



Frequently Asked Questions about the Personal Health Profile (PHP)

Q: Where can I log on to access the Personal Health Profile (PHP)?

A: The PHP is available through WellCall. You can go to www.myWellCall.com to access the PHP. The Benefits Department has posted a detailed step-by-step guide on the Benefits website to show you how to login and take your PHP. Visit www.DriveTimeBenefits.com for more information.

Q: Is this the same thing as taking the Health Risk Assessment (HRA) through United Healthcare?

A: No. The PHP is not the same thing as the HRA on myUHC.com. If you take the UHC HRA, you do not receive credit for taking the PHP. **The HRA on myUHC.com is not the same survey as the PHP at www.myWellCall.com.**

Q: What if I already completed the HRA through United Health? Do I have to do the PHP?

A: Yes. If you have already taken the HRA through www.myUHC.com, you still must take the PHP through www.myWellCall.com. New Hires hired on from January 1 – October 31 may have taken the HRA through United Healthcare. You will also need to take the PHP to have medical coverage in 2012.

Q: I completed the Biometric Information in my profile on WellCall. Did I complete the PHP?

A: No. Although you have completed the Biometric Information in your PHP Profile, you will still need to complete the actual survey on www.myWellCall.com. For step-by-step instructions for how to complete BOTH parts of the PHP (biometric information and survey) visit the Benefits website. The Biometric Information portion of the PHP takes 5 minutes to complete. The survey portion of your PHP takes approximately 15-20 minutes to complete.

Q: When do I have to take my PHP?

A: If you were hired before September 1, 2011, your deadline to take the PHP is **November 15, 2011**. All New Hires hired after November 1 have the regular 60 days after the benefit effective date to complete the PHP.

Q: Okay, what if I was hired on November 2. When do I need to do my PHP?

A: Since you were hired on November 2, your benefits effective date is January 2, 2012. Your PHP is due 60 days after this date or March 2, 2012.

Q: Does my spouse/domestic partner (same-sex only) have to take the PHP too?

A: Yes. Your spouse/domestic partner must complete the PHP for medical coverage in 2012 by November 15, 2011. Your spouse can use your UHC Member ID to login to the PHP.

Q: I do not currently have DriveTime's medical coverage, but will have it beginning January 1, 2012. Do I have to do the PHP by November 15?

A: No. Employees and/or new added spouses/domestic partners have until February 29, 2012 to complete the PHP.

Q: What if I do not have/do not know my Biometric information by November 15?

A: You have a few options. If you live in Arizona or Texas, you can contact WhiteGlove for your biometric testing/lab screening. WhiteGlove will upload your labs within 48-72 hours after your appointment (do not wait until the last day because your results will not be available). If you do not have access to

WhiteGlove, you can contact your doctor to request your most recent labs on file. You can also submit the ranges for your biometric measurements fall into by using the drop down options on the WellCall PHP (see example below).

Manage Profile

Biometric Information:
Height (without shoes) 6 Feet 1 Inches
Weight (without clothes) 175 Pounds

Blood Pressure Information:
Systolic (high number) 125 mm/Hg
Diastolic (low number) 85 mm/Hg

Blood Sugar Information: Fasting Non-Fasting
Blood Sugar Level mg/dL Ideal (Below 110 mg/dL)

Cholesterol Information:
Total mg/dL Ideal (Below 200 mg/dL)
HDL (good Cholesterol) mg/dL Ideal (Below 200 mg/dL)
Borderline (200 - 239 mg/dL)
High (Over 240 mg/dL)
Update

If you do not know your biometric testing numbers, you can select from the drop down menu next to Blood Pressure, BMI, and Cholesterol to select which range you fall into.

Q: What happens if I do not complete the PHP by November 15?

A: If you do not complete the PHP by November 15, 2011 you will not have medical insurance coverage in 2012.

Helpful Hint: Do not wait until the last minute to take your PHP. WellCall’s Help Desk is available to help you Monday through Friday from 9AM to 4PM (Pacific Standard Time) and will not be able to help if you are locked out of your PHP after their offices closes.

Questions?

Email: benefits@drivetime.com or visit us at www.DriveTimeBenefits.com