



Alaska Airlines

Biometric Screening and Health Risk Assessment

Frequently Asked Questions

Biometric Screenings

Q: Why is Alaska Airlines offering biometric screenings?

A: You have to know where you are before you can get to where you're going. That's true for any journey, including the one toward better health. For many of us, the starting point is knowing a few key numbers such as our blood pressure or cholesterol level through a biometric screening.

Q: What is a biometric screening?

A: It is an exam to determine your risk level for certain diseases and medical conditions. The biometric screening includes measuring blood pressure, cholesterol, glucose (blood sugar), and Body Mass Index (BMI).

Q: Where and when will Alaska Airlines offer biometric screenings?

A: For your convenience, biometric screening events will be held throughout February at the Anchorage, Seattle, Portland, Oakland and Los Angeles locations. You can attend any location that works best for you.

- **Anchorage** (Lunch room under gate 6):
 - Monday, February 11: 0600 – 1400
 - Friday, February 22: 0600 – 1400
- **Seattle Hangar** (Second floor hallway between Stores and Avionics Shop):
 - Tuesday, February 12: 0500 – 1400 and 2000 – 2400
 - Friday, February 15: 0500 – 1400 and 2000 – 2400
 - Monday, February 25: 0500 – 1400 and 2000 – 2400
 - Tuesday, February 26: 0500 – 1400
 - Thursday, February 28: 0500 – 1400 and 2000 – 2400

- **Seattle Line** (Line MTX Break Room under C3):
 - Wednesday, February 13: 0500 – 1400
 - Wednesday, February 27: 2000 – 2400
- **Seattle Flight Ops Bldg** (Room 252-253):
 - Thursday, February 14: 0500 – 1400
- **Portland** (Lunch room ground level below C7-C9 by AS MTX & AS OPS):
 - Monday, February 11: 0600 – 1400
 - Thursday, February 21: 0600 – 1400
- **Oakland** (Training room behind counter):
 - Wednesday, February 13: 2000 – 2400
- **Los Angeles** (Horizon Maintenance Break Room):
 - Friday, February 12: 1300 – 2100

Q: How do I sign up for my onsite appointment?

A:

1. To schedule an appointment, copy and paste the following URL in your web browser and click “I am a new user.” www.tinyurl.com/AAGbio2013
 1. Complete fields and click “Register.” (Be sure to create a user name and password you can easily remember.)
 2. You will see your clinic date and time selected. If selected correctly, click the “Click to Schedule Appointment” button.
 3. Select time for appointment and follow prompts to confirm appointment time.
 4. If you enter your email address during the registration process, you will receive a confirmation email with your appointment date and time. Additionally, you will receive a reminder email the day before your screening.
2. To edit your scheduled appointment, go to the “Appointment” tab, then “Manage Appointment.”
 1. Follow the prompts to edit your appointment.
 2. Use “reschedule” to change the time of your appointment at the same clinic.
 3. Use “cancel” if you would like to create a new appointment for a different site or date (if available).

Q: What if I am not able to participate in an onsite biometric screening event?

A: You have two alternate options; both must be completed by Feb. 28:

- Get your screening through your healthcare provider.
 - Your physician can submit information from a previous screening taken since August 1, 2012.

- If you have not had a recent screening, contact your provider to schedule one. Once your screening is complete, have your physician complete a physician form (copy and paste the following URL in your web browser: www.alaskasworld.com/es/benefits/documents/AAG_physician_form.pdf) and fax it to Vivacity, our wellness vendor. The fax information is included on the form.
- Screen yourself with an at-home screening kit.
 - This option should be your last resort, if you're unable to attend an onsite event or complete a physician form with your doctor. Contact Linda Spaulding or Josh Madsen via FirstClass email to request an at-home screening kit, and be sure to carefully follow the instructions.

Q: How do I use the home screening kit?

A: You'll self-administer the test by placing blood on a specially treated paper the size of a credit card. Then mail it to the lab for processing and reporting. The lab mails you your results. There is nothing further you need to do.

Everything is conveniently included in the Biometric Screening Kit, including forms and instructions, finger stick supplies, and a preaddressed, prepaid mailing envelope for the blood sample. It is extremely important that you follow the directions included in the kit.

Q: Are there any informational meetings to assist me with these alternate options?

