Empower Health Assessment Instructions

Thank you for choosing Independent Health’s Empower®, a plan designed to help you take control of your health and well-being – taking a Health Assessment (HA) is the first step in doing just that. This HA is a questionnaire about your current health and lifestyle habits. You and your covered spouse/domestic partner (if applicable) need to complete this HA in order to help you stay in the Enhanced option of Empower, which offers lower out-of-pocket costs.

> **Important:** You and your covered spouse/domestic partner (if applicable) must each complete the HA.
> Have your Independent Health ID card handy for reference.
> The Assessment takes approximately 10 minutes to complete.

**STEP 1:** To access the Health Assessment, go to empowersurvey.com.

**STEP 2:** When you log in for the first time, click Open Account on the right.

**STEP 3:** Enter your e-mail address, create a password, and select a security question and answer.

**STEP 4:** Enter the required information to complete your registration:
- Name (exactly as it appears on ID card; without middle initial)
- ID Number (including suffix; found on your ID card)
- Date of Birth
- Group Number (found on your ID card)

**STEP 5:** Click the Create button to create your account.

**STEP 6:** Review the information and instructions, and then click Start Survey.

**STEP 7:** After you have answered all questions, click Continue.
*Note:* You may click Save and Complete at any time during the survey if you want to come back and complete the HA at a later time. When returning to the site, simply enter your e-mail address and password, click Log In, and your information will appear just as you left it.

**STEP 8:** Once you have completed your HA, you will immediately receive your results. If you meet the initial requirements to remain in the Enhanced option you do not need to move to the next step.
*Note:* If you do not meet the requirements to remain in the Enhanced option, you will be instructed to proceed to Step 9.

**STEP 9:** If you have not met the requirements to remain in the Enhanced option, print the Provider Confirmation Form (use the link at the top right of the page), and follow the instructions provided for returning the form to Independent Health.
*Important:* You and/or your covered spouse/domestic partner (if applicable) must meet with your physician to complete and return the Provider Confirmation Form to Independent Health within the first 3 months of enrollment in order to remain in the Enhanced Option.

If you have any questions or need help completing your HA, please call our Member Services Department at (716) 631-8701 or 1-800-501-3439, Monday through Friday, from 8 a.m. to 8 p.m.