

**Know Your Numbers  
Health Screenings:  
Frequently Asked Questions**



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## About the Health Screenings

- 1. What is changing with Know Your Numbers screenings for 2018?** Cox is excited to introduce changes to Know Your Numbers in 2018 that make it easier for Cox Medical Plan participants and their spouse/domestic partner to get a health screening. Highlights for the 2018 Know Your Numbers program include:

  - **More time to complete a screening:** Cox Medical Plan members and their covered spouse/domestic partner can participate in a health screening at any time during the year from Jan. 1-Nov. 30, 2018.
  - **Money, just for participating:** Participants will receive a one-time payroll credit – \$200 per participant, up to \$400 – just for completing a health screening, regardless of the results. No additional action is required to receive the full credit.
  - **One payroll credit, applied sooner:** Participants will receive their full payroll credit approximately one month after completing a screening.
- 2. Why does Cox offer health screenings?** Cox is proud to provide comprehensive and affordable benefits to you and your family and wants to partner with you to keep healthcare affordable. Providing free health screenings helps active employees (and their covered spouse/domestic partner) who are Cox Medical Plan members take an active role in managing their health.
- 3. Why should I participate in the screening?** These voluntary screenings provide a snapshot of your basic health metrics. The five measures taken during the screening identify a participant’s risk for metabolic syndrome, a group of risk factors that raises the potential for heart disease and other health problems such as diabetes and stroke. Preventing or managing metabolic syndrome can help mitigate the risk for these and other chronic diseases.
- 4. Who is eligible to receive this health screening?** Active employees enrolled in the Cox Medical Plan and their covered spouse/domestic partner are eligible to participate in

a free screening between Jan. 1- Nov. 30, 2018. Children or other dependents covered under the plan are not eligible.

5. **Once new employees are registered for benefits, how long does it take to become eligible for the screening?** It will take two weeks for new employees who register for benefits to become eligible for the screening. After two weeks, new employees should be able to register on [My.QuestforHealth.com](http://My.QuestforHealth.com) to schedule a screening. New employees can complete the screening through November 30, 2018.
6. **How much does the screening cost?** The screening is free if taken on-site at Cox locations or if completed after registering at a Quest Diagnostics Patient Service Center (PSC).

You also can get a screening from your physician. Login to the Quest website to print a personalized form to bring to your appointment with your physician. **If you opt to complete the screening with your physician, the screening may not be free; you may be responsible for any co-insurance or lab fees as part of a regular office visit.**

7. **What is measured during a health screening?** The screening includes measuring your waist circumference, taking your blood pressure and drawing blood to test glucose, triglycerides and cholesterol (HDL and LDL).
8. **Are my screening results confidential?** Cox does not have access to your health data nor your individual results. Therefore, your results are confidential to Cox.

Both Quest Diagnostics and Aetna will have access to your results. Federal laws, including the Health Insurance Portability and Accountability Act (HIPAA), require Quest Diagnostics and Aetna to protect the privacy of individual results. Quest Diagnostics will report only aggregate data; individual results are confidential and not included in the report.

9. **If I and/or my spouse/domestic partner completed a health screening in 2017 as part of an annual physical, can I/we receive the payroll credit for that screening in 2018?** No. To receive the 2018 payroll credit, a health screening must be completed in 2018.
10. **When must I complete the screening to qualify for the 2018 payroll credit?** All screenings must be completed and results submitted by November 30, 2018. To be awarded your payroll credit, you must be an active employee enrolled in the Cox Medical Plan at the time the credit is awarded.
11. **If my doctor recommends I do not participate in a health screening (e.g., pregnancy), can I be medically excused from participating and still receive the payroll credit?** Yes. To be medically excused from participating in the health screening, your doctor must sign an exemption form that notes you are unable to, or are advised not to, complete the health screening. This exemption form and details on the process can be found at [coxwellness.com](http://coxwellness.com) > Know Your Numbers.

12. **Are Dealertrack and Dealer.com team members eligible to participate in Know Your Numbers?** Yes. All active team members enrolled in the Cox Medical Plan are welcome to participate in Know Your Numbers during the 2018 campaign.

