2015 BIOMETRIC HEALTH SCREENINGS
FREQUENTLY ASKED QUESTIONS FOR U.S. EMPLOYEES | MARCH 2015

These frequently asked questions are about our Biometric Health Screening and Health Risk Questionnaire (HRQ) program. You can find more details in our 2015 U.S. Health and Welfare Benefits Book.

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BIOMETRIC SCREENING

What is the onsite biometric health screening program?
The onsite biometric screening program provides you with convenient screenings to help identify early warning signs of health risks and prevent potential diseases. The onsite, non-fasting biometric health screening includes: height, waist, weight, blood pressure, total cholesterol, HDL and blood glucose. We’re partnering with StayWell Health Management and Summit Health, a Quest Diagnostics company, to administer our onsite biometric screenings. After you take your biometric health screening, you can log onto the StayWell website to take your HRQ. Your screening values are loaded into your HRQ within 14 business days. Taking the HRQ gives you an early start to improving your health based on the outcomes of the screening and the HRQ.

Who is eligible to participate in an onsite biometric health screening?
Employees, spouses/domestic partners covered in the Health Investment, Health Advantage or HMO plans can participate in the onsite biometric health screening. If you’re not enrolled in one of the MSI medical plans, you and your spouse/domestic partner are not eligible to participate in the onsite screening.
How long will the onsite biometric health screening take?
The onsite biometric health screening will take approximately 15-20 minutes.

How will they check my cholesterol and glucose?
A nurse will prick your finger to draw a small blood sample to measure your cholesterol, HDL and glucose. Your blood sample is placed in a Cholestech machine, which delivers results in about 10 minutes. You’ll receive your results and be able to review them with a health professional at the screening.

Do I have to fast before the biometric health screening?
No. Non-fasting tests are accurate for measuring your total cholesterol, HDL cholesterol and blood glucose. If you have elevated values, the screening staff will recommend for you to see your physician to receive more comprehensive testing. The advice of the screening staff is a recommendation only and should not be treated as medical advice.

Can I participate in more than one onsite biometric health screening this year?
No. You may only participate in one screening per year.

Is my health information secure and confidential?
Yes. Your personal health information is stored in a secure database maintained by StayWell and Summit Health. Individual information won’t be shared with anyone else in accordance with the Motorola Solutions Privacy Policy and the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Motorola Solutions only receives aggregate information to monitor the effectiveness of the program.

If I’m advised to seek immediate medical attention because of elevated values, will Motorola Solutions cover my medical expenses?
We cover 100% of all preventative care in our medical plans. You’re responsible for all charges that aren’t covered by your health plan. Review the U.S. Health and Welfare Benefits Book to find your plan details to see what’s covered. The advice of the screening staff is a recommendation only and should not be treated as medical advice.

Will I receive follow up if my values are outside of the healthy range?
You will receive feedback on results outside the healthy range at the screening and when you complete the HRQ. If your glucose is less than or equal to 60 or greater than or equal to 400 you will receive a call from Medivo, Summit’s physician network.

How accurate is the biometric health screening compared to a lab test with my doctor?
The biometric screening team uses a Cholestech LDX Analyzer to process results at the screening. The Cholestech LDX matches the percent total error standards recommended by the National Cholesterol Education Program (NCEP), and has the CDC’s Cholesterol Reference Method Laboratory Network (CRMLN) certification, the same requirements clinical laboratories have. CRMLN guidelines indicate the acceptable total error for total cholesterol is < 8.9 percent with a 95 percent confidence. This means there may be a slight difference between values obtained in a physician’s office versus the values generated by a Cholestech machine, and even between two tests run on the same machine. To ensure accuracy, quality controls are run on each machine prior to its use.
REGISTRATION
How do I register for an onsite biometric health screening?
You can log on and registeronline through the StayWell Portal.

Does my spouse/domestic partner have to register for an onsite biometric health screening?
Yes, your spouse/domestic partner must register ahead of time so security knows about these visitors. You’re responsible for escorting him or her to the screening room.

Are walk-in times available?
Registration guarantees you’ll have your screening appointment reserved on the date and time you selected and ensures the screening staff will have enough supplies. If you don’t pre-register, you may go to the screening location during the scheduled onsite session and staff will accommodate you if they can. If there’s no availability at that time, the staff will ask you to come back later. We don’t allow walk-ins for your spouse/domestic partner.

SCHEDULE & LOCATION
When and where will the onsite biometric health screenings be available?
Click here to view this year’s screening locations and schedule.

Is there anything you recommend I do to be prepared for the day of the screening?
Wear loose fitting sleeves and drink at least 16 oz. of water prior to your appointment.

How do you choose onsite biometric health screening locations?
We determine screening locations based on site population. Larger locations have one or more screening days each year. Small to midsize locations will have screenings available on a rotating basis.

