Frequently asked questions

WHAT IS TALK TO YOUR DOC℠?
As part of your Everence Live Well program through Mennonite Educators Benefit Plan, Goshen College is offering Talk to Your Doc, which is a program focused on getting you to your physician at least once a year for an annual physical or wellness exam. It is about establishing a relationship with your physician, being informed of your current health status, and learning how to maintain a healthy lifestyle.

WHY SHOULD I HAVE AN ANNUAL WELLNESS EXAM?
Annual wellness exams are essential in detecting illness at an early stage, preventing illness, and ensuring good overall health.

WHY SHOULD I PARTICIPATE?
Your participation in Talk to Your Doc allows you the opportunity to earn wellness points and will determine your monthly health plan premium contribution in 2015-2016.

WHEN IS THE DEADLINE FOR MY FORM TO BE SUBMITTED?
April 30, 2015.

IF I RECENTLY HAD A PREVENTIVE VISIT WITH MY PHYSICIAN, CAN I USE THOSE TEST RESULTS?
Any appointment that has occurred since November 1, 2014 is eligible to count as participation in this program so long as your physician tested for the proper biometrics. You will just need to ask your physician to complete the form.

WHAT IF I DON’T HAVE A PHYSICIAN?
If you don’t have a primary care physician, you can find one by visiting your health insurance provider’s website or by talking to your HR department. To confirm that a doctor or retail health clinic is in-network, visit your health insurance provider’s website or call the toll-free number on the back of your medical ID card.

WHAT DO I TELL MY PHYSICIAN’S OFFICE WHEN I CALL TO MAKE AN APPOINTMENT?
When you make your appointment, tell the office you are making an appointment for your annual physical or routine wellness visit.

* Your health plan is committed to helping you achieve your best health. Rewards for participation in the wellness program are available to all employees. If you think you may be unable to meet a goal for an award under this wellness program, you could qualify for an opportunity to earn the same reward by different means. Contact us at 877.833.5900 and we will work with you (and if you wish, your doctor) to identify a wellness program that is right for you in light of your health status.
WHAT MEASURES DO I REQUEST FROM MY PHYSICIAN?
The following biometric measurements should be tested as a part of your wellness exam with your physician:
- Body mass index (BMI), calculated using height & weight
- Blood pressure
- HDL, LDL, & total cholesterol
- Triglycerides
- Glucose
- Tobacco / Nicotine

These measurements are outlined in the letter and form that you will provide your physician. Please communicate with your provider to only perform diagnostics listed on this form or you may be liable for additional out-of-pocket expenses.

HOW ARE MY CHOLESTEROL & GLUCOSE MEASUREMENTS COLLECTED?
Generally, blood tests performed by physician offices are collected via venipuncture, or blood draw, meaning blood is collected from a vein, most commonly from the region of the arm in front of the elbow. However, you physician may also do a simple finger stick.

DO I NEED TO FAST FOR THE SCREENING?
Yes. In order to get the accurate results, you should plan to not eat or drink anything but water for 9 to 12 hours before your scheduled screening appointment. Keep this in mind when scheduling your appointment. You might want to request an early morning appointment, if possible. If, for medical reasons, you cannot fast, please let your physician know this when you have your bloodwork drawn.

IF MY LAB WORK TAKES A FEW DAYS, CAN I LEAVE THE FORM WITH MY PHYSICIAN?
Yes! You may leave your form with the physician. Be sure to ask that the physician faxes your form with your lab results once the tests are complete.

HOW WILL I KNOW IF YOUR OFFICE RECEIVED MY FORM?
You will receive a private Results Statement that details the information you submit. This will be sent to your home one to two weeks after we receive your form.

WHAT HAPPENS TO MY DATA?
Your data is kept private and confidential, following all Health Insurance Portability and Accountability Act (HIPAA) protocol. Your name will be submitted to your employer when you participate, but no other personal information or data will be shared.

WILL MY RESULTS AFFECT MY INSURANCE COVERAGE OR BENEFITS?
No. Personal health information is protected. Results will not affect employees’ insurance coverage or benefits, nor will they be disclosed to your employer.

WHO CAN I CONTACT IF I HAVE ADDITIONAL QUESTIONS?
For claims related questions having to do with your physician visit, contact wellness@everence.com or call 1-800-348-7468, ext. 2462. Contact Human Resources with any other questions or concerns.