## Registering for Your Health Screening

1. **How do I register?** Visit the online scheduler at [My.QuestforHealth.com](http://My.QuestforHealth.com). If you already have a username and password, use your existing credentials to sign in. You can click “Forgot username or password” if needed.

If you do not have a username and password, click the “Register Now” button in the “Sign Up Now” area. Enter the registration key: COX.

On the registration screen, you’ll be asked for your 12-character Aetna member ID, found on the front of your Aetna ID card. For example, if your ID is W1000 12345, type in W100012345. **Spouses/domestic partners will need to include an “S” at the end of their ID number when registering.** For example, if their ID is W1000 12345, they should type in W100012345S.

Then follow the on-screen prompts to register.

2. **Getting Screened on Site at a Cox Location:** Cox will offer on-site screenings to locations that can coordinate and ensure at least 20 employees participate. New dates will be added for on-site screenings periodically. If you do not see a date listed for your location, you may check again in a few weeks to see if one has been added.

You and your spouse/domestic partner are welcome to attend a screening at any Cox location.

Schedule your on-site screening as early as possible, as registration will close two weeks prior to the event to allow Quest Diagnostics to prepare for the number of people who registered for the event.

You can walk in to a Cox on-site screening without making an appointment, but if there are too many walk-ins, it’s possible the location will not be able to accommodate everyone. Scheduling an appointment is highly encouraged.

If your location is not offering an on-site screening, you can schedule a free screening at a Quest Diagnostics Patient Service Center (PSC) or complete the screening with your physician.

3. **Getting Screened at a Quest Diagnostics Patient Service Center (PSC):** Register online to find a PSC near you. You cannot walk in to a PSC; registration ensures the PSC has your paperwork prepared. You can make an appointment as late as the day before you’d like to go, but you will need an appointment.

Not all PSCs perform the biometrics screening offered through the Know Your Numbers program. Only those locations that offer biometrics screening (testing for glucose, triglycerides, cholesterol, blood pressure and waist circumference) will be listed in the online scheduler.

If you are not located near a PSC, you may go to your physician and have them complete your screening.

Once you schedule an appointment at a PSC, you will receive an email confirmation 24 hours prior to the appointment. The email is sent from the location of your appointment. This name may or may not include Quest Diagnostics; it may be the name of the medical center where the Quest Diagnostics office is located, like St. Joseph's Medical Center. This email is confirmation of your Know Your Numbers screening appointment.

4. **Rescheduling an Appointment:** Login to [My.QuestforHealth.com](http://My.QuestforHealth.com) to cancel your existing appointment and reschedule. Note that if you want to register for an on-site screening, you must do so more than two weeks in advance.
5. **Getting Screened with Your Physician:** Your doctor can conduct your Know Your Numbers screening as part of your annual physical. Log in to [My.QuestforHealth.com](http://My.QuestforHealth.com) and choose the Physician Results Form option. Download your personalized form and have your doctor complete it, including the date the test was performed and a signature.

Submit the form per the instructions by November 30, 2018. **If you opt to complete the screening with your physician, the screening may not be free; you may be responsible for any co-insurance or lab fees as part of a regular office visit.**

## Preparing for Your Health Screening

1. **How do I prepare for my health screening?** Fasting is required for 9-12 hours prior to the screening. Fasting means not consuming any food or any beverage (other than water), including coffee. Drinking adequate water prior to the screening is encouraged. If you take medications, please follow your normal routine. The closer to 12 hours that you can fast, the more accurate your results will be.
2. **How long will my health screening take?** Screenings typically take approximately 10 minutes.
3. **Will my blood be drawn during the health screening?** Yes, a healthcare professional will draw blood during the screening.
4. **How do I register for a health screening?** Visit the online scheduler at [My.QuestforHealth.com](http://My.QuestforHealth.com) to find a listing of Cox locations and Quest Diagnostics Patient Service Centers near you that host on-site screenings. Pick the location, date and time that works best for your schedule and follow the on-screen prompts.

## Your Private Results

1. **Will Cox have access to my results?** No, Cox does not and will not have access to your health data nor your individual results.

Both Quest Diagnostics and Aetna will have access to your results. Federal laws, including the Health Insurance Portability and Accountability Act (HIPAA), require Quest Diagnostics and Aetna to protect the privacy of individual results. Quest Diagnostics will

report only aggregate data; individual results are confidential and not included in the report.

