

Biometric Screening FAQs

Q1. How do I get my biometrics measured?

A. Team members have **two options**: Use lab work from a physician visit **or** have a biometric screening completed onsite at an Orlando Health lab. The physician visit with the lab work must have occurred between December 1, 2016 and November 1, 2017. The onsite lab screenings are available Sept. 25-Nov. 11, 2017.

Q2. How do I make an appointment at an Orlando Health lab?

A. Access the scheduling link on SWIFT to book your appointment from Sept. 25-Nov. 11 at one of the Orlando Health onsite lab locations.

Q3. If the Biometrics Physician Form is due Nov. 17, why does the visit and bloodwork with my physician need to be completed by Nov. 1?

A. This is to allow time for your physician to receive your blood work results and to complete and submit the paperwork by Nov. 17.

Q4. How will I get my lab results from my Orlando Health lab appointment and how will I know if I qualified for the savings?

A. Team members can access their results via the patient portal at Myorlandohealth.com. An email will be sent to you from: noreply@followmyhealth.com a few days after your appointment. You will need to view your results and compare them to the biometrics screening requirements to see if you have qualified. Results will not be mailed or emailed to team members.

Q5. Is there anything I need to do after I complete my Orlando Health onsite biometric lab appointment?

A. After checking your results on the patient portal and if you met the requirements, then nothing further is required. If you did not meet the requirements because you are out of range and you are under the care of a physician, you can submit the Verification of Professional Care Form to qualify for the cost-savings. Your physician should complete and send it by Nov. 17, 2017.

Q6. What if I've forgotten my password for the patient portal?

A. If you have forgotten your patient portal password or cannot access your labs, contact the Patient Portal Support Team at 321.843.7759.

Q7. What is the process to submit results if I had lab work done at my physician's office?

A. If you visited your physician between Dec. 1, 2016 and Nov. 1, 2017, and had lab work done, then you can ask your physician to complete the Biometric Screening Physician Form and fax to 321.843.6346 or email to R-Biometrics@orlandohealth.com no later than Nov. 17, 2017.

Q8. How do I get my results if I had lab work completed at my doctor's office or at Quest?

A. Access your physician's office patient portal or access Quest's patient portal to print your lab results and send them along with the Release of Data form by fax to 321.843.6346 or email to R-Biometrics@orlandohealth.com no later than Nov. 17, 2017.

Q9. What if I did not have an HbA1c drawn with my blood work or I don't have a blood pressure reading, etc.? How can I still meet the requirements for the savings?

A. If you do not have or are out of range for any of the metric values, such as the HbA1c or blood pressure, etc., then you have **two options**:

1. If you are under your physician's care for any of the metric values that are out of range and do not meet the biometric requirements then you can have your physician complete and send the Verification of Professional Care Form by November 17, 2017 to fax: 321.843.6346 or email to R-Biometrics@orlandohealth.com.

2. If you are not under the care of your physician for any one or more of the metric values that are out of range then you may be eligible to complete the Wellness Option Form. If you meet any of the eligibility options for the wellness Option form complete and submit it by November 17, 2017 to R-Biometrics@orlandohealth.com or fax to: 321.843.6346.

Q10. What if I can't achieve the biometrics standards?

A. If you are pregnant, or if it is unreasonably difficult due to a medical condition and you are under your physician's care or it's medically inadvisable for you to achieve the standards for the reward under this program, click here for the Verification of Professional Care Form to be completed by your physician and faxed to 321.843.6346 or emailed to R-Biometrics@orlandohealth.com by Nov. 17, 2017.