



Frequently Asked Questions About *LiveLifeWell*

Abbott is committed to providing competitive benefits and is working hard to keep benefits affordable, even with the increased costs of the changes imposed by the recent health care reform regulations. You can maximize your health care dollars by taking the health assessment, reviewing and making your benefit choices carefully and using the features and programs available to maintain or improve your health.

Q. What is LiveLifeWell?

- A.** *LiveLifeWell* is a program that offers you a wide range of tools and support designed to help you improve your overall health and well-being.

An important tool for increased awareness is an online health assessment. Provided through Healthways, a nationally recognized health and wellness vendor, the health assessment helps you evaluate your current health risks and identify appropriate action steps that can improve your well being.

Healthways also provides other related programs, including follow-up health coaching, on-site screenings for Abbott employees at some locations, and a broad array of online resources. All your information is kept confidential and is not shared with Abbott.

Q. Who is Healthways?

- A.** Healthways is the company administering Abbott's health assessment, on-site screening and follow-up health coaching programs. Healthways is a nationally recognized provider of wellness and health support services. The information that Healthways collects from employees through health assessments, on-site screenings, follow-up health coaching and other programs is completely confidential and is not shared with Abbott.

Q. How does the health assessment work?

- A.** The health assessment is the starting point to live life well. It's a confidential online tool that measures current health risks and provides a starting point to track future progress toward specific health goals, such as losing weight or reducing high blood pressure or cholesterol.

Abbott employees and their covered spouses/partners can take the health assessment online at iLiveLifeWell.com.

Healthways generates a personalized health risks report for each participant who completes the health assessment. This report will analyze the participant's current health risks and identify potential health risks. The report can also be printed so participants can take a copy to their personal physician.

Q. What if I don't have Internet access?

- A.** You have the option to complete a paper version of the health assessment. Copies are available by calling Healthways at **(877) 292-1373**. Healthways will mail a paper copy of the health assessment to the employee or their covered spouse/partner, along with a postage-paid return envelope.

Q. Is the health assessment available in Spanish?

- A.** The online health assessment is in English, but you can request paper copies of the health assessment in English or Spanish. Just call Healthways at **(877) 292-1373**. Health coaching is also available in Spanish.

Q. La evaluación de salud está disponible en el español?

- A.** *La evaluación de salud en línea es en inglés, pero usted puede solicitar el papel copias de la evaluación de salud en inglés o español. Sólo llame a Healthways en **(877) 292-1373**. El entrenamiento de salud está también disponible en español.*

Q. Is the health assessment available in other languages besides English and Spanish?

- A.** The health assessment is not available in other languages at this time.

Q. I'm adding my spouse/partner to my medical coverage for the first time in 2010. When can he take the health assessment?

- A.** If you don't currently cover your spouse/partner on your Abbott medical coverage and you add them for 2011 coverage, your spouse/partner will be able to take the health assessment between November 29 and December 3, 2010.

Q. What information will I need to have before completing the health assessment?

- A.** To get the most out of your health assessment, you will need to know the following health numbers:
- Total cholesterol, HDL, LDL, triglycerides
 - Glucose levels
 - Blood pressure
 - Height and weight

You can take the health assessment without knowing these numbers. But, if you complete the assessment online, you can't go back and add your numbers later, so it's best to obtain current numbers as soon as possible.

If you took the health assessment last year, you'll also need your username and the password you created last year. If you've forgotten yours, follow the online prompts for "forgot username" and/or "forgot password" or call Healthways at **(877) 292-1373** for assistance.

If this is your or your covered spouse/partner's first time taking the health assessment, you will need to provide your Abbott Unique Personal Identifier (UPI) and an e-mail address (home or work) in order to complete the assessment. You can find your UPI at <http://people.web.abbott.com> or by calling Global Information Services at (800) 862-9054.

Q. What does my spouse/partner need to take the assessment?

- A.** If your spouse/partner is currently covered under your Abbott medical option, he or she can take the health assessment using your Abbott UPI and his or her own date of birth. Newly enrolled spouses/partners will have to wait until November 29, 2010 to take the health assessment.

Q. What if I don't have my health numbers when I take the assessment?

- A.** You can take the health assessment without knowing your numbers. Once you complete the assessment online, however, you can't go back and add your numbers later, so it's best to obtain current numbers as soon as possible.

Q. How can I get my health numbers for the assessment?

- A.** If you have had a physical within the last year, you can contact your doctor for the requested information. It's not necessary to schedule another physical just for the health assessment, but you may choose to schedule an annual physical and request copies of your health numbers. All of Abbott's medical options cover an annual physical and related lab work.

At some Abbott locations, employees will have the opportunity to get their health numbers by participating in an on-site screening program. The on-site screening program, offered through Healthways, will provide you with up-to-date blood pressure, glucose, and cholesterol (LDL, HDL and triglycerides). The tests also measure height and weight.

Abbott is providing on-site screenings to make it easy for employees to get accurate information for their health assessments. Employees who participate in this screening also have the opportunity to meet with a health coach who can provide more information about these measures. However, it's important to note that on-site screening is not a substitute for your annual physical.

