Home Access Guide

This guide is intended for members of the Healthe Living with Rewards program who plan to collect their 2017 labs and biometrics by ordering an at-home draw collection kit through Home Access. Members can order a Home Access Kit beginning January 17, 2017.

What are the deadlines for performing an at-home draw?
The last date to order a new or replacement Home Access kit will be October 25, 2017. After receiving your kit, you must complete the instructions and mail to Home Access no later than November 13, 2017.

How do I order my kit and perform the lab collection?
- Call Home Access at 800-354-3258 to order your lab kit
- Home Access will validate your identity and shipping address and place your kit into the mail (kits arrive between 2-5 business days)
- The kit will have instructions on how to self-administer the finger stick and collect the lab specimen; however, in order to ensure a successful collection and avoid the need for redraws, we strongly suggest you watch this brief (2-3 minute) how-to video.

Do I need to fast before I draw my labs?
Yes. In order to produce accurate readings, you must fast (not eat any food) for at least nine (9) hours. While fasting, we recommend you drink plenty of water the day before as well as 30 minutes immediately prior. Do not drink coffee, soda, or milk, while fasting as these may alter your assessment results. If you are pregnant, only fast for six (6) hours. Please take all medications as prescribed by your physician. If you are under medical directions from your doctor to avoid fasting, please follow your doctor’s orders.

How do I obtain my biometrics (blood pressure, height, weight, etc)?
Please obtain your current vital signs (blood pressure, height, weight, waist and neck circumference) and write them on the Patient Info Card that will come with your Home Access kit. Blood pressure can be obtained at most local pharmacies. You can measure your own waist circumference (in centimeters) as follows:

1. Measurement to be taken at the iliac crest/upper hip bone
2. No more than a t-shirt should be between tape measure and skin
3. Please ensure tape measure is parallel to the ground
4. Do not pull so snug that it compresses the skin, or leave so loose that it isn’t snug
5. Exhale
6. If not able to easily locate the iliac crest, put hand on hip and bend to side. Measure at bend

*Lab kits submitted without biometrics will be considered incomplete and therefore ineligible for screening points.

How long are the processing times?
Your kit should arrive in 2-5 business days after calling to order. After you drop your specimen in the mail, your results should arrive at the Home Access lab within a week, and should post to your Screening Results in your Healthe at Cerner Portal account within 2 weeks.

What if I am pregnant?
If you are pregnant at the time you complete your Home Access Kit and would like to be considered for arbitration of points for out-of-range results due to your pregnancy, please email CernerPhysicianForms@cerner.com with your name, date of your collection and Member ID information.

*If results are unreadable and the date has passed to order a replacement kit (Oct 25), arbitration of screening completion points will be considered, however, no outcomes points will be considered.

For questions, please contact Consumer Care at 1-888-252-8150