



2018 Frequently Asked Questions (FAQs)

What is the Health Impact Program (HIP)?

A program designed to promote healthy lifestyle choices and preventive health activities for State of Arizona employees. Participants must accumulate a minimum of 500 points to earn an incentive, up to \$200. HIP is a great way to improve your overall health and well-being.

The 2018 program dates are January 8, 2018 – December 31, 2018. Our website, totalwellbeing.az.gov helps employees take action, track progress and earn points while striving towards better health.

Why is the State offering this program?

The State is offering the program to engage employees and communicate leadership commitment to employee well-being through quality care.

Who is eligible to participate?

All benefits eligible employees are eligible to participate in the program. Employees must actively enroll in the program by registering on our website, totalwellbeing.az.gov. Eligible members are not automatically enrolled. If you enrolled in 2017, you do not need to re-enroll. Simply log in to your account on the site.

Reasonable accommodations will be provided to individuals with disabilities.

Can a retiree, spouse, or other dependents also participate?

Spouses, dependents, and retirees are not eligible for HIP at this time. Retirees, spouses, and other dependents are still eligible to participate in various activities as outlined at benefitoptions.az.gov/wellness.

Are new hires eligible to participate?

Yes, new hires who are benefits eligible can participate in HIP at any time, regardless of their start date. Participants must be active employee at the end of the program period, and also at the time of the payout, to be eligible to receive the incentive.

Do participants need to be active employees for the entire duration of the program?

Employees may enroll and participate in the program after the program period begins, but must be active in a pay status at the time incentive payments are made (First quarter of 2019).

What if an employee retires or leaves employment during the program period?

If an employee retires or leaves employment with the State prior to the incentive payment, he/she is no longer eligible to receive the payment.

Is HIP a mandatory program?

No, HIP is a voluntary program.

How do employees enroll?

Eligible employees will enroll by first creating an account through our HIP website, totalwellbeing.az.gov. Once an account is created, a participant can track their progress throughout the program period. If you enrolled in 2017, you do not need to re-enroll. Simply log in to your account on the site.



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How many points does a participant need to accumulate to be eligible for the incentive payment?

A participant must accumulate a minimum of 500 points by engaging in a variety of activities including: preventive screenings, online health assessment, classes, and support programs.

What activities are available in the program?

See the 2018 point structure posted at benefitoptions.az.gov/wellness

Participants can accrue points through a variety of preventive health screenings, the online health assessment, classes, and support programs, either in conjunction with the Benefit Options health insurance plan or through State of AZ worksite Wellness activities. Participants can log points by entering information on the exercise, nutrition, well-being and financial categories and/or by participating in challenges.

I am a new employee and can't create an account.

Depending on your hire date, there is some lag time before you are eligible to register for the program. Please contact wellness@azdoa.gov.

I am receiving an error message, "An account could not be created, please verify your information below when trying to create an account."

When creating an account, the employee's EIN must be 9-digits. Employees must enter leading zeros to make the EIN 9-digits.

I am as ASU Employee, what EIN do I use?

When creating an account, ASU employees must enter their 9-digit ASU Campus ID/Alternate ID#. The number begins with 99 and is found on your paycheck directly under your name/employee ID.

I am a UofA Employee, what EIN do I use?

When creating an account, UofA employees must enter their 9-digit Alternate Employee ID#. This number can be found on UAccess on the Benefits Summary page. If the number contains 10-digits and there are 00s in the middle of the number, remove one of the 0s and this is the nine digit number you need to register.

I am a NAU Employee, what EIN do I use?

NAU employees need to contact Benefit Services Division at 602-542-5008 to receive their Employee Identification Number.

Why do I receive a second login page when I try to complete the health assessment?

In some versions of Internet Explorer, if third party cookies are not enabled a login box will appear.

What browser is recommended for using the HIP website?

It is recommended that participants use Chrome or FireFox as site functions are better in these browsers. If using Internet Explorer, please enable third party cookies.

The agency I work for has limited browser accessibility

If your agency has limited browser accessibility please access the HIP website through your Smart phone or home computer.