Q. What if I can't get my health numbers in time to take the assessment?

- A.** You can take the health assessment without knowing your numbers. It's important to complete the assessment before the December 3 deadline in order to receive the reduction in your 2011 contributions for medical coverage.

Q. What other questions will I be asked?

- A.** There are other questions in the health assessment, but they don't require any advance preparation. These questions touch on lifestyle (eating habits, exercise habits, use of tobacco products, etc.), general health history and family health history.

Q. How long does it take to complete the health assessment?

- A.** Most people are able to complete the health assessment in 15 minutes.

Q. Will Abbott have access to the information that I provide?

- A.** No. The health assessment is administered by Healthways, an independent company. Abbott will not have access to individual information. Healthways may provide Abbott with periodic summary reports that help track overall usage and general trends. Abbott will only see aggregate data. Healthways will only share personal health information with other health vendor partners as required for program participation, in accordance with the privacy rules of the Health Insurance Portability and Accountability Act (HIPAA).

Q. Can children or extended family members complete the health assessment or receive health coaching?

- A.** No. The health assessment and follow-up health coaching are only available to Abbott employees and their covered spouses/partners.

Q. Can contractors complete the health assessment or receive health coaching?

A. No. The health assessment and follow-up health coaching are only available to Abbott employees and their covered spouses/partners.

Q. Why am I being asked to skip the family history question on the assessment?

A. The question asking you about your family history of certain conditions (like high blood pressure, stroke or kidney disease) is considered genetic information. The vendor, Healthways, does not need to ask this question anymore. When you get to the page that includes the question about your family history, simply do not provide an answer to that question. You will need to answer the other questions on the same page (i.e., height, waist circumference, etc.), then click “next” on the bottom of the page to continue.

On-site Screenings

Q. Which locations offer on-site screenings?

A. Healthways will administer the tests at the following Abbott locations during October and November 2010.

- Alameda, CA
- Altavista, VA
- Casa Grande, AZ
- Columbus, OH
- Des Plaines, IL
- Fairfield, CA
- Lake County, IL
- Menlo Park, CA
- Milpitas, CA
- Murrietta, CA
- Princeton, NJ
- Redwood City, CA
- Santa Ana, CA
- Santa Clara, CA (ADD)
- Santa Clara, CA (AVD)
- Sturgis, MI
- Temecula, CA
- Temecula, CA (Zevo)
- Worcester, MA

Employees will need to fast for 8-10 hours before participating in the on-site screenings. It is okay to drink water and take medications before the screening, but no other liquids or food.

Q. How much does an on-site screening cost?

A. The on-site screenings are free to you. For employees enrolled in any of Abbott's national medical plans, screenings are covered as part of the 100% preventive care benefit.

Q. What if I am enrolled in an HMO or waived Abbott medical coverage?

A. Abbott will pay the full cost of screenings for employees who are enrolled in an HMO or who have waived Abbott medical coverage. Healthways (the company that is providing this service) will bill Abbott directly for these individuals.

Q. How do I sign up for an on-site screening?

A. The on-site screenings are available by appointment only. Interested Abbott employees can schedule appointments online at iLiveLifeWell.com or by contacting Healthways at **(877) 292-1373**. Walk-ins are accepted the day of the screening only if appointments are still available.

Q. Can my spouse participate in the on-site screenings?

A. No. The on-site screenings are open only to Abbott employees.



Incentives

Q. Why is Abbott offering incentives to employees?

A. Abbott is offering financial incentives because we believe every employee can benefit from taking a health assessment and participating in follow-up health coaching as needed. In fact, we believe the potential benefits in terms of preventing diseases and enjoying a healthier lifestyle outweigh the cost of the incentives.

Q. What are the incentives for taking the health assessment?

A. There are several incentives:

- Abbott employees who complete health assessments by December 3, 2010 will automatically receive a \$300 reduction (\$5.80 per week) in their 2011 Abbott medical employee contributions.
- If your covered spouse/partner also takes the health assessment, you will receive an additional \$300 reduction (\$5.80 per week), for a total of reduction of \$600 (\$11.60 per week).
- Abbott employees completing the health assessment before December 3 will also be entered into special drawings, held in October and November. There will be two different drawings; every employee who has completed a health assessment as of midnight the day before the drawing is automatically entered in that drawing.

Q. Do I get the incentive if I am enrolled in an HMO?

A. Yes. All Abbott employees who complete health assessments by December 3, 2010 and enroll in an Abbott-sponsored medical plan will receive the contribution reductions.

Q. Do I get the incentive if I waive Abbott medical coverage?

A. Only employees and spouses/partners enrolled in an Abbott medical option will receive the contribution reductions. You will, however, be entered into the two LiveLifeWell drawings.

Q. What if my spouse and I took the health assessment last year?

A. You should take the health assessment every year. You'll need to take the health assessment again by December 3, 2010 to receive reductions in your 2010 contributions. Since you took the assessment previously, you'll need the username and the passwords you created last year to login. If you've forgotten yours, following the online prompts for "forgot username" and/or "forgot password" or call Healthways at (877) 292-1373 for assistance.

