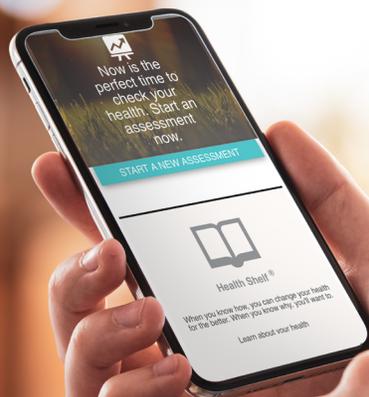


# Choosing the Right Health Risk Assessment



## CHECKLIST

### Implementing a health risk assessment (HRA) is the first step in creating a comprehensive wellness program for your organization.

Understanding your population's current health and lifestyle risk factors allows you to identify areas of concern and develop targeted programs for the most significant impact on your population's health. What's more, using data collected from an HRA can show the value of your wellness program and prove your return on investment (ROI).

But, with so many options available, how do you choose the right HRA for your organization?

We've compiled a list of features to consider when searching for an HRA.



## Must-Haves

Wellsource believes these are must-have requirements in any HRA provider selection process. Consider re-evaluating your needs if a provider does not check all these boxes:

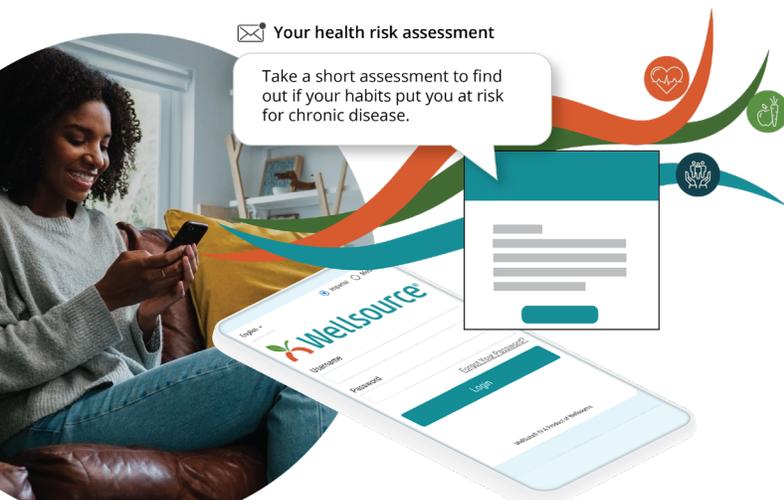
- **Quality, evidence-based calculation** with an assessment built on sophisticated risk analysis incorporates the latest scientific research and evidence-based recommendations from trusted health organizations.
- **Customizable and flexible** to an organization's needs and its population's specific concerns—resulting in personalized health and wellness programs to meet a person where they are in their health journey.
- **Configurable capabilities**, including adding or removing questions—and having those changes reflected in the risk score.
- **Interactive, person-first design** for an engaging user experience.
- **Proven** experience developing HRAs and working with similarly sized health plans, wellness companies, and healthcare providers.
- **Certified for quality by an independent third party**, such as the [National Committee for Quality Assurance \(NCQA\)](#).

- **Dedicated customer service and support** from HRA implementation and data migration to ongoing participant management and administrative reporting support.

## HRA Content & Design

Does the HRA meet the needs of your population? The look, feel, and usability of an HRA can impact a population's ability and desire to complete the assessment. A good HRA should:

- **Collect readiness to change data** to identify participants most receptive to intervention efforts.
- **Collect key information to identify at-risk participants.** Questions surrounding basic biometrics, stress, nutrition, and physical activity are a must. Indicators of mental and emotional well-being, health habits, and lifestyle factors should also be part of the assessment.
- **Be customized based on specific segments** that align with your population (e.g., Medicare, Medicaid, mental wellness, etc.).
- **Have next-step, actionable content** that inspires positive lifestyle changes.
- **Promote user engagement** through a mobile-friendly user interface and intuitive design.
- **Be easy to understand and easy to complete.** An HRA that is simple to use and written using audience-appropriate language will have higher compliance and completion rates.
- **Meet high usability and testing standards** with a dedicated usability and quality assurance team.



## Security & Compliance

In today's digital world, where cyber-attacks and hackers are working overtime to access and steal information, it's imperative your HRA provider is dedicated to protecting your population's personal information. In addition, HRAs must be compliant with U.S. federal and local laws. Verify the HRA provider complies with all privacy, security, and federal requirements, including:

- **Adherence to industry security best practices and requirements**, such as a documented disaster recovery plan, data encryption, and privacy standards to protect population health data.
- **The Health Insurance Portability and Accountability Act (HIPAA)**
- **The Genetic Information Nondiscrimination Act (GINA)**
- **The American With Disabilities Act (ADA)**
- **State and local requirements** to protect personal health information.

