



A UnitedHealthcare Company

Comprehensive Wellness Assessment Talking Points for Conversations Between Patients and Physicians or Physician Office Staff

*To request a CWA, your Peoples Health patients can call 1-800-222-8600, Monday through Friday, from 9 a.m. to 4 p.m. You can also transfer patients to this number when consulting with the patients via phone. The following talking points can help guide you in your conversations with patients about a CWA. **CWAs do not replace the care you offer or change your reimbursement.***

- Getting a comprehensive wellness assessment, which is also called a CWA, supports your doctors in the care they deliver to you and helps ensure all your health needs are addressed. Annual CWAs can help you develop a plan to manage your health and make it easier for you to give Peoples Health important health information that it can share with your doctors.
- There are many benefits to receiving a CWA, including:
 - Meeting one-on-one with a provider to talk about your health, including your medical history and current treatments
 - Getting your vital signs checked and your medications reviewed
 - Asking as many questions as you like about your health
 - Setting or updating personal health goals
 - Getting a checklist of topics—including needed preventive screenings—to discuss <with me OR at your next primary care doctor visit>
 - Keeping <me OR your primary care doctor> and Peoples Health informed about your individual health needs and goals
 - Being eligible to earn a gift card for completing the assessment through the Peoples Health Rewards Program
- You will need to enroll in the Peoples Health Rewards Program to be eligible for a gift card reward. Our office does not issue gift card rewards. Go to www.peopleshealth.com/rewards to enroll in the program. You'll need your Peoples Health member ID to sign up. After you're enrolled and you complete the assessment, you'll earn your reward. Call Peoples Health member services to find out more about the program.
- Peoples Health will let you know your options for getting the CWA, such as at a Peoples Health service center, in your home through an in-person visit or via telehealth. Peoples Health will let you know if there's a service center open near you. The provider performing the CWA will be from Peoples Health or one of the approved providers Peoples Health works with to offer the CWA, such as HouseCalls or Alegis.
- CWAs are offered at no cost to Peoples Health patients. **As a reminder, the assessments do not replace the care you get from <me or your other doctors>.**