

## 2019 Health Risk Assessment FAQ

### What is a Health Risk Assessment (HRA)?

The Health Risk Assessment (HRA) is a tool that helps the health plan assess a member's needs by asking a series of health-related questions.

### Why should I help members submit a HRA?

As an agent, you are often the first interaction a member has with UnitedHealthcare. When you assist a member in completing an HRA, this action strengthens the relationship you have with the member by encouraging them to take this first step in using the full benefits of their health care plan.

### After I take HRA training, how long will it take to be registered in the HRA site?

During the initial program launch, the process may take up to two weeks. Thereafter, it will occur within one week.

### What is "Revel"?

Revel is the UnitedHealthcare approved vendor that administers the Health Risk Assessment website. You will receive some email communications from Revel. These can include registration instructions and other technical topics.

### What should I do if I can't log on to the Revel site?

If you have completed your training and received the registration login email from Revel but are still experiencing problems, you can contact the Producer Help Desk (PHD).

### When should I complete an HRA?

The HRA must not be completed until the consumer has signed the enrollment application. To receive payment for an eligible HRA, it must be completed within two calendar days of the consumer's signature date.

### How long does it for a member to complete an HRA?

The average completion time of the HRA is 3– 5 minutes.

### Does any previously entered information get pulled into the HRA?

No. There are no data connections to other applications, such as LEAN. Please make sure that all information is entered correctly.

### What Medicare plan types are eligible for the HRA payment?

Only HRAs completed for UnitedHealthcare Chronic and Dual Special Needs Plans (CSNP and DSNP) members are counted toward the HRA payment to agents. An HRA completed for an enrollee of any other Medicare Advantage plan, including "look-a-like" plans and stand-alone Prescription Drug Plans, are not included. Agents, who have completed HRA training, may complete an HRA for any enrollee, even if the plan is not a CSNP or DSNP.

### **I haven't received payment for an HRA submission, what should I do?**

The HRA payment may take up to 30 days to appear on your commission statement. After 10 days, verify your commission statement. If the payment is not listed, contact the PHD.

### **How will the HRA payment appear on my commission statement?**

You will find it under the adjustment tab. It will include detailed member information.

### **How frequently will the HRA payments process?**

Payments will be processed monthly.

### **What happens with chargebacks?**

The payment for the HRA completion will not be made if the member application is not accepted by the Centers for Medicare & Medicaid (CMS).

### **Can the member take a paper HRA?**

If a member is unable to complete the HRA at the time of enrollment, you have two calendar days to connect with the member via phone and collect the responses while you are logging into the HRA website.

### **How do I become eligible to complete an HRA on behalf of a UnitedHealthcare CSNP/DSNP member?**

You must be CSNP/DSNP-certified and complete required HRA training to be eligible to complete an HRA on behalf of a UnitedHealthcare CSNP/DSNP member. The required course is located under the Electives section of the Certifications page on LearnSource. The module is titled 2019 Health Risk Assessment and will need to be completed annually.

Once you have completed the module, you will receive an email within two weeks from a company called 'Revel' with a registration login and password reset link.