In addition, a fully compliant HRA offers administrators **controlled access** to HRA results and data by population segments, and provides aggregate reporting.

## Integration & Implementation

An HRA might be perfect in every way, but it's useless if it can't be integrated with your current systems. Some implementation elements to consider when determining your HRA needs include:

- **Integration** with the organization's current website, platform, or wellness portal with SSO (single sign-on).
- **A designated project manager** to ensure your HRA is properly set up, integrated, and launched.
- **Capable of API integration**, including electronic medical record access.
- Inclusion of a **documented integration process** to inform your technology team.
- **Ability to upload participant data** and eligibility files.



## Customization & Reporting

The most comprehensive HRA has the flexibility to be tailored to meet your organization’s needs. Ensure the HRA can generate detailed reports that enable the creation of a focused and data-driven wellness program—as well as show the value and ROI of those programs over time. Comprehensive HRAs offer:

- **Population segmentation** capabilities to evaluate different groups or departments within your organization.
- **Administrative tools and reports** to evaluate data and population health risks.
- **Ability to customize assessments** such as adding or removing questions, adjusting the risk calculations, or modifying reports for cultural competencies.
- **Robust reporting** features, including:
  - **Physician summary** for the health coach or provider. This report gives a visual snapshot of the participants’ HRA results that can be printed and shared with the individual’s healthcare team.
  - **Personal report** for the individual that shows the participants health status along with actionable health suggestions and education items.
  - **Population-level reports** with aggregate data for administrators. This population-wide health profile should include demographics, compliance information, participation rates, and health conditions the population is most ready to change.

- **Benchmark reports** to see how your population stacks up to similar organizations.
- **Custom reporting capabilities**, in addition to ready-made reports out-of-the-box, **24/7 access** to all data collected through HRAs in real time. I.e., own your data and create aggregate reports or pull detailed reports for a granular view of all individual data anytime, anywhere.

## Performance

Employees are less likely to complete HRAs that have technical difficulties or lag. Choose an HRA that can handle the demands of your population.

Determine if your HRA includes:

- **Software and server design** that can handle high-volume traffic.
- **A technology team dedicated** to testing, updating, and enhancing HRA software.
- **Appropriate service level metrics**, including uptime and customer service standards.
- **Average completion time** that’s 20 minutes or less.
- **A completion rate** of at least 50%<sup>1,2</sup>

And don’t forget—HRAs should be compatible with populations and organizations of all sizes.

<sup>1</sup> <https://www.shrm.org/ResourcesAndTools/hr-topics/benefits/Pages/RiskAssessments.aspx>

<sup>2</sup> <https://www.towerswatson.com/en-US/Insights/IC-Types/Survey-Research-Results/2013/12/stayingatwork-survey-report-2013-2014-us>

Now is the perfect time to check your health. Start an assessment now.

[START A NEW ASSESSMENT](#)



## Trust & Reliability

The people behind the product can make or break your experience implementing and using an HRA with your population. Do you feel comfortable with the HRA provider's team, and can you count on them now and in the future? When considering providers, think about:

- **Contract terms** and how they align with legal requirements.
- **Long-term** commitment to your wellness program's success. Does the company provide a dedicated account manager and continued support and training?
- **Ability to meet internal timelines** and deadlines.
- **Do they offer support for SOC2 and NCQA certification**, as a testament of commitment to quality?

## Decision Time: Why choose Wellcomplete?

Wellsourc has been providing organizations like yours with population health management tools for over 40 years. Our platform is NCQA certified, provides an engaging user experience, rich data collection and integration, and is customizable to your population's needs. Our HRAs are also compliant with the latest privacy requirements. With Wellcomplete, you get a robust, secure HRA solution and a team dedicated to your success. Contact us or click below to request a demo today.



For four decades, Wellsourc has been personalizing population health by designing innovative Health Risk Assessments that are grounded in modern evidence-based medicine. Wellsourc uses the power of technology to drive informed decisions with actionable data for health plans, wellness organizations, and companies committed to improving wellness. Our Health Risk Assessments for the Workforce, for Medicare, and for Medicaid are NCQA certified and used for predicting health risks and reducing avoidable costs.

For more information about Wellsourc products, [request a consultation.](#)

[well@wellsourc.com](http://well@wellsourc.com) 1.800.533.9355



WANT TO LEARN MORE?

**Download The Ultimate Guide to HRAs**

*Everything you want to know about health risk assessments*

[GET THE PDF >](#)