Frequently Asked Questions about Health-e Outlook

How do I register? Using your Internet Browser, enter http://healtheoutlook.com/ in the Address field. Notice that there is a dash and an “e” between the words “health” and “outlook.” After you press ENTER, the first registration screen will be displayed. Click on the REGISTER button. Review the terms and conditions and click on “I Agree.”

What if I don’t have easy access to a computer or don’t use a computer? To receive the full benefits of Health-e Outlook, you will want to complete the appraisal electronically. If you don’t have easy access to a computer, you can use one in the Collins Library on campus or in a public library. If you are unfamiliar with computers, perhaps you can make arrangements with a family member or friend to assist you.

What if I Do Not Agree to Accept Terms? You will not be allowed to access the Health-e Outlook Web site.

What is the Passkey? The Passkey is a code specific to the University of Puget Sound that allows you to complete the Health-e Outlook registration process. Puget Sound’s Passkey is “ups.” It is important to type the exact letters in lower case in this space with no spaces.

What is meant by “Card Holder ID”? The “Card Holder ID” is a number specific to the University of Puget Sound that allows you to access the Health-e Outlook Web site. Puget Sound’s “Card Holder ID” is “1888.” It is important to type the exact number in this space with no dashes or spaces.

How will I know if I registered successfully? The screen will display “Congratulations! You have successfully registered.”

How do I complete the Health Risk Appraisal? Complete the registration screen. You and each member of your family over the age of 18 who wishes to complete a Health Risk Appraisal must register individually. After registering and receiving the “Congratulations” notice in the middle of the screen, the following text and “link” (underlined) will appear, “We recommend you begin by taking a Health Risk Appraisal.” With your responses, Health-e Outlook creates your “Health Dashboard” and personalizes information for your profile. You may retake the Health Risk Appraisal once every six months and review your results anytime.

How do I know that the information I provide is secure and confidential? Health-e Outlook has received the Utilization Review Accreditation Committee (URAC) Health Web Site Accreditation Seal. Web sites that receive the URAC seal have been thoroughly evaluated against Web site standards to ensure that they deliver quality health content and services. URAC’s Health Web Site Accreditation program reviews applicant sites against a list of 52 standards examining a variety of important issues, including privacy and security. Our Office of Information Services colleagues have tested the link to the Health-e Outlook secure Web site and found that all sessions for logged-in users are secure by design, using the same security as the university’s Cascade system.

What if I start the Health Risk Appraisal and can’t finish it? If you wish to take it later, you must click QUIT at the top of the Health Risk Appraisal screen. Your information will not be saved and you will need to start over from the beginning. If you click CONTINUE at the bottom of the screen, your incomplete Health Risk Appraisal will be saved and you will not be able to retake the Health Risk Appraisal for six months.

What information do I need to prepare to take the Health Risk Appraisal? You will want to have the following information on hand when you complete the Health Risk Appraisal: blood pressure; height and weight; total cholesterol and HDL cholesterol levels; latest tetanus and flu vaccination information; approximate dates (less than 1 year ago, 1-2 years ago, etc.) of colon cancer screen, rectal exam, pap test, mammogram, breast exam by a physician or nurse; prostate exam; and family medical history. While none of this information is required, including it will make your Health Risk Appraisal profile more accurate and complete.

After I’ve completed the Health Risk Appraisal, what happens? Based on the information you have provided, Health-e Outlook personalizes a “Health Dashboard” for you, identifying your top three health risks, along with quick links to “health managers” and “health coaches,” (e.g., diabetes, cardiac, fitness) and informative articles about health subjects specific to you. American Health Holding (AHH) analyzes the data. If you are identified as at risk for one or more diseases, American Health Holding will notify you by mail and/or by phone.

Will the university be notified if I am identified as at risk for one or more diseases? No. The only information that will be shared with the university is that you participated and are therefore eligible to receive the health risk appraisal incentive ($12 per month in additional allowance dollars for full-time faculty and staff; $6 for part-time faculty and staff who waive medical plan coverage).

What if I lose my Password or UserName? If you lose your Password, click on “Forgot Your Password?” at the Login screen and your password will be emailed to you. If you lose your User ID, you must re-register with Health-e Outlook.