

## ***FREQUENTLY ASKED QUESTIONS***

### ***Beacon Health Wellness Platform:***

Q. Why can't I log in remotely?

A. Are you connected to the NLH network using VPN/Pulse secure? You must be in order to log into the Platform. If you're still running into VPN/Pulse secure errors, please contact the NLH Helpdesk to troubleshoot your access at 207-973-7728.

Q. What is my user name and password?

A. If you are logging in as a Northern Light Health employee, use your Northern Light Health (network) name and password.

Q. What does Customer Location mean on the View Biometric Data screen?

A. Customer Location is the same as the member organization where you are working.

Q. Why aren't my values showing on the View Biometric Data screen since I recently saw my primary or specialty care provider?

A. We only pull information from the NLH EMR once a year. (We are not connected to the EMR) Therefore, the only time that values from your visit will appear is when the EMR data pull takes place (once per year), attend a screening or submit a provider form.

Q. I currently don't have anything listed in the Biometric Action field on the View Biometric Data screen.

A. Your Biometric Action will appear on the screen after the EMR data pull has been imported into the Wellness Platform. An email will come from Beacon Health Wellness notifying you of your Biometric Action.

Q. Will my Biometric Action field update on the View Biometric Data screen once I have attended a biometrics screening or submitted a provider form?

A. No. Your information will not update even though you had your biometrics completed.

Q. I'm a new employee and when I enter my username and password into Beacon's platform, why am I being instructed to call the HR Service Center?

A. Where you are a new employee it is likely you haven't been registered in our system yet. Each month we receive a list of new employees. Example, if you were hired 10/3/19 and attempted to log in on 10/5/19, you won't be able to see your information. You will be able to log in by the 14th of the following month.

## ***EMR Opt Out and EMR Data Extraction:***

Q. What information is taken from my medical record?

A. Blood glucose, blood cholesterol, blood pressure and BMI for dates of service 1/1-9/30 of the current year are collected from the EMR (electronic medical record) by Clinical IS.

Q. Why did my EMR information not get uploaded?

A. Beacon Health, as part of the administrative services it provides to the Northern Light Employee Health Plan, will make every effort to gather the required biometric information from the EMR. There are times when the information cannot be uploaded due to visit type, date of service, insurance, etc.

Q. If I opt out of the EMR data pull, what does that mean?

A. Your EMR data will not upload into our platform. You're still able to participate in the biometric screenings. If you had biometric values from previous years (i.e. blood glucose and cholesterol), they will still be considered if they meet the clinical criteria.

Q. Why can I no longer opt out of the EMR information upload?

A. EMR information upload only happens once a year. EMR opt out function is only available during a timeframe that is identified through email communication.

## ***Clinical Criteria:***

Q. What are the clinical criteria used in determining a golden ticket or submitting a provider form?

Height (inches)	Values for current calendar year
Weight (pounds)	Values for current calendar year
Blood Pressure	Values for current calendar year
LDL	Values for current calendar year <u>OR</u> <190 back to 1/1/2015, *repeat every 5 years >40
Glucose OR A1C	Values for current calendar year <u>OR</u> <110 Glucose back to 1/1/2015, *repeat every 3 years >40 age <u>OR</u> <7 A1C back to 1/12015, *repeat every 3 years >40 age

\*Age and date of service are determined as of 9/1 current year. For example, an employee who had their glucose on 2/15/2015 and their date of birth is 5/15/1975, will need to have a glucose test performed.

## ***Provider Forms:***

Q. What type of provider can complete the form?

A. A primary or specialty practice provider (MD, DO, FNP, PA-C).

Q. Can you send the provider form to my provider?

A. As the health plan member, it's your responsibility to send the form to your provider.

Q. Can I submit results from my medical record?

A. Medical record results or patient summary visits can be submitted but must be clearly marked that the visit was performed by a primary or specialty care provider. Results from an Emergency Department or Urgent Care are not accepted.

Q. Can I submit results from previous years?

A. See clinical guidelines section above.

Q. What is the deadline of the provider form?

A. All forms and biometric results must be received by 11/30 of the current year. Forms will not be accepted after this date even if the provider signs the form.

**Note:** Physician Practices may require 1-2-week turnaround in completing the provider form.

Q. What happens if my doctor's appointment is after September?

A. We encourage you to attend a telephonic screening. If you are unable to attend a screening, we recommend that you bring the provider form with you to your appointment so the provider can complete. Forms must be received by 11/30 of the current year.