



Well-Being Assessment® FAQs



Questions?
Contact Healthways at
1-866-556-7671

**CUSTOMER SERVICE
HOURS OF OPERATION**

Monday - Friday
8 a.m. - 8:30 p.m. (CST)

Saturday
8 a.m. - 4:30 p.m. (CST)

What Is the Well-Being Assessment® (WBA)?

The Well-Being Assessment® (WBA) is a confidential questionnaire that assesses life and environmental factors that are critical to your health, your well-being and your ability to improve both. The WBA has been designed by health experts and consists of 60 questions to get a better sense of factors such as:

- Basic health history
- Mental health and stress
- Barriers to change

All questions are simple to understand and easy to answer. It should take 20 to 30 minutes to complete the questionnaire.

Why Should I Participate?

Your well-being is important. With the right information, you can be better prepared to address any health risks that could possibly affect the quality of your life. The WBA will help you to understand the state of your well-being so that you can take the necessary steps to improve it. Participation is not mandatory. However, you will incur a \$50 per non-participant increase in your monthly employee health care contribution for each employee/spouse/domestic partner/civil union spouse who does not meet the program requirements by September 30. This increase will be deducted from your paycheck beginning in the fourth quarter of 2014. You can prevent the ongoing \$50 or \$100 monthly deduction if you complete any outstanding program requirements prior to the next monthly deduction.

How Do I Get Started?

The WBA is completed online through the wellness program portal provided by Healthways called Well-Being Connect™. Well-Being Connect™ is a guided online experience that is designed to provide personalized resources and tools to assist you in improving your health.

- Go to: ccc.edu/chicagoliveshealthy
- Click the *Take the Well-Being Assessment®* button

For a Returning User

- Click the *Sign In* button and enter your username and password.
 - If you have forgotten either your username or password, you can go to ccc.edu/chicagoliveshealthy and review the video tutorials on how to retrieve your username or how to reset your password.
- You will be prompted to complete the WBA
- Once you have completed your WBA, click *View Full Report* to see your Well-Being Report
- After you review your report, click the *Continue to Well-Being Plan* button to access all benefits of WBC.

For a New User

- Click on the *Sign Up* button
- Enter your first and last name, date of birth, gender, and zip code
- You will be asked to create a username and password
 - If you need help with the registration process, you can go to ccc.edu/chicagoliveshealthy and review the video tutorials on how to register.
 - Remember your username and password because you will need it upon your return to the Well-Being Connect™ portal.
- Click the *Take the Well-Being Assessment*® button to start the questionnaire
 - Within 24 hours of completing your WBA, you will receive an email from Healthways letting you know it is time to set up your Well-Being Plan.
- Click the link provided in the email to get started or visit ccc.edu/chicagoliveshealthy to log in to Well-Being Connect™
- Once on the homepage of Well-Being Connect™, click *Log in* and then *Access My Plan*
- Set up your personal Well-Being Plan to help you take strides toward your personal health goals

Now that you have your plan in place, it's time to start using the wide range of online tools and support available to you on Well-Being Connect™.

What Information Will I Be Asked to Provide for the Well-Being Assessment®?

The WBA is a confidential questionnaire that evaluates your overall well-being. This survey gathers information on your health history and lifestyle, including your exercise and eating habits, stress level, safety practices, and willingness to make changes to improve your health. The answers you provide will not be shared with your employer. Please respond to the questions as candidly as possible to ensure your results accurately reflect your well-being.

How Long Do I Have to Complete My Well-Being Assessment®?

Step 2 of your enrollment in the *Chicago Lives Healthy* Wellness Program needs to be completed by June 30, 2014. Your WBA must be completed online anytime between April 10, 2014 through June 30, 2014. If you need assistance with Sign Up or registration to complete your WBA, contact Healthways at 1-866-556-7671.

How Much Does It Cost?

The program is confidential and offered at no cost to you.

Is My Health Information Protected?

Yes. Your personal health information is held in strict confidence between you and Healthways. The only information your employer can receive is aggregate data about its population as a whole. Your privacy is ensured, in compliance with the Health Insurance Portability and Accountability Act (HIPAA) of 1996. HIPAA prohibits Healthways from disclosing your personal health information without your permission.

What Is Healthways?

For over 30 years, Healthways has inspired more than 38 million people worldwide to achieve their personal best. By using proven health support techniques, quality medical information, and caring health professionals, the Healthways team meets you where you are and takes you where you want to go, creating better health and well being for a better you.

This program is not intended to replace your doctor's medical care or advice. It is offered to help you make more informed decisions about your health and lifestyle, and to make you aware of any potential health risks that you may need to address.

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