Q. Do I need to take the health assessment by a specific date?

A. To receive the reduction in 2011 employee contributions for Abbott medical coverage, you (and your spouse/partner, if applicable) must complete the health assessment by December 3, 2010.

Employees or spouses/partners who miss the December 3, 2010 deadline can still complete a health assessment, but will not receive reductions in their 2011 Abbott medical employee contributions or be eligible for the prize drawings.

New hires in 2011 can take the health assessment within 60 days of hire and receive a pro-rated reduction in medical contributions throughout the year.



Q. Can my spouse take the health assessment if I'm not covering her under the Abbott medical plan?

A. No. Only spouses/partners covered by an Abbott-sponsored medical option are eligible to take the health assessment.

Q. How will the Abbott medical contribution reduction work?

A. Your total contribution reduction will be applied in equal installments over all pay periods in 2011. For example, if you are paid weekly, you will receive a credit of \$5.80 or \$11.60 (\$300 or \$600 divided by 52 weeks) on each check. Credits will start to show with the first payroll in 2011. Your paycheck will list the credit as a separate line item.

Q. How do the incentives work if I am covering my Abbott-employed spouse?

A. They work the same way. If your covered spouse/partner also takes the health assessment, you will receive an additional \$300 reduction, for a total of reduction of \$600 (\$11.60 per week). As your dependent, your Abbott-employed spouse is not paying a weekly employee contribution and will not receive a separate incentive.

Q. What about employees who join the company mid-year in 2011? Will they still qualify for a reduction in their medical contributions?

A. Yes. New hires will have the opportunity to qualify for a medical contribution reduction by taking a health assessment within 60 days of their first day of work. However, they will not earn the full \$300. Instead, they will receive a pro-rated amount based on the number of pay cycles remaining when they join Abbott.

Q. If I'm hired during the 2011 open enrollment period, do I have to take the health assessment twice?

A. No. If you are hired after September 7, 2010, you (and your spouse/partner, if applicable) should take the health assessment starting October 25, 2010. You will receive the weekly reduction in your 2010 medical contributions *and* the weekly reduction in your 2011 contributions.

Q. What happens if I take the health assessment and then leave Abbott in the middle of 2011?

A. If you leave Abbott mid-year, you will not receive the full \$300 or \$600 reduction in contributions. There will be no Abbott medical contribution reductions after your termination date. You will not, however, be required to repay any contribution reductions applied before your termination date.



What Happens Next

Q. What happens after I complete the health assessment?

- A.** After you complete the health assessment you will receive a personalized report that shows your current health risks, plus information about supporting online tools and resources you can use to enhance your health. You may also receive a follow-up call from a health coach to participate in a telephonic health coaching program. If you have an acute or chronic health condition, you might instead get a call from a personal nurse with your health plan.

Q. Can you provide more details about the health coaching?

- A.** Health coaching is a follow-up service provided by Healthways. It's a personalized, voluntary program that's designed to help you improve your health by making positive lifestyle changes.

If you are identified by Healthways as a candidate for this program, a health coach will contact you by telephone. Coaching support is available in both English and Spanish.

After an initial call, if you wish to continue in the program, a health coach will call you to set up regular updates calls at your convenience.

If you are identified with an acute or chronic health condition and receive a call from a personal nurse, we ask you to be open to the call. The nurse may ask you some questions about your condition to determine ways to support you in better managing your health and improving your overall well-being.

Q. What are the incentives for participating in the coaching program?

- A.** Health coaching is designed to help you improve your health by making positive lifestyle changes. To encourage you to make this important investment in managing your health, when you sign up with a coach and complete at least three coaching sessions, you will receive a \$50 Visa gift card.

Q. Do I have to participate in the coaching program?

- A.** No. Health coaching is completely voluntary. However, if you are identified for health coaching we ask that you speak with a health coach at least once before deciding whether or not to participate in the program.

Q. Can I sign up for health coaching even if I'm not identified for the program?

- A.** Yes. You have the option to "self-refer" for health coaching by contacting Healthways.

Q. How do I contact a health coach?

- A.** Call **(877) 292-1373** to reach a health coach. Health coaches are available Monday through Friday from 8:00 a.m. to Midnight, ET and Saturday from 8:00 a.m. to 5:00 p.m. ET.



Q. What if I am already participating in the Abbott Diabetes Pilot Program or a personal nurse program through one of Abbott's medical plans?

- A.** You are encouraged to complete the health assessment even if you currently participate in the Abbott Diabetes Pilot Program or a personal nurse program. You will continue to work with your personal diabetes nurse or care management nurse regarding management of your health issues, but you may also be encouraged to work with a health coach on lifestyle changes. The health coach and your personal nurse will work together to help you achieve the best health outcome.

Q. What is the difference between a personal nurse program and health coaching?

- A.** Personal nurse programs are offered to employees and family members who are facing certain chronic, acute or life-threatening illnesses such as diabetes or heart disease. Health coaching is offered to individuals who are at risk for certain conditions and/or who may benefit from making lifestyle changes, such as losing weight or increasing their activity level. In other words, health coaching is more focused on preventing disease, making lifestyle changes and enhancing health. Personal nurse programs aim to help individuals manage ongoing health conditions.