

Revel Health Assessment Website

UnitedHealthcare can better understand a member's unique health needs by obtaining a health assessment from the member. The health assessment is a tool that quickly identifies members at high risk for inpatient hospitalizations and those who may benefit from clinical programs. For Star Ratings, UnitedHealthcare must obtain a health assessment from each member enrolled in a Chronic or Dual Special Needs Plan (SNP).

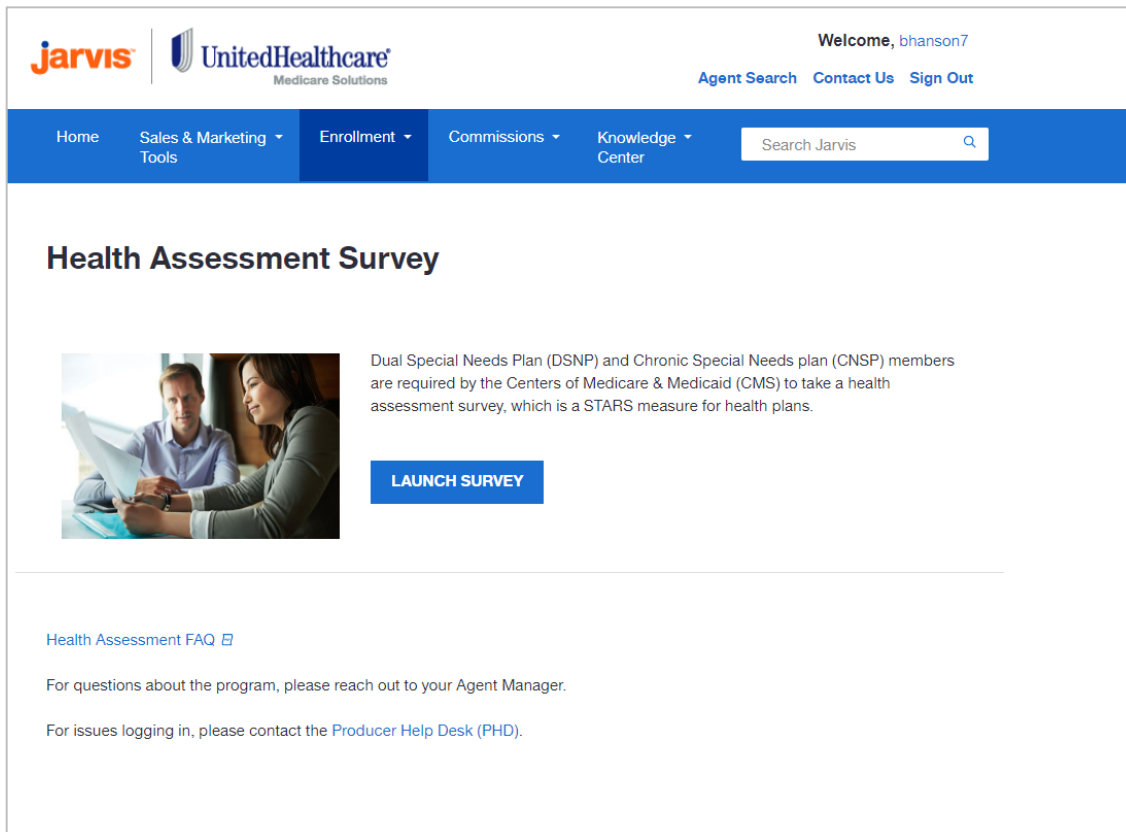
As an agent, you can assist UnitedHealthcare by obtaining the health assessment online within three calendar days of completing the enrollment application in LEAN. Based on the responses, information could be shared with the member's providers. Answering these questions will have no effect on the member's plan membership.

Upon successfully completing the Special Needs Plan (SNP) Model of Care training, you will be registered to access to the UnitedHealthcare Health Assessment Website provided by Revel Health. This process may take up to one week.