A: Yes, there will be a representative available to answer questions and assist you with the alternate options on the following dates and locations. If your location is not listed, a Benefits representative will be contacting you directly to answer any questions that you have.

- **SMF** (MTX office at Hangar across from 5885 Flight Line Circle Jet Center):
 - Wednesday, March 30: 1300 – 1700
- **LAS** (Maintenance Office):
 - Wednesday, March 30: 1500 – 1800
- **SFO** (Patrick's Office):
 - Wednesday, February 6: 1300 – 1700
- **SNA** (Maintenance Office):
 - Wednesday, February 6: 1100 – 1600
- **PHX** (Maintenance Office):
 - Wednesday, February 6: 1200 – 1600
- **GSO** (Conference Room):

- Wednesday, February 6: 1200 – 1630
- **OKC** (Conference Room):
 - Wednesday, February 13: 1400 – 1700
- **SJC** (Manager's office):
 - Wednesday, February 20: 1300 – 1700
- **SAN** (MTX Break Room):
 - Thursday, February 21: 2000 – 2400
- **LAX** (Horizon Maintenance Break Room):
 - Friday, February 22: 1300 – 2100

Q: Are the screenings on paid company time?

A: On-site screening should be completed in your normal work station whenever possible. Should an alternative testing location be needed to accomplish the screening, please coordinate with your manager. When necessary to attend a screening at an alternative location, employees will be paid as though on duty. However, overtime and travel should be avoided. For example, employees in SJC should coordinate on-site screening with Patrick Hanley to occur in OAK. If you prefer to visit your healthcare provider for these screenings, you must use pre-approved personal time or schedule the appointment during non-work time, just as you would for any other medical appointment.

Q: If I choose to have my physician do the screening, will Alaska Airlines pay for the office visit or any charges incurred to complete the forms?

A: If you are a member of the PPO or High Deductible PPO plans, your screening for the relevant tests, by an in-network provider (and any applicable office visit charge), will be covered under your plan with no out-of-pocket charges to you. To ensure appropriate payment, it is recommended that you contact Premera Customer Service at (877)224-3525 prior to your doctor visit, to let them know you intend to use a physician fax back form for your biometric screening. If your provider will not waive the copay for your visit, the company will reimburse you for that expense. You can contact Josh Madsen in the Benefits Department, at 206-392-0333, for more details.

Q: I don't work in a location with a scheduled on-site biometric screening event, what options are available for me?

A: If you participate in the onsite events, the screenings are on paid time. If you prefer to visit your healthcare provider for these screenings, you must use pre-approved personal time or schedule the appointment during non-work time, just as you would for any other medical appointment.

Q: Is there an incentive for completing my biometric screening by February 28?

A: Beyond gaining a greater understanding of your health, you will receive a \$30 Visa gift card at the time of your biometric screening. If you participate in both the biometric screening and the Health Risk Assessment, you will be entered into a grand prize drawing for one year of free health coverage.

Q: What are the targeted ranges for these numbers and why is being out of range a risk?

A: The ranges (and the health risks) are:

- **Target controlled blood pressure: 120/80 or less.** Uncontrolled high blood pressure is linked with major chronic conditions including heart disease, kidney disease and diabetes.
- **Target total cholesterol: less than 200.** In general, the lower your cholesterol, the lower your risk of heart disease.
- **Target glucose (blood sugar): below 100 for a fasting test.** High blood sugar is associated with diabetes.
- **Target Body Mass Index (BMI): 25 or less.** Extra weight is associated with a shorter lifespan, poor quality of life and chronic disease.

Q: How long does it take to complete the onsite screening?

A: Just 15 minutes.

Online Health Risk Assessment

Q: Where can I access the health assessment?

A: The online assessment is available through a secure website at www.Vivacity4me.com.

Q: How do I complete the assessment?

A: You can take the assessment between March 29 and April 15. Log on to www.Vivacity4me.com and click on “Vivacity” in the upper right corner to activate and access your account. Once logged on, you can find the Health Risk Assessment by clicking “Health and Symptom Evaluation.” Respond to each question in the assessment; when finished, click “Save and see your results” to see your health age and risk report.

Q: What happens if I have to stop in the middle of the Health Risk Assessment?

A: The system saves the last full page completed before you log out or are timed out. To continue your assessment, log on with the user name and password you created during

the registration process. The tool will take you to the bottom of the last page that you completed.

