

The Health Expectations Program (HEP)

CLERICAL AND TECHNICAL STAFF | SERVICE AND MAINTENANCE STAFF | SECURITY STAFF | EXCLUDED STAFF

The Health Expectations Program (HEP), developed in partnership with Yale unions, is designed to encourage you and your spouse to take advantage of important preventive health services. Health coaches will support you – as needed – whenever serious or chronic health conditions arise.

Employees and spouses covered by Yale’s medical plans are enrolled in HEP and receive a confidential, personal health profile. This helps you and/or your spouse track the results from your health screenings, your progress in managing any chronic condition, recent medical services, and more. To learn more about the program, you can also talk with HealthMine (844-253-1785; your.yale.edu/hep) or your union representative.

How to Participate

1. Follow your screening requirements. Regardless of your current health status, there are certain screenings that all adults should complete to help detect and prevent health issues before they arise. These standards are nationally recommended, and the screenings are available at no cost to you and your spouse.

2. Participate in the Yale Health coaching program, if required. A highly trained health coach will work with you to develop actions and goals to drive positive behavior change, and help you make an appropriate plan in conjunction with any doctor’s recommendations. These one-on-one interactions are conducted through conveniently scheduled appointments.

Yale has partnered with Trestle Tree, an accredited health transformation organization, to offer a coaching program for all HEP participants. Trestle Tree works to enhance healthy

behaviors of employees and their families through health coaching.

HealthMine, an independent HIPAA-certified organization, reviews your health status for potential health risks. If you have high or emerging health risks, you may be required to participate in coaching.

3. Participate in voluntary education programs, including Live Well at Yale. (healthcare@yaleunions.org)

4. Track your progress. The HEP portal, available on your.yale.edu/hep, is a convenient way to track your status and mark your progress. For questions about your status or the program, you can contact the HEP dedicated call center at **844-253-1785**.

The recommended screenings below establish a baseline of your current health status.

Healthcare Services	Age Range				
	21–29	30–39	40–49	50–64	65+
Primary Care Visit with PCP	Within 1 year of enrollment and within past 3 years		Within one year of enrollment and within past 2 years		
Cholesterol Screening (Lipid)			Lipid Panel within past 5 years		
Diabetes Screening (Glucose)			Fasting blood glucose or hemoglobin A1c or glucose tolerance test within past 5 years		
Breast Cancer Screening (Mammogram)				Within past 2 years	
Cervical Cancer Screening (PAP Smear)	Within past 3 years	Within past 3 years without documented HPV negative status; Within past 5 years with documented HPV negative status			
Colorectal Cancer Screening				Colonoscopy within the past 10 years, or a FIT/FOBT within the past one year	
Pneumococcal Vaccine					At least once after age 65

Note: Your clinician may recommend additional screening tests and medical interventions, not subject to the opt-out fee.

See important information on the back.

Why is preventive care so important?

You can stay healthy and get more effective treatment. Many types of screenings can help identify health issues before they become more serious. Starting treatment or lifestyle changes before a condition goes beyond its early stages can help you stay healthier and recover more quickly.

You can save on medical expenses. You can lower the long-term cost of managing a condition if you catch it early. Keep in mind that most preventive services are covered 100% by your medical plan, so you pay nothing.

If you and/or your spouse are identified as having one or more risk factors **and** have one of the conditions listed below, health coaching becomes an additional requirement of the HEP program.

Risk factors that may determine the need for coaching

- Failure to meet required screenings based on age and/or non-adherence to treatment plans
- Multiple chronic conditions
- Blood work results
- Hospital and Emergency Department utilization patterns

Conditions that may require coaching

- Chronic Obstructive Pulmonary Disease (COPD)
- Diabetes
- Heart Disease
- Heart Failure
- Hyperlipidemia
- Hypertension

What Happens if You Don't Participate?

If You Choose Not to Participate

You also have the option to opt out of the Health Expectations Program on a quarterly basis. By opting out, you agree to pay the \$25 fee per week. The opt-out fee will be payroll deducted on a weekly basis.

If you and/or your spouse are past due with personal health recommendations

If you or your spouse have not completed your required health actions by the communicated due date, you will be charged a \$25 fee per week.

Any participant who opts out of HEP, or who misses a HEP deadline, may opt back in on a quarterly basis. Once an opt-out fee is applied, it will stay on for a minimum of 3 months. See chart below:

Complete your overdue health action(s) by	Opt-out fee will be removed
December 31	Early February
March 31	Early May
June 30	Early August
September 30	Early November

Your health plan is committed to helping you achieve your best health. Rewards for participating in a wellness program are available to all employees. If you think you might be unable to meet the standard HEP requirements needed to avoid the opt-out fee, you might qualify through an alternative method. Contact HealthMine at 844-253-1785 to find out more information. HealthMine will work with you (and, if you wish, with your doctor) to find an alternative method that is right for you considering your health status.

Important note: Under the Health Insurance Portability and Accountability Act of 1996 (HIPAA), your personal health data will be private and protected, and will not be shared directly with Yale. HealthMine, a company that specializes in detecting and managing chronic illnesses, will obtain and analyze all results (supplying only an aggregate summary to Yale). Your health information will not be sold, exchanged, transferred, or otherwise disclosed except to the extent permitted by law to carry out specific activities related to the program, and you will not be asked or required to waive the confidentiality of your health information as a condition of participating in the program.