



## Healthy Living Program Frequently Asked Questions

- Q** How do I complete the online Health Assessment?
- A** Click the three bars on the top left of the page and select **Health Assessment**. If you have completed the Health Assessment in the past, you need to click on **RETAKE**. Make sure to click **SUBMIT** when you are done with the assessment.
- Q** Can I get a paper version of the Health Assessment?
- A** If you are unable to complete the Health Assessment online, you may take it over the phone by calling 866.261.7144. You can also request that a paper Health Assessment be mailed to you and then return the completed assessment via fax or mail. Fax: 833.724.4383. Mail: RedBrick Health, P.O. Box 2260, Minneapolis, MN 55402-0260
- Q** Can I get my Annual Physical Health Screening at the DTE Henry Ford Clinic?
- A** We recommend getting your Annual Physical with your primary care physician to help build a strong relationship. If you are unable to do so, the DTE Henry Ford Clinic is an option for your health screening and meets the requirements for Healthy Living.
- Q** If I am currently receiving my Annual Physical within the months of July to December, how do I go about changing it to the required January to June timeframe?
- A** DTE medical plans allow one covered preventive Annual Physical per calendar year at no cost to you, regardless of the month you completed it during the prior year. For example, if you completed your physical in November 2019, you are still eligible for a physical on January 1, 2020. To be eligible for HLR, physicals must be completed in the January to June timeframe.
- Q** Will I earn RedBrick Health rewards for completing my Annual Physical and Health Assessment?
- A** No. With completion of your Annual Physical and Health Assessment, you will avoid paying a surcharge in 2021. There are many ways to earn dollars or drawing entries on the portal including health coaching, Journeys®, tracking and more for those who are eligible.
- Q** How long does it take for my "More required" status to change?
- A** Once you have completed the Health Assessment or Annual Physical Health Screening, it will be marked as "More required" until the other item is completed. Once they have both been completed, they will update to "earned." It may take up to five business days for your account to reflect your status.

- Q** How does my spouse access the RedBrick Health portal?
- A** Your spouse will need to go to **DTEEnergy.RedBrickHealth.com** and enter their credentials. If they have not created an account in the past, they will click on "Activate your account to get started" and follow the prompts. They will need to know the last four digits of your SSN.
- Q** Does my spouse have a separate RedBrick Health account?
- A** Yes. Each employee and their spouse have their own RedBrick Health accounts. It is extremely important that each person logs in to complete their own tasks. Employees can check their spouse's completion of Healthy Living Requirements on the bottom of their **Rewards** page.
- Q** Once my form is sent in, I should be good, right?
- A** No. It is important to log in to your RedBrick Health account to ensure that both of your tasks are marked "Earned." It may take up to five business days from RedBrick Health's receipt of the form for the status to be reflected.
- Q** Should I have my doctor submit my form?
- A** No. It is your responsibility to submit your Annual Physical Health Screening Form. We recommend that you take a picture using your smartphone and upload it through the RedBrick app or to **DTEEnergy.RedBrickHealth.com**.
- Q** How do I know if my form has been received?
- A** At the bottom of the Healthy Living Status page "Complete an annual physical with your doctor" will be updated to "0 remaining." It may take up to five business days from RedBrick Health's receipt of the form for the status to be reflected.
- A** Note that on the home page your completion status will be indicated on the tasks due tile using checkmarks.
- Q** What does "More Required" mean?
- A** It means that we have received one of the two required Healthy Living tasks. Once both requirements have been received, they will update to "Earned."
- Q** What is the fax number for RedBrick?
- A** The fax number is 833.724.4383 (833.RBH.4DTE)
- Q** How can I do a mobile upload of my Annual Physical Health Screening Form?
- A** To complete a mobile upload, follow these steps:
1. Use your smartphone to take a picture of your completed Annual Physical Health Screening Form. Avoid using the live photo feature on iPhone.
  2. Download the RedBrick Health app and select DTE Energy from the sponsor list.
  3. Once logged in, click on the three dots in the lower right corner, and then select submit Annual Physical Form.
  4. Follow the prompts to upload the picture of your form. Your spouse's form must be submitted within their own account.
- Q** Can I submit my Annual Physical Health Form and my spouse's form in my account or do I have to log into their account too?
- A** Your spouse must log in to their own account to upload their Annual Physical Health Screening Form as well as complete their online Health Assessment.
- Q** What kind of confirmation will I receive for the mobile upload when it has loaded successfully?
- A** Once you upload your Annual Physical Health Screening Form, you will land on a page that says, "Success! Your health screening form has been submitted." It may take up to five business days for your results to be reflected in your account.
- Q** Who can I reach out to if my question is not answered here?
- A** You can call RedBrick Health 866.261.7144.