

HEALTH ENHANCEMENT PROGRAM (HEP)

BY THE STATE OF CONNECTICUT. ADMINISTERED BY QUANTUM HEALTH.

Q: What is HEP?

A: HEP stands for “Health Enhancement Program.” It encourages employees and their enrolled family members to take charge of their health and their health care by providing guidelines to follow for preventive and chronic care management. By signing up for and fulfilling all HEP requirements, you can save \$100 per month in premiums (\$1,200 per year) and become eligible for a waiver of an annual in-network deductible of \$350 per member (up to a maximum of \$1,400 per family).

Q: What are the requirements?

A: There are two parts to HEP: age/gender appropriate preventive requirements and chronic condition education requirements.

Preventive Requirements:

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 your 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

Chronic Condition Education:

We provide support and education for participants with asthma, chronic obstructive pulmonary disorder (COPD), coronary artery disease (CAD), diabetes, heart failure, hypertension (high blood

pressure), and hyperlipidemia (high cholesterol).

To meet the chronic education requirement, you have a few options:

- 1) Login to carecompass.quantum-health.com and select the 'My Health' tab to either
 - a. Take a short survey
 - b. Read a fact sheet
 - c. Register & attend a Wellbeing Seminar specific to your condition
- 2) Speak with a nurse by calling into your Care Coordinators Monday-Friday, 8:30 A.M - 10:00 P.M ET at (833) 740-3258

Please note that this is an annual requirement due by December 31st along with your preventive requirements.

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: How can I track my progress toward my requirements?

A: The best way is to register on carecompass.quantum-health.com Once you sign in, select the 'My Health' tab to view your requirements based on your age and gender. You will also see any chronic condition(s) requirements that apply to you. You can also see the status of your dependents if they are under 18. If they are over age 18, they must create their own account and may grant permission for you to view their HEP status. This can be done by going to *Privacy Settings* and clicking the *Privacy Authorization* tab. Once there, scroll down to *Wellness/Prevention* to select who can view your HEP requirements.

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: We will look back at the claims the appropriate number of years to see if the requirement has been completed. Requirements are measured using the current compliance year.

Q: I had a service that I needed before this insurance went into effect. Do I have to do it again?

A: No, you do not. You may login to carecompass.quantum-health.com and complete a self-entry for the specific activity by selecting *My Health*, then clicking *HEP Requirements*, and scroll to find the self-entry option for the requirement you had completed prior to this insurance went into effect.

Q: Are there any alternative options to a colonoscopy?

A: While a colonoscopy is the most accurate way to test for colon cancer, we know that it is not appropriate for everyone. If your doctor agrees, you can take an annual FIT or FOBT test, or you may take a COLOGUARD test every 3 years.

Q: I can't do one or more of the HEP requirements due to medical reasons.

A: Have your doctor fill out a Medical Exemption form indicating that you should be exempt from the service. The medical exemption form can be found by logging into carecompass.quantum-health.com, selecting the *My Health* tab, and then selecting *Medical Exemption Form*. Be sure they indicate whether a permanent exemption is needed. When we receive the form, we'll provide credit for the requirement. Directions for form submissions may be found at the top of the Medical Exemption form.

Q: I can't do one or more of the HEP requirements due to changes in anatomy and the way I identify.

A: Have your doctor fill out a Medical Exemption form indicating that you should be exempt from the service. The medical exemption form can be found by logging into carecompass.quantum-health.com, selecting the *My Health* tab, and then selecting *Medical Exemption Form*. Be sure they indicate whether a permanent exemption is needed. If the exemption is approved, we'll provide credit for the requirement. In addition, you may also update your preferred pronouns by logging into carecompass.quantum-health.com, selecting *Profile Settings*, and then scroll down to *Preferred Pronouns* to select an option in the drop-down.

Q: I can't do one or more of the requirements due to non-medical reasons.

A: Complete the Non-Medical exemption form indicating which requirement(s) you are requesting an exemption for. The non-medical exemption form can be found by logging into carecompass.quantum-health.com, selecting the *My Health* tab, and then selecting *Non-Medical Exemption Form*. Directions for form submissions may be found at the top of the Non-Medical Exemption form.

Q: I completed my HEP requirements. Why am I still showing non-compliant with a requirement?

A: We receive claims after they are processed by your insurance carrier. If a couple of months have passed and the portal continues to reflect that you're noncompliant for a screening that you have already completed, you may complete the self-entry for that activity. Please note that self-entries are subject to random audit if a claim is not received after 60 days of completing the self-entry.

Q: Do I still have to complete the self-entry activity if I am showing compliant via claim?

A: No, if there is a green check mark next to the activity due to a claim being received, you do not have to complete the self-entry option.

Q: Why does my child have to be compliant? He/she will be turning 26 and coming off my health plan before the end of the year.

A: Dependents who turn 26 during the year stay on a parent's plan until the end of the calendar year instead of the first of the month following their 26th birthday.

Q: My spouse is a state retiree on Medicare and doesn't have to comply with HEP. Do I still need to meet the requirements?

A: If you are under 65 and a dependent of a retiree in the Medicare Advantage plan who based on retirement date (10/2/2011 and later) would otherwise be required to meet the requirements of HEP, the benefit provided to you includes all the components of HEP. You must be compliant with the requirements to continue to receive the financial benefits of the program.

Q: I am a new employee – do I have to be compliant with HEP this year? Or, I just added a dependent – do they have to be compliant with HEP this year?

A: HEP compliance is measured once you are in the program for a full year. For example, if the effective date of your insurance is Jan. 1, 2023, you must be compliant by Dec. 31, 2023. If the effective date of your insurance July 1, 2023, you must be compliant by Dec. 31, 2024.

Q: If I'm out of compliance and being penalized, will I automatically be reinstated once I complete the requirement?

A: Yes, once we receive the processed claim of the missing requirement, you will be automatically reinstated. If you've completed a requirement, but we have not yet received a claim, you may complete the self-entry for the missing requirement. You will be reinstated on the first day of the month following receipt of a claim or self-entry. Please note that self-entries are subject to random audit if a claim has not been received after 60 days of the self-entry.

Q: Can I complete a self-entry for my dependent(s) under the age of 18?

A: Yes- you can complete the self-entry option for any minor dependent(s) on your medical plan who is under the age of 18. You will first need to set-up an account for each of your minor dependent(s) by going to carecompass.quantum-health.com. Once you have created their account, you may complete a self-entry by selecting the *My Health* tab, then selecting the *Health Enhancement Program*, scrolling to the specific activity and selecting the *Get Started* button under the self-entry option. Credit will display 24 hours after completing the self-entry. Please note that all self-entries are subject to audit if a claim is not received within 60 days of completing the self-entry.