Q: How will Alaska Airlines know that I completed the assessment so I can be eligible for the prize drawing?

A: Vivacity, the vendor administering the Health Risk Assessment, will provide a list of employees who complete the assessment so Alaska Airlines can determine who is eligible for the drawing. Your individual results will never be shared with Alaska. Remember, you must complete the assessment between March 29 and April 15 to be eligible for the prize drawing. If you participate in both the biometric screening and the Health Risk Assessment, you will be eligible for the grand prize drawing of one year of free health coverage.

Q: How will I know that I have completed my Health Risk Assessment?

A: You will know you completed the assessment and will receive credit for taking it if you receive a “health age” from the assessment. Your health age will appear along with your risk report once you have completed the survey.

Health Coaching

Q: Why did I get a call for health coaching?

A: Based on the results of your Health Risk Assessment, you may be eligible for health coaching.

Q: What if I don’t want to participate in the health coaching program?

A: If you qualify for coaching, you will be contacted up to six times to begin the process. You may opt-out of the program at any time. If you do not respond to any of the calls, you will be automatically dropped from the program.

Q: If I qualify for health coaching, how soon will the program begin?

A: If you qualify for health coaching you will be contacted within five business days of taking your Health Risk Assessment.

Q: What can I expect if I do participate in the program?

A: Within 72 hours of speaking with an engagement specialist, you will receive a letter in the mail explaining the coaching program and what is available to you. Depending on your needs, you will receive up to six scheduled telephonic coaching sessions. You can also call in any time throughout the year when enrolled in the program.

Q: What if I have a question before my next scheduled appointment?

A: Once you are enrolled in the coaching program, you can make as many calls as you need into the program. Whenever possible, you will be connected with your personal wellness coach; however, if your coach is unavailable, another will be ready to assist you.

Q: What happens to the information I share with my coach?

A: The information is protected under applicable privacy laws. Goals and notes will be added by the coach to the coaching tab on your secure member website for your reference.

Q: Does the coaching program cost anything?

A: No, the program is free to you.

Privacy Information

Q: Who has access to my biometric and Health Risk Assessment results?

A: No one at Alaska Airlines will have access to your biometric screening or Health Risk Assessment results. Alaska Airlines will be provided with a list of participants so we can enter your name into the prize drawings.

Alaska Airlines has partnered with Vivacity, Premera's workplace wellness company, to help administer our wellness program. Vivacity uses Summit Health to conduct the onsite screenings and a secure website platform with tools and features provided by WorldDoc, including the health risk assessment, to assist you in managing your health. Vivacity, Summit Health and WorldDoc are trusted names in healthcare and follow strict privacy policies.

Q: How is my data used?

A: Vivacity will only provide Alaska Airlines with aggregate results of the biometric screening results. Aggregate data for specific Alaska Airlines locations will also be provided to Alaska for those locations with 50 or more participants. No personally identifiable information will be shared with Alaska. This information is used to evaluate the current health programs and look for new ways to enhance your wellness benefits in future years.

Q: Will my health insurance costs increase because of the information I provide on my Health Risk Assessment?

A: No. The information you provide on your Health Risk Assessment and on the secure Vivacity4me website is meant only to help you understand, manage and improve your health. Under your current health insurance with Alaska Airlines, you will not be penalized for health habits or conditions shared on your Health Risk Assessment. Your information is protected following federal privacy regulations and will not be shared with any outside organizations beyond those involved in administering Alaska's wellness program (Premera Blue Cross, Vivacity and WorldDoc, the system vendor).

Q: How is my data stored and protected?

A: Alaska Airlines, Vivacity, Summit and WorldDoc all adhere to strict privacy policies and federal regulations regarding personal and health information.

In addition, the biometric screening is in compliance with all current federal regulations for privacy, security, and electronic data interchange (EDI), including but not limited to The Health Insurance Portability and Accountability Act (HIPAA), the Americans with Disabilities Act (ADA), the Genetic Information Nondiscrimination Act (GINA), as well as all state requirements that give additional protection to sensitive protected health information (PHI). Numerous policies and procedures are upheld by Vivacity to ensure confidentiality and to prevent unauthorized use or disclosure of member PHI and other confidential and proprietary information.

The deadline for completing the biometric screening and submitting results is February 28, 2013. The deadline for completing the Health Risk Assessment is April 15, 2013.