2. **Will Aetna have access to my results?** Yes. Aetna will have access to individual results and may reach out to members who may be at risk for a serious health concern to encourage them to contact their doctor. Aetna also will protect the privacy of your individual results.
3. **Will my doctor get a copy of my results?** No, neither Aetna nor Quest Diagnostics will send your results to your doctor. We encourage you to share your results with your doctor so that you can make a wellness plan together – whether it's to improve some of your numbers or to keep your numbers in the desired range. For your convenience, your results will be sent directly to your Personal Health Record, available at [www.aetna.com](http://www.aetna.com).

## What to Expect After Your Health Screening

1. **When should I expect to receive results?** Your results will be ready three to five days after your screening. You can also log in to [My.QuestforHealth.com](http://My.QuestforHealth.com) to view your results. If you registered with an email account, you will receive results by email approximately three to five days after your screening. Additionally, seven to ten days after your screening, Quest Diagnostics will mail a personalized “My 5 to Health Profile” to your home. This report will provide your screening results, show your target range and explain what your results mean. You'll also learn about your risk for metabolic syndrome and how preventing, delaying or controlling it can help mitigate the potential for heart disease, stroke and diabetes.

We encourage you to share your results with your doctor so that you can make a wellness plan together, whether it's to improve some of your numbers or to keep those numbers in the desired range. We also encourage you to take advantage of existing free benefits such as Aetna's Online Health Programs, Aetna Healthy Lifestyle Coaching, the Informed Health Line and the Aetna Care Advocate, as needed. To learn more about these programs, visit [www.aetna.com](http://www.aetna.com) or [coxwellness.com](http://coxwellness.com).

2. **Will I be required to take action if I have three or more out-of-range health measures?** No, participants are no longer required to take action based on their results. For those who wish to take advantage of free wellness programs available through Aetna (Healthy Lifestyle Coaching and online wellness programs through Aetna.com), these will continue to be available throughout the year.

## Payroll Credit

1. **How will the Know Your Numbers payroll credit work?** The payroll credit amount will remain the same in 2018 – \$200 per participant, up to \$400. Cox Medical Plan members who complete the screening will earn \$200, regardless of the results. Their covered spouse/domestic partner can also complete a screening to earn an additional \$200, regardless of the results. The total amount a family can earn is \$400.

Once an employee or spouse/domestic partner completes the screening, the credit will be processed and included on the last paycheck of the following month. For example, employees who complete a screening in February will receive their full credit on March 30.

**You must be an active employee enrolled in the Cox Medical Plan at the time the credit is awarded to be eligible.**

2. **How does the payroll credit work for my covered spouse/domestic partner?** The payroll credit will be applied to the employee's paycheck, provided the employee is active and enrolled in the Cox Medical Plan at the time the credit is awarded.
3. **Can my spouse/domestic partner earn the payroll credit even if I don't complete the screening?** Yes, the payroll credit is applied toward any covered employee, spouse or domestic partner who completes the screening, whether it is the employee only, the spouse/domestic partner only, or both. The Health Screening credit is \$200 per person, for a total one-time maximum credit of \$400. You must be an active employee enrolled in the Cox Medical Plan at the time the credit is awarded to be eligible.
4. **Will I be taxed on the payroll credit?** Yes. According to IRS regulations, this credit is considered regular taxable income. Applicable taxes will be withheld through payroll deductions.

## Whom to Contact

**Trouble registering?** Contact the Quest Diagnostics Health and Wellness Center at 855-623-9355 or [wellness@questdiagnostics.com](mailto:wellness@questdiagnostics.com)

**Questions about eligibility or credits?** Contact your division's Employee Service or Resource Center:

Cox Communications  
877-290-myHR (6947)  
[myhrservice@cox.com](mailto:myhrservice@cox.com)

Cox Automotive  
855-449-0010  
[esc@coxautoinc.com](mailto:esc@coxautoinc.com)

Cox Media Group  
855-264-1898  
[cmghr@coxinc.com](mailto:cmghr@coxinc.com)

Cox Enterprises  
[wellness@coxinc.com](mailto:wellness@coxinc.com)