



Title:	Encouraging Prevention and Wellness				
Department/Line of Business:	Quality Improvement				
Approver(s):	VP CMO, SWHP				
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LINE OF BUSINESS

This document applies to the following line(s) of business:
All SWHP & ICSW

DEFINITIONS

When used in this document with initial capital letter(s), the following word(s)/phrase(s) have the meaning(s) set forth below unless a different meaning is required by context. Additional defined terms may be found in the BSWH P&P Definitions document.

Wellness Tools-

1. *The Wellness Assessment (My Health Discovery™)*, Health Risk Appraisal (HRA), is a tailored survey tool powered by Johnson & Johnson Health and Wellness Solutions that identifies health risks.
2. Lifestyle Management Programs (LMP) are tools powered by Johnson & Johnson Health and Wellness Solutions that help members reduce their health risks.

POLICY

Scott & White Health Plan (SWHP) identifies new members and urges these members to use appropriate health promotion and prevention services.

PROCEDURE

A. Members eligible for wellness activities are identified through the following avenues:

- Claims data
- Pharmacy data
- HRA results
- Data collected through utilization management (UM) process.

B. After members have been identified, member wellness is supported by providing the following services:

- Member specific reminders for needed care
- Reminders about missed services
- Information about evidence-based care guidelines and diagnostic treatment options
- Automated member-specific outreach with links to web-based self-management tools
- Information about community-based resources
- Information about affinity programs

C. Participation in the HRA and LMPs is encouraged in the following ways:

- Members complete wellness tools via accessing the SWHP Member Portal via www.swhp.org. Members receive automated member-specific tailored outreach response that includes recommendations and links to web-based self-management tools that may help the member achieve better health.
- Health Risk Coordinator (HRC) receives a report monthly from Johnson & Johnson Health and Wellness Solutions with the number of members that enrolled in the wellness tools and the number that submitted a survey.

ATTACHMENTS

None.

RELATED DOCUMENTS

None.

REFERENCES

None.

The information contained in this document should not be considered standards of professional practice or rules of conduct or for the benefit of any third party. This document is intended to provide guidance and, generally, allows for professional discretion and/or deviation when the individual health care provider or, if applicable, the "Approver" deems appropriate under the circumstances.