Once you are registered on the Revel Health Assessment website, follow the instructions below to complete an online health assessment:

1. Starting the Health Assessment

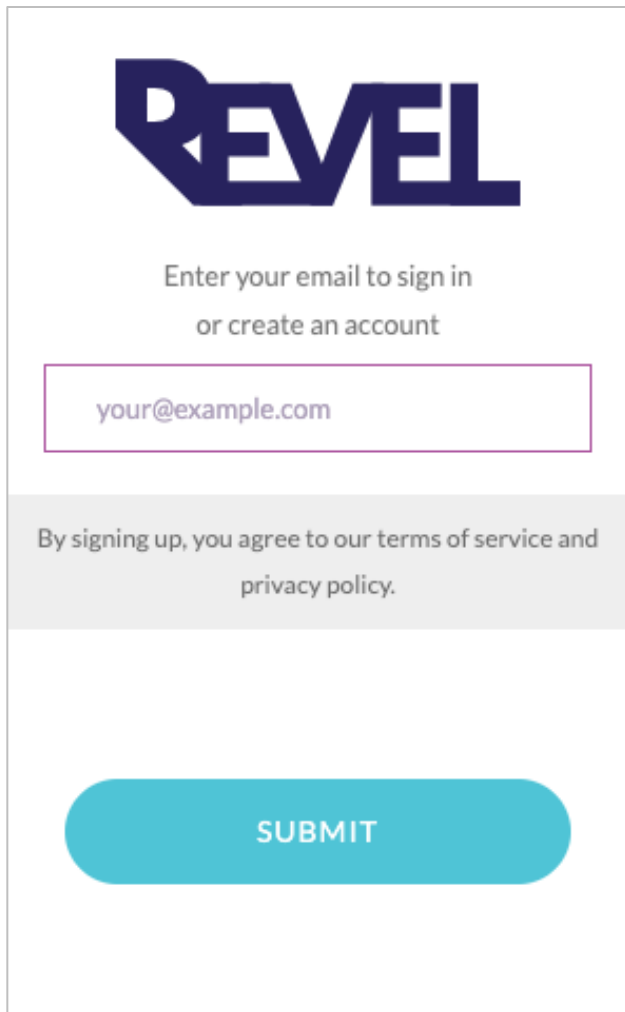
Access the Revel Health Assessment website from *Jarvis* (*Jarvis* >Enrollment >Health Assessment Survey and then select Launch Survey).



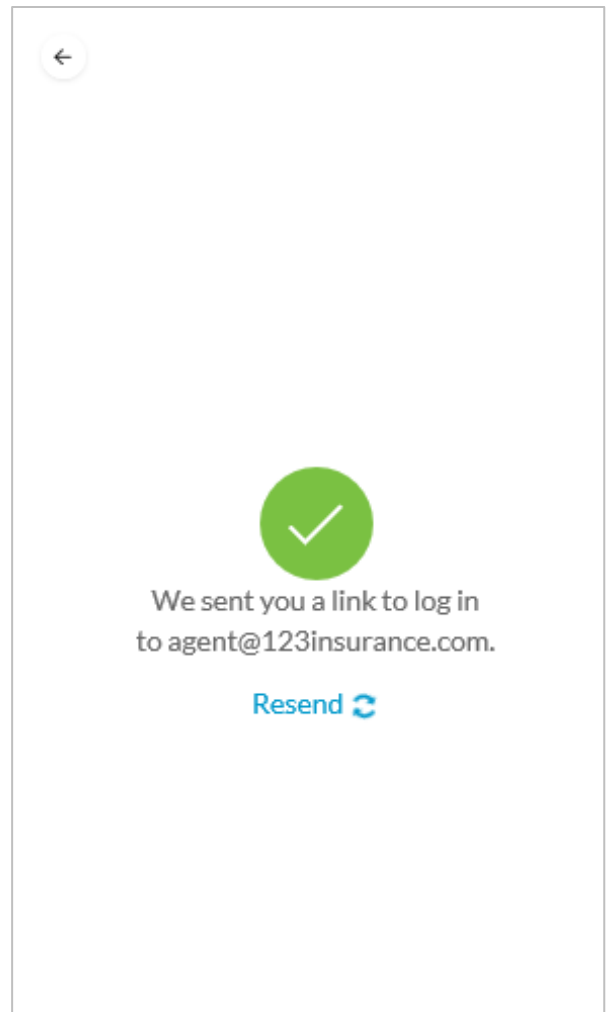
The screenshot shows the Jarvis UnitedHealthcare Medicare Solutions website. The top navigation bar includes the Jarvis and UnitedHealthcare logos, a welcome message for user 'bhanson7', and links for Agent Search, Contact Us, and Sign Out. Below this is a blue navigation menu with links for Home, Sales & Marketing Tools, Enrollment, Commissions, and Knowledge Center, along with a search bar labeled 'Search Jarvis'. The main content area is titled 'Health Assessment Survey' and features an image of two people reviewing documents. To the right of the image, text states: 'Dual Special Needs Plan (DSNP) and Chronic Special Needs plan (CNSP) members are required by the Centers of Medicare & Medicaid (CMS) to take a health assessment survey, which is a STARS measure for health plans.' Below this text is a blue button labeled 'LAUNCH SURVEY'. At the bottom, there is a link to 'Health Assessment FAQ' and two lines of contact information: 'For questions about the program, please reach out to your Agent Manager.' and 'For issues logging in, please contact the Producer Help Desk (PHD).'

