

EXHIBIT F

Yale Health Overview

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HEP STATUS

Non-Compliant

You are no longer compliant with the HEP and a \$25 fee per pay period is in effect.

Important Note: You may require more frequent screenings or additional testing based on your health conditions. You should always follow the recommendations of your personal healthcare provider.

General

Is there a due date for completing my health actions?

Yes. The assigned preventive screenings and health coaching must be completed by the corresponding due dates. If an action is not completed by the assigned due date, you will become "non-compliant" and an Opt-Cut Penalty will be applied a month after the assigned due date for a minimum of three consecutive months.

Appointments must be completed prior to the due date; a scheduled appointment will not grant compliance.

If an appointment is scheduled prior to the due date, but is cancelled or rescheduled by your provider until after the due date, you must contact the HEP program PRIOR to your due date to request an extension.

What is HEP?

Health Expectations Program has been designed in partnership with Yale University and the unions to encourage members to take advantage of important preventive care services. The program is accessible through a mobile-friendly website which provides an easy and secure means to track your progress.

Can I manually submit a form to get credit for a preventive screening that I completed?

Yes, you can complete the Health Action Credit Form and follow the instructions to submit it for review and verification. Examples are primary care visits, cholesterol screenings, diabetes screenings, etc. Please refer to the form for a full list of items.

Unless an action is due in the immediate future, please allow 30-60 days following the date of service for your claims data to process and reflect completion on your portal.

WHAT'S NEXT

Colorectal Cancer Screening

PAST DUE



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General

To request an exception or exemption, you may contact (844) 253-1785 Monday - Friday (8am-5pm EST), or email us at contactus@healthmine.com. Please note, exceptions and exemptions are subject to approval.

Where can I find a list of my required screenings?

Preventive Health Screenings are listed on [portal.dashboard](#).

Is the HEP portal private?

We use the latest in security protections to ensure member information is secure and HIPAA compliant to protect your privacy.

Can I opt-out of the program?

Yes. Although the program is designed to help you and your spouse better manage your health, you also have the option to opt-out of the Health Expectations Program on a quarterly basis. By opting-out, you agree to pay the \$25 fee per week. The opt-out fee will be payroll deducted on a weekly basis.

Who is eligible for this Program?

The program is designed for you and your spouse.

Your health plan is committed to helping you achieve your best health.

Rewards for participating in a wellness program are available to all employees. If you think you might be unable to meet the standard HEP requirements needed to avoid the opt out fee, you might qualify through an alternative method. Contact HealthMine at 844-253-1785 to find out more information. HealthMine will work with you (and, if you wish, with your doctor) to find an alternative method that is right for you in light of your health status.

[Notice Regarding Wellness Program](#)



health status.

[Notice Regarding Wellness Program](#)

Health Coaching

Health Coaching

Why have I been selected for Health Coaching?

You and/or your spouse have been identified as having one or more elevated risk factors and have one of the conditions listed below; coaching will be an additional requirement of the HEP program.

The following conditions, along with elevated health risks, may require coaching:

- Chronic Obstructive Pulmonary Disease (COPD)
- Diabetes
- Heart Disease
- Heart Failure
- Hyperlipidemia
- Hypertension

Health coaching is meant to complement your doctor's guidance, not replace it. [For more information, click here.](#)

How much does the Health Coaching program cost?

The Health Coaching program is free of charge.

What do I have to do as part of my health coaching program?

Yale has partnered with TrestleTree to offer a coaching program for qualifying HEP participants. TrestleTree is an accredited health transformation organization working to enhance healthy behaviors of employees and their families through health coaching.

Health coaching is one-on-one interaction with a highly trained Health Coach conducted through conveniently scheduled appointments. Your Coach will work with you to develop actions and goals to drive positive behavior change, and will help you make an appropriate plan in conjunction with your doctor's recommendations.

[Meet your health coach.](#)

Are my coaching sessions confidential?

Yes. All sessions are confidential and use the latest in security protections to ensure your information is secure and HIPAA compliant to protect your privacy.

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Opt-Out Penalty

How long are the coaching sessions?

After you completed your initial "intake" call, you can work with your coach to determine the most appropriate schedule, either reserving 30-minute or one-hour coaching sessions.

Opt-Out Penalty

Why am I "past due"?

If you have not completed the assigned health actions within the assigned time-frame, generally a minimum of six months, an Opt-Out Penalty will be applied.

How much is the penalty and how long does it apply?

The Opt-Out Penalty is \$25 per week and is an automatic payroll deduction. The penalty will apply for 3 consecutive months. If you have completed the required actions during that time, the penalty will be removed after the 3rd consecutive month. If you fail to complete required actions that are overdue, you will continue to pay the penalty until you do become compliant.

Does the Opt-Out Penalty apply to both myself and my spouse?

If either you or your spouse are not compliant with the assigned health actions in the allotted time frame, the Opt-Out Penalty will apply. The maximum penalty applied is \$25/week per household.

Support

Who do I contact for website support?

You may contact (844) 253-1785 Monday - Friday (8am-5pm EST).

You may also submit questions to contactus@healthmine.com.

To verify information, please include your full name and member ID (located on your ID card). If you do not feel comfortable emailing this information, please call the toll-free number listed above.

Who do I contact for health coaching support?

You may contact Trestle Tree directly at 1-866-672-4422.

Who do I contact for support?

For all general questions, you may contact (844) 253-1785 Monday - Friday (8am-5pm EST).

You may also submit questions to contactus@healthmine.com.

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Message Center

For all general questions, you may contact (844) 253-7865 Monday - Friday (8am-5pm EST).

You may also submit questions to contactus@healthline.com.

To verify information, please include your full name and member ID (located on your ID card). If you do not feel comfortable emailing this information, please call the toll-free number listed above.

How do I view messages?

To view your messages, click on the message icon button in the top right-hand corner of your screen. If you have unread messages, the number of unread messages will display on the icon as well as within the message center. Once you select the message icon, a menu will appear where you can preview your most recent messages as well as access your message center. Once in the message center, all unread messages will appear by default. Click on a message to view its content. You will have the ability to sort messages by all, read, unread, and deleted.

Can I delete messages?

Yes, messages can be deleted by selecting "delete" within the message. Deleted messages can be accessed via the dropdown box within the message center.

Are messages private?

Yes, all messages sent via the portal message center are private and secure. We have designed and implemented administrative, physical, and technical safeguards that protect the confidentiality, integrity and availability of members' personal health information.