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How can an employee participate in a challenge?

On the home screen of the HIP website, all available challenges are listed under the “Unaccepted” tab. An employee can select all challenges they want to participate in. Once a challenge is accepted, it will appear under the employee’s “My Challenges” tab. Once the challenge is marked complete, participants need to log out and log back into their account. The completed challenge will now be listed under the “Completed” tab.

Self-reported activities

All wellness activities are self-report, with the exception of the health assessment. Points for the health assessment will populate 1-2 weeks after it is completed. Points for all other activities will be earned and reflected once the participant marks the activity completed. Please note activities are routinely audited and points will be removed if necessary.

How do I log points?

1. Go to the Unaccepted Tab: Click "Accept"
2. Go to the Well-Being Tab on the left-hand side of the page: Find the question and click "yes"
3. Scroll down and click the "save activity" button

Points Awarded: Immediately upon answering "yes" to the question

View Points: Log out, log in again and click the Completed Tab

When will I receive points for taking my health assessment?

Points for completing the health assessment will populate automatically 1-2 weeks after it is completed. The participant will receive an email indicating that the points for completing the health assessment have been applied to the account.

How do points populate on the website?

Points populate on the HIP website home screen when participants enter information in the exercise, nutrition, well-being and financial categories. Points for completed challenges and activities will show under the participant’s name on the home screen.

Can employees mark future preventive exams or wellness activities complete?

No. For auditing purposes, participants should mark activities complete ONLY after they have actually completed the activity.

How can an employee sync a fitness device to track activity?

Participants can sync over 30 different fitness devices to log exercise. On the account home screen, select the “Settings” option. From the settings drop down menu, select “Apps.” Under “Connect Your Devices” option, select “View Available Devices.” Select the “Connect” tab under the fitness device that will be used to log exercise. When syncing a device, the participant must have the device with them.

Do I need to fast for my mini-health screening?

Fasting for 8 hours will produce more accurate results and is recommended (water is ok). Fasting is not mandatory.

I have a health screening appointment scheduled, but can’t make the appointment

Please call Healthwaves directly to cancel or change an appointment. 480-968-1886.



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I can't attend the screening scheduled at my location

State employees are able to attend any state screening unless the event is marked closed to outside employees. Please see the complete schedule under "events" on our website.

Who can participate in health coaching?

Participants must take the online health assessment to determine if they qualify for health coaching. Participants in high and very high risk categories qualify for health coaching and will receive an email inviting them to participate in coaching. These participants may also participate in online self-study modules.

Self-study modules

Participants who are moderate, high or very high risk categories (determined by taking the health assessment and viewing personal report) may participate in the online self-study modules. Participants can access these modules under health assessment on the HIP website. Points for completed modules will update automatically 1-2 weeks after completion.

How long will an employee have to accumulate the points?

Employees will have from January 8 – December 31, 2018 to engage in activities and accumulate points.

Do activities from the last quarter of 2017 count toward the 2018 program?

No, employees have the entire 2018 calendar year to complete all wellness activities.

What is the budget for the HIP incentive? And how is it funded?

The incentive pay is budgeted at \$1.5M. The funding will come from the Health Insurance Trust Fund (non-appropriated).

What is the incentive payment amount and when will it be paid to employees?

The incentive payment per employee will be up to \$200; the amount may be lower depending on total participation. For employees who successfully complete the program, the payment will be included in their regular paycheck in first quarter of 2019.

Will the incentive payment be taxed?

Incentives are subject to Federal and State Income, Social Security, and Medicare taxes. If you have any questions, please consult your tax advisor.

Will participant information be confidential?

Yes, all information reported on the HIP website will remain confidential and comply with all HIPAA privacy rules.

Will any information be verified?

Yes, activities are routinely audited and points will be removed if necessary. Aggregate, population-based participation reporting will be available as a part of the Benefit Options Annual Review beginning in the 2018 review period.

Who should I contact if I have additional questions related to HIP?

For more information related to HIP, please email wellness@azdoa.gov, or call 602-771-9355.

*ADOA will determine whether additional activities will qualify as a part of HIP.