



MyHealthProfile Frequently Asked Questions

What is MyHealthProfile?

MyHealthProfile is a wellness program that helps identify health risk factors and assesses your likelihood of developing chronic conditions such as heart disease, high blood pressure and diabetes. The goal of MyHealthProfile is to give you the information and tools you need to make positive lifestyle choices that will improve your health and quality of life.

How does MyHealthProfile work?

MyHealthProfile is a confidential health survey where you answer questions about your health history and lifestyle, including stress, exercise, eating habits, alcohol use, safety practices, and readiness for improvement. MyHealthProfile is comprised of approximately 50 questions and takes about 20 to 30 minutes to complete online or over the phone.

The information collected by MyHealthProfile is used to provide you with a personal health report. Your personal health report will identify any risk factors you may have and help you better understand your reported lifestyle habits. Your report will also include helpful suggestions for how to improve your lifestyle based on your profile.

How do I complete MyHealthProfile?

Once you enroll in a CareFirst BlueCross BlueShield or CareFirst BlueChoice health plan, you will receive, by mail, a username and password that will allow you to access the MyHealthProfile confidential website. Once you receive instructions, you can log on to www.myhealthIQ.com/carefirst to complete the survey and access your personalized health report.

What can I do if any risk factors are identified?

MyHealthProfile will identify and report any health risk factors you may have. Depending on your risk factors and risk level, you may be eligible to access Lifestyle Management Programs and/or Healthy Lifestyle Coaching. These programs, which are tailored to individual health needs, will help you better understand your risk factors and prevent future illness. These programs will be available to help you:

- Manage stress
- Maintain a healthy diet & losing weight
- Quit smoking
- Sustain an exercise routine
- Prevent depression

Lifestyle Management Programs are online self-directed programs that help you identify ways to improve unhealthy lifestyles. If you are eligible for a Lifestyle Management Program, you will be able to access this personalized online tool via your secure login to the myhealthIQ web site.

Healthy Lifestyle Coaching is one-on-one telephonic coaching where health coaches from Healthways* work with you to set goals in order to improve your health. If you are eligible for Healthy Lifestyle Coaching, you will receive a phone call from a Healthways* health coach who will explain how the program works and the benefits of your participation.

Why is this program being offered?

Participation in MyHealthProfile has been shown to effectively identify risk factors that otherwise may not be detected without regular exams. Ultimately, by making better health decisions and empowering you to improve your health, we hope to better manage healthcare premium increases for employees.

Why should I participate?

- To gain meaningful feedback about lifestyle habits and potential health risks.
- To understand your risk for major conditions like heart disease, high blood pressure and diabetes.
- To learn more about how lifestyle factors such as diet, exercise and stress contribute to the onset of conditions like heart disease, high blood pressure and diabetes.
- To improve your health awareness and detect early warning signs before they become serious.
- To help you make more informed decisions in managing your health.

What is the cost?

MyHealthProfile is offered as part of your benefits package and the cost of this program and your participation is free. CareFirst BlueCross BlueShield, CareFirst BlueChoice and your employer believe that most employees do not readily have the time or access to the information they need to monitor their health. Results show that once employees are aware of their health risks, a majority are modifying their lifestyles and becoming healthier. Awareness plays a huge role in health improvement and we want you to have all the information you need to live a full and healthy life.

What information will my employer get?

Your personal health information is solely available to you and will not be shared with anyone without your written consent. Recent HIPAA rules prohibit anyone at your company from receiving any of your personal health information.

Can spouses and children participate?

All subscribers, spouses and adult children (18 years and older) covered in the health plan can participate in MyHealthProfile.

How will I receive my report?

If you complete your MyHealthProfile assessment online, your report is immediately available and you can access it any time at www.myhealthiq.com/carefirst with your user name and password.

If you complete the assessment over the phone or in paper format, allow 10 to 15 working days to receive your personal health profile report in the mail.

How can I find out more?

Please visit www.myhealthiq.com/carefirst for more information. You can also call Customer Care at Healthways* at 1-866-449-9705.

*MyHealthProfile, Lifestyle Management Programs and Healthy Lifestyle Coaching are administered by Healthways, Inc, a leader in the disease management field. All personal health information exchanged between you and Healthways will be kept confidential. The information will only be shared with your group health plan and/or your employer for purposes of administering the group health plan.

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