Enter Your Username/Email Address.

- Your email address in **Jarvis** is your username.
- Click **SUBMIT** to request the authorization link to the Revel website.

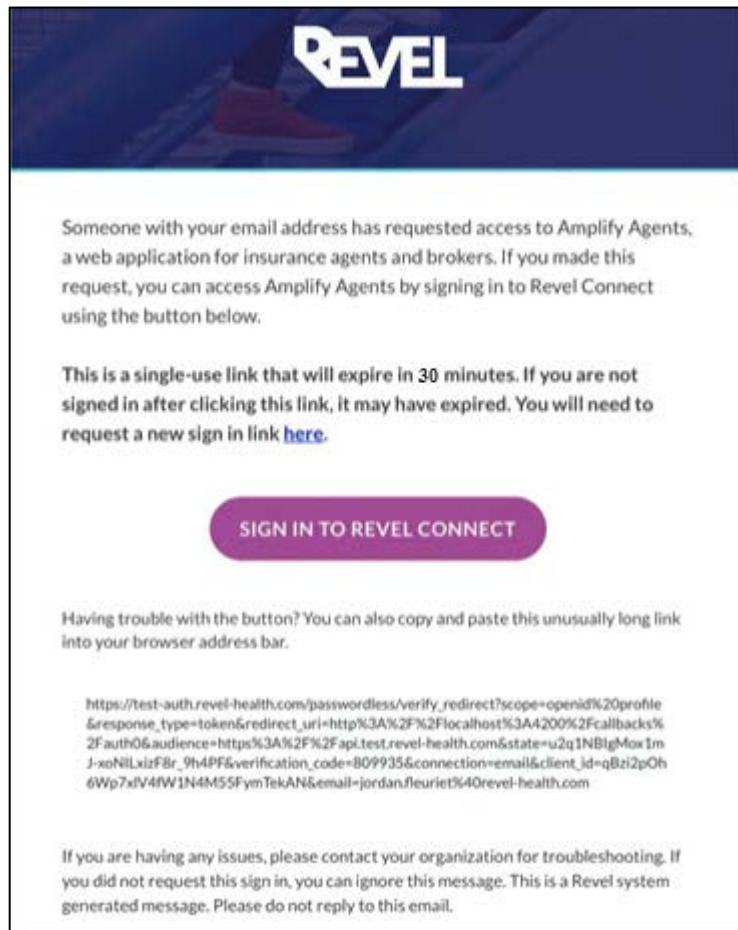


The image shows a login form for the Revel website. At the top is the Revel logo. Below it, the text "Enter your email to sign in or create an account" is displayed. A text input field contains the placeholder "your@example.com". Below the input field is a grey bar with the text "By signing up, you agree to our terms of service and privacy policy." At the bottom is a large blue button labeled "SUBMIT".



