goals.

**Will I still be able to see the Wellness Activities I have completed on the WellU Tracker?**

Yes, the tracker is being updated to reflect the new requirements and Wellness Activity options. If you engage with the Osher Team to follow a care pathway you will receive four checkmarks for this activity. If you complete four WellU Wellness Activity options, you will receive a check mark for each activity that you complete.

**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 uNIDs to [WellU@utah.edu](mailto: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 Tracker](#). Who should I contact?**

UHRM will continue to receive reports of completions and add them to the Tracker. Most services are reported monthly. Services you obtain through a health care provider can take longer to report because they must be billed to the health plan by the provider and then reported to WellU. Due to the time it takes to process and report completions, 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](mailto: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 partners to track participation and report completions as a group to us on a spreadsheet. We do not currently have the capacity to allow employees to individually 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 Regence. Please allow up to 90 days for activities to be updated on the Tracker. The WellU Program does not have access to employees’ MyChart 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](mailto: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, and new this year, 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 1<sup>st</sup> 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 1<sup>st</sup> 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 22<sup>nd</sup> paycheck to allow additional time for us to receive reports for activities completed prior to July 1<sup>st</sup>. 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.

**For questions related to the WellU tracker, WellU Program requirements and general WellU Program inquiries, please contact the HR WellU Team by sending an email to [WellU@utah.edu](mailto:WellU@utah.edu)**

**For questions related to the Health Risk Assessment (HRA), Care Pathways, or OCIH and PEAK programs and services, please contact the Osher Center for Integrative Health (OCIH) team by sending an email to [Wellness@utah.edu](mailto:Wellness@utah.edu)**