

Frequently Asked Questions (FAQ)



1. Q. What is The Healthy Health Plan?

A. The Healthy Health Plan is our online wellness program that helps members become and stay healthy. Simply go to fallonhealth.org/healthyhealthplan, complete the health assessment and you're on your way. Oh—and you can collect \$100 just for completing the assessment!

The Healthy Health Plan offers a wealth of wellness information, including a library with informative articles, how-to guides to help meet goals, healthy recipes and challenges. The plan also has interactive tools and calculators. You can even work with a health coach via phone or email.

2. Q. Why is Fallon Health offering The Healthy Health Plan?

A. The Healthy Health Plan supports Fallon Health's mission of making our communities healthy. We want our members engaged in their health care and on the path to good health. By offering a health assessment, convenient options for coaching, wellness information and an incentive, we hope members can take advantage of the many ways Fallon Health is supporting their health and well-being.

3. Q. What happens to your other wellness programs?

A. All of our wellness programs will still be available. The Healthy Health Plan is another helpful tool that complements our overall wellness offerings like It Fits!, Oh Baby!, Quit to Win, and our Disease Management Programs and Case Management Programs.

4. Q. Does this replace my It Fits! reimbursement?

A. No. The Healthy Health Plan is another way that Fallon Health supports your health goals. If you take advantage of both programs, you could make great strides toward accomplishing these goals.

5. Q. How do I access My Healthy Health Plan?

A. Simply click on the "My Healthy Health Plan" link at fallonhealth.org. This link will allow you access to The Healthy Health Plan upon your employer group's anniversary date (or individual anniversary date for individual members).

6. Q. When can I start using this program?

A. The Healthy Health Plan is available to eligible members one day after their anniversary date. So, if your plan renews January 1, you can register on January 2, one day after the plan is effective.

7. Q. I tried to log in, but got an error message.

A. It may be that you don't have access just yet. The Healthy Health Plan is available to eligible members one day after their anniversary date. So, if your plan renews January 1, you can register on January 2, one day after the plan is effective. If you are part of a large employer group, your employer may have other wellness programs in place and has chosen not to participate in this one. Your *Schedule of Benefits*, available by logging into myFallon, will tell you if you have access to this program.

8. Q. Will my employer see my results from the health assessment?

A. No, your employer will not see your answers or results to your health assessment. Groups with over 50 participants can request a high level summary/aggregate report. An aggregate report is a summary of the health of the company's members, but does not provide any individual protected health information. Employers can use the aggregate report to plan additional wellness programs.

Only your name may be shared as a participant in this program, if you are part of an employer group, for the sole purpose of providing additional incentives from your employer. No other protected health information, progress or participation in this program will be shared with your employer.

9. Q. How often can I take the assessment?

A. You can take the assessment as many times as you like, however the incentive applies once per benefit year.

10. Q. How long does the assessment take?

A. The assessment is approximately 40 questions and takes 10-15 minutes to complete.

11. Q. Can my children take the assessment?

A. The health assessment and coaching programs are available to subscribers and their covered spouses only.

12. Q. Who should I call if I have questions about The Healthy Health Plan?

A. Please call our Customer Service Department at the number on the back of your member ID card or at 1-800-868-5200. They are available Monday, Tuesday, Thursday and Friday from 8 a.m. to 6 p.m. and Wednesday from 10 a.m. to 6 p.m. Have your Fallon member ID number ready when you call.

13. Q. How does this program impact my premium?

A. The program has no effect on your premium. The Healthy Health Plan is one way in which Fallon Health is working to help combat the rising costs of health care. While there are many factors that go into premium rates, we expect that there would be a favorable impact on rates over time by having members who are healthy or working to become healthier.