The image shows a confirmation screen for the Revel website. At the top left is a back arrow icon. In the center is a green circle with a white checkmark. Below the checkmark, the text "We sent you a link to log in to agent@123insurance.com." is displayed. At the bottom is a blue link labeled "Resend" with a circular arrow icon.

- Click the **SIGN IN TO REVEL CONNECT** button or copy and paste the link into your browser.



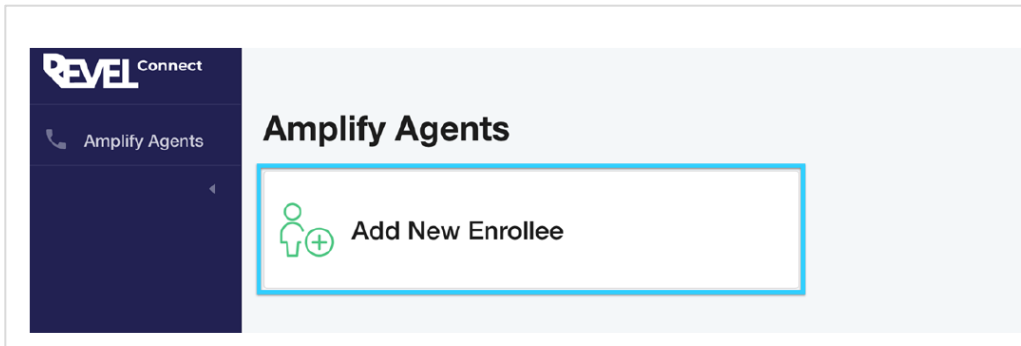
The secure link is valid for 30 minutes. Make sure you are using the link from the latest email. If you are using a mobile device and having trouble logging into the Revel website, try clearing your cache.

- Keep your browser window open as you go back to your email. Closing the browser window can cause the request to not be validated.**
- Note: The health assessment will only work in Google Chrome, Apple Safari, Internet Explorer, and Microsoft Edge.**
- Note: The health assessment may open in a new browser window.**

After logging into the website, the first step will be to Add a New Enrollee.

Adding a New Enrollee

- Click the **Add New Enrollee** button to add a new member to the database and launch their health assessment.
- Note: Tablet users should be in landscape (horizontal) mode for the best experience.



Enter the Member's Information

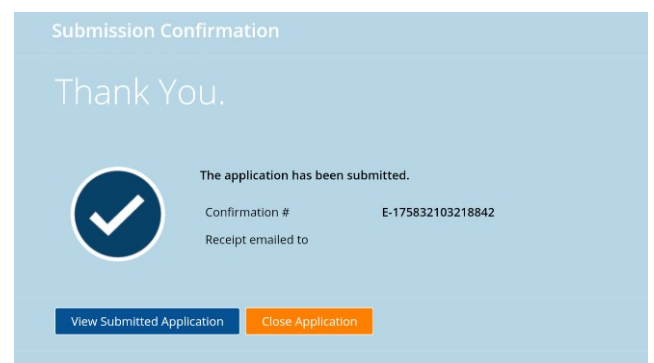
All fields are required:

- LEAN Confirmation ID - found on the Submission Confirmation screen or in My Applications in LEAN. You can use your finger or mouse to highlight the confirmation number to copy and paste the confirmation number.
- First Name
- Last Name
- Date of Birth
- Phone Number
- State
- MBI



Once all fields are complete, the **Save & Load Assessment** button will be enabled.

Click the **Save and Load Assessment** button to launch the member's Health Assessment.



Member Information Validation

- Copy and paste the LEAN confirmation number from the LEAN application.
- The First Name and Last Name fields require at least one character.
- The MBI field requires a valid MBI Format.
- Date of Birth requires a valid date.
- Phone number requires a valid phone with area code.

