

CARE MANAGEMENT SOLUTIONS[®]

A DIVISION OF WELLSPARK

**Health Enhancement
Program
(HEP)**

How HEP Works

- ❖ All requirements and chronic condition education are measured per **calendar year**
- ❖ Preventive requirements are determined by **age and gender**
- ❖ Chronic conditions are determined through claims and medication history on an individual basis
- ❖ All requirements (preventive and chronic education) are to be completed by **December 31** of each year
- ❖ If you have joined HEP at any time after **January 1st** of the current year, you will have until the end of the following year to complete your requirements

Preventive Requirements

2022 HEP REQUIREMENTS

MORE INFO: WWW.CTHEP.COM | (877) 687-1448

PREVENTIVE SCREENINGS	AGE						
	0-5	6-17	18-24	25-29	30-39	40-49	50+
Preventive Visit	1 per year	1 every other year	Every 3 years	Every 3 years	Every 3 years	Every 2 years	Every year
Vision Exam	N/A	N/A	Every 7 years	Every 7 years	Every 7 years	Every 4 years	50-64: Every 3 years 65+: Every 2 years
Dental Cleanings*	N/A	At least 1 per year	At least 1 per year	At least 1 per year	At least 1 per year	At least 1 per year	At least 1 per year
Cholesterol Screening	N/A	N/A	Every 5 years (20+)	Every 5 years	Every 5 years	Every 5 years	Every 5 years
Breast Cancer Screening (Mammogram)	N/A	N/A	N/A	N/A	N/A	1 screening between age 45-49**	As recommended by physician
Cervical Cancer Screening (Pap Smear)	N/A	N/A	Every 3 years (21+)	Every 3 years	Pap smear only every 3 years or Pap and HPV combo screening every 5 years	Pap smear only every 3 years or Pap and HPV combo screening every 5 years	Pap smear only every 3 years or Pap and HPV combo screening every 5 years to age 65
Colorectal Cancer Screening†	N/A	N/A	N/A	N/A	N/A	40-44: N/A 45+: Colonoscopy every 10 years, Annual FIT/FOBT to age 75 or Cologuard screening every 3 years	

* Dental cleanings are required for family members who are participating in a dental plan sponsored by your employer

** Or as recommended by your physician

† NEW: colorectal screening age requirements lowered to 45 years of age for calendar year 2022 as recommended by US Task Force on Preventive Services

For those with a chronic condition: The household must meet all preventive and chronic requirements to be compliant.

Chronic Condition Education and Counseling

The HEP program requires participants who have been identified with one or more of the following chronic conditions to complete annual educational requirements related to their disease, as well as accept a call from a CMSI registered nurse if one should reach out:





- **Diabetes (Type 1 or 2)**
- **Asthma**
- **COPD**
- **Heart Disease/Heart Failure**
- **Hyperlipidemia**
- **Hypertension**

All educational materials can be found at CTHEP.com



Benefits of HEP

HEP benefits your health while rewarding employees and their dependents with a number of financial benefits by remaining compliant with the program:

-  Lower premium payments – Non-HEP employees pay an additional **\$100 per month in premium**
-  Lower out-of-pocket expenses – Non-HEP employees pay **annual \$350 individual/\$1,400 family** in-network medical deductible
-  Office visit co-pays are **waived** for anything related to the chronic conditions
-  **Lower to \$0 co-pays** for medications used to treat any of the chronic conditions mentioned earlier

Register Online

- ❖ Online portal access will be available approximately **two months** after your effective date
- ❖ You can access information using the links below the login screen before you register
- ❖ Register at **CTHEP.com**

Sign up to receive general HEP updates via Text Message. Simply, login and go to My Contact info. Link to sign up is at the bottom!

Create Account

Please Note Employee, spouse and dependents over age 18 must create their own account

Username

Password

Login

[I forgot my username](#) [I forgot my password](#)

HEP REQUIREMENTS	CHRONIC CONDITIONS
HELP, FORMS & CONTACT	HUMANS OF HEP
HEALTH NAVIGATOR	BENEFIT INFORMATION

View Your Personal Requirements via the Web Portal

Once registered, you can:

- ❖ Check your compliance status
- ❖ Click on the “My Compliance Status” drop-down to check your family status
- ❖ If identified with a chronic condition, click “fix this” to take a 5-question survey, read a fact sheet, or watch a short video to complete the requirement online

2022 2021 2020

My Compliance Status

Completed 1 of 4 total HEP requirements: 25%

Req'd Service	Req'd By	Compliance Status
PREVENTIVE REQUIREMENTS		
1) CHOLESTEROL SCREENING - 1 EVERY 5 YEARS	12/31/2022	NON-COMPLIANT
2) DENTAL CLEANINGS - ONE PER YEAR	12/31/2022	COMPLIANT
3) VISION EXAM - EVERY 2 YEARS	12/31/2022	NON-COMPLIANT
CHRONIC REQUIREMENTS		
4) DIABETES	12/31/2022	NON-COMPLIANT Fix This



We are here when you need us...

- ❖ Contact our call center to receive guided support at **1.877.687.1448** Monday-Friday 8am – 7pm and Saturday 8am – 12pm
- ❖ You can also contact a customer service representative via email at HEPQuestions@Connect2YourHealth.com.
- ❖ Fax number: **855-207-1640**
- ❖ You can log onto CTHEP.com and register 60 days from your insurance effective date

FAQ

Q: How does Care Management Solutions determine compliance?

A: Each year, CMSI loads your age-appropriate preventive and chronic requirements to your HEP portal. As you obtain your required screenings, CMSI receives the claims data from your insurance carrier and uploads that data to your HEP portal. As the claims come in you will see your requirements marked as complete.

Q: I forgot my username or password to my HEP portal.

A: You can send an email to HEPloginassist@connect2yourhealth.com

Q: When does the program start?

A: The program runs on a calendar year basis so each year on January 1st a new compliance year begins. Your requirements for the year are based on your age on that day. So, if you are 49 on January 1st, you are held to the requirements for a 49-year-old, even though you turn 50 in that calendar year.

Q: I had my physical in December of last year, and my doctor is telling me I cannot get one sooner than December of this year because of the insurance. What do I do? I am afraid if it gets cancelled due to weather I will be out of compliance.

A: You do NOT have to wait 365 days to schedule a preventive visit. Your insurance pays for one every calendar year, regardless of when in the calendar year you have it. If your provider has a question about this, they should contact your health insurance company.

Q: A service is required less frequently than every year – every 2, 3, 4, 5, 7, and even 10 years. Do I have that long to complete it?

A: Here's how those work: We will look back at claims the appropriate number of years to see if the requirement has been completed. Requirements are measured using the current compliance year. For example, for Compliance year 2022, if you are 45 years old, and a vision exam is required once every four years, on Dec. 31, 2022, we will look back to see if it was completed in either 2019, 2020, 2021, or 2022.

Q: How can I contact someone about HEP?

Phone: 1-877-687-1448 Monday -Friday 8 am-7pm and Saturday 8am-Noon.

Email:

HEPquestions@Connect2YourHealth.com

Thank you!

Please refer to the chat box for some commonly asked HEP Q & A

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Live Q & A