What if I can’t attend an onsite biometric health screening or there’s no event available at my location?
- Beginning Mar. 23, you can participate in the offsite lab option at a Quest Diagnostics Patient Service Center. To register for an appointment at a Service Center near you, log on to the StayWell website to access the Blueprint for Wellness lab scheduler. You’ll need to bring your photo ID and your appointment confirmation page to the lab screening appointment. You’ll need to fast for at least 9-12 hours prior to your appointment. The deadline to participate in the lab option is Oct. 31, 2015.

- You can arrange to get the biometric screening data from your physician prior to completing the HRQ. Log into the StayWell portal to download HealthCareProviderForm to ensure you obtain the recommended measurements. StayWell must receive your completed form via mail or fax no later than Oct. 31, 2015.

- Or, if you’re enrolled in the Health Investment Plan or Health Advantage Plan, you may visit an Anthem network retail clinic (Walgreens, CVS, Target). Go to Anthem.com/mot-solutions and search under “Urgent Care”, then the specialty of “Retail Clinics” to find locations in your area. To get services covered at 100% with no deductible, ask the clinic to bill with a routine diagnostic code. If you’re enrolled in an HMO, check with your HMO for screening location options. Prior to visiting a retail clinic, log into the StayWell portal to download HealthCareProviderForm to ensure you obtain
HEALTH RISK QUESTIONNAIRE (HRQ)

What is the Health Risk Questionnaire?
The Health Risk Questionnaire (HRQ) is a confidential online health assessment designed to help you better understand where you stand with your health so you can make responsible health & lifestyle choices. We recommend all employees – even those currently living a healthy lifestyle – take the assessment. The HRQ will take 15-20 minutes to complete.

When can I complete my Health Risk Questionnaire?
We recommend you complete your HRQ only after you’ve received your screening values from your biometric screening. This ensures that your results are more accurate. StayWell will enter the results of your screening into your HRQ within 14 business days of your screening event. Or, if you get your screening from your primary care physician, your results will be entered into your HRQ within 14 business days once StayWell receives your Health Care Provider Form.

Will I have to enter my screening results into the HRQ?
If you participate in an onsite biometric health screening or complete the screening at a designated Quest lab, StayWell will enter the results of your screening into your HRQ within 14 business days of your screening event. Remember: You’ll be responsible for completing the rest of the HRQ.

Why does the HRQ ask such personal questions?
How you answer the questions gives you feedback on your lifestyle habits and health risk. Age, gender, health history and current health status are all factors that impact HRQ results. The answers to the questions will help you identify areas to improve your lifestyle behaviors.

Can my spouse/domestic partner take the HRQ?
Yes, your covered spouse/domestic partner is encouraged to take the HRQ. He or she can access the HRQ by logging into the StayWell portal. To set up his or her log in, he or she will need to have your 8-digit Commerce ID. We recommend completing the HRQ after he or she has his or her screening values. After he or she submits the HRQ, he or she will receive results immediately and may access them on StayWell’s secure website.

Who do I contact if I have questions about the HRQ?
If you have questions, contact StayWell at (800) 492-1091 (TTY: 711) Monday – Thursday from 8 am - 8 pm, Friday, 8 am – 6 pm, and Saturday 8 am – 12 pm Central time.

CONFIDENTIALITY
Will my screening and HRQ results be kept confidential?
Yes, we treat all information as confidential medical information. You allow StayWell and Summit Health to handle this information by signing the Screening Consent Form and agreeing to the HRQ and health screening privacy statement. Your personal results aren’t shared with anyone at Motorola Solutions.
Is it necessary to provide my Commerce ID on the Screening Consent Form?
StayWell protects all information gathered with the highest confidentiality according to HIPAA. Your Commerce ID, or “Employee Number” as referred to on the StayWell website, is used for identification and linking screening data with the HRQ. If you don’t know it, you can find it by searching for yourself in the employee directory on the Motorola Solutions Employee Portal home page. Your Commerce ID is listed under “Owner ID.” Otherwise, you can contact the Employee Service Center at (800) 585-5100 to find your Employee ID.

What if I don’t agree with the Screening Consent Form, HRQ or screening privacy statement?
You’ll need to sign a Screening Consent Form to participate in the screening, and agree to the HRQ privacy statement to participate in the HRQ. If you don’t consent, you won’t be able to participate in these programs. The law requires StayWell to receive employee consent prior to obtaining confidential medical information.

These frequently asked questions only provide an overview of benefit changes effective Mar. 1, 2015. The respective plan documents and policies govern your rights. You should rely on this information only as a general summary of some of the features of the plans. In the event of any difference between the information contained herein and the plan documents, the plan documents will supersede these frequently asked questions. Motorola Solutions reserves the right at any time to amend, modify or terminate one or more of the plans or policies described in these frequently asked questions.