Add New Enrollee

LEAN Confirmation ID*

e-324342234234234223

First Name*

Jane

Last Name*

Smith

Date of Birth*

01-20-195_

MM-DD-YYYY

Phone Number*

555-867-530_

555-555-5555

State*

Minnesota

MBI (Medicare Number)*


1EG4-TE5-MK7

Cancel Save & Load Assessment

2. Navigating the Assessment

Capturing Responses

- As the member answers the assessment, responses you've selected will remain highlighted on the screen.
- After clicking an answer to a question, the next question will automatically scroll into view.



Help at Home

UHC MAIN 2019 - AMPLIFY

- Get Started
- Health Conditions
- Help at Home**
- Prescription Drugs
- Hospital Stays
- Memory and Mood
- Other
- Complete

Do you need to stay in your home most or all of the time?

Yes No

Do you need to stay in bed most or all of the time?

Yes No

Conditional Questions

- Some questions only appear on the screen when necessary. In the example below, the second question appears only after the first question is answered “Yes.”

Prescription Drugs

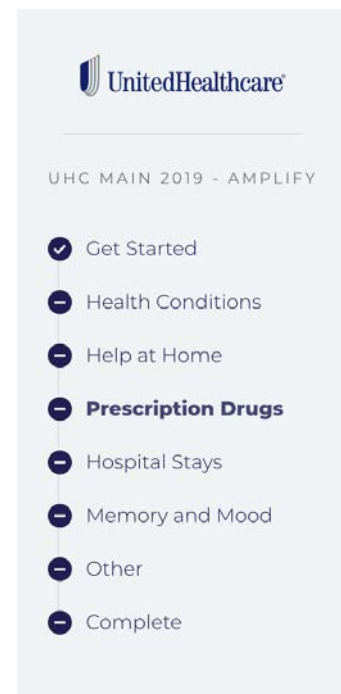
Do you take any prescription drugs?

Do you use 8 or more different medications?

Next: Hospital Stays

Changing Responses

- You may go back to change an answer at any time before the assessment has been completed.
- To navigate between different sections of the assessment, select the section you wish to revisit in the left navigation.



3. Completing the Assessment

- When you complete the assessment, you will see the Survey Complete screen. (If you do not see the Survey Complete screen, the health assessment has not been submitted.)
- At this point, no further changes can be made to the assessment responses. You may log out of the Revel website.

You're all done!

You may now close this browser window.

4. Helpful Hints

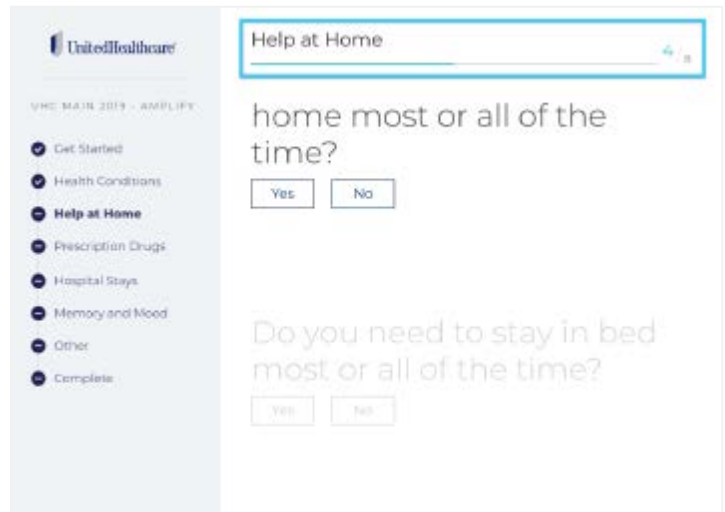
Language Selection

- Click the Globe to toggle between available languages.
- You can change languages at any point in the assessment. Changes will not have any effect on responses captured.



Progress Indicator

- As you move through the assessment, a blue line in the top header of the page will update you on your progress towards completion.



If you have any questions, please feel free to contact the PHD at 888-381-8581, Monday through Friday 7:00 AM to 9:00 PM CT