



## FAQs for John Hancock 2019 Biometric Screenings

### **What is One Medical?**

One Medical is a membership-based primary care practice that offers comprehensive care that's focused on wellness and prevention. One Medical has designed every aspect of the patient experience to provide personalized care that's faster, easier, more convenient and fits into your everyday life.

One Medical's care model includes provider offices near where you work, live, and travel, and 24/7 virtual care through the mobile app. Whether you need to see someone for an urgent issue or want a provider to lead your long-term care, One Medical providers are given the time, tools and training to listen to you and treat you as a person—not a number or a diagnosis.

The good news is your membership is sponsored by John Hancock. Normally, members pay an annual membership fee of \$199 but John Hancock pays for you and your spouse and dependents 14-26.

### **Where is the One Medical office?**

One Medical has two Boston offices. You can choose either location for your annual physical, whichever is most convenient for you. The closest one, right around the corner at 185 Dartmouth Street, Suite 603 is the exclusive location for the biometric screenings.

### **Do I need to register for One Medical in advance?**

Yes - sign up for your free membership at [onemedical.com/myhealth](https://onemedical.com/myhealth) and use code JHXOM.

### **Am I eligible to complete my biometric screening at One Medical?**

If you work in the Boston office and are enrolled in a John Hancock medical plan, you are able to complete your screening at no cost at One Medical Copley Square. Simply bring your medical insurance ID card with you to the appointment. If you're not enrolled in a John Hancock medical plan you can still complete a biometric screening, but you'll want to check with your insurance carrier as you may be subject to co-payments and/or other out-of-pocket costs.

### **What are my options for getting a biometric screening at One Medical?**

You have two easy options to get your biometric screening starting in May - get your annual physical and your biometric screening at the same time or if you've recently had an annual physical, simply schedule a biometric health screening.

### **Are there specific days to get my biometric screening?**

If you're having your biometric screening done during your annual physical, you can simply schedule an appointment by visiting [onemedical.com](http://onemedical.com) or using the One Medical app. If you'd like to schedule a biometric screening only, the 2nd and 4th Wednesdays of the month are John Hancock Days at One Medical Copley Square.

### **Do I need an appointment to get my biometric screening?**

Yes! There are two ways to make an appointment for your screening:

#### **1. Get your annual physical with a biometric screening**

Schedule online at [onemedical.com](http://onemedical.com), on the One Medical app or by calling (617) 224-5351

#### **2. Get a biometric screening only**

Review appointment availability [here](#) and email [johnhancock@onemedical.com](mailto:johnhancock@onemedical.com) with your top 3 desired appointment times. All requests should be made the Monday prior to your requested appointment date.

### **How does Vitality get my biometric screening results?**

All screening results will be provided to you electronically via the One Medical app or online account. Once you get your results, you can submit them to Vitality to earn your Points. For more details on the process please log into [www.PowerofVitality.com](http://www.PowerofVitality.com) > Health Profile > Vitality Check > Submit Your Vitality Check Form. Vitality must receive your results no later than December 31, 2019.

### **What if I have other questions?**

One Medical will be in the Clarendon Lobby on April 24, April 30 and May 9th to answer questions and to help you register and schedule your appointments.

For all other questions on One Medical and to schedule your screening, reach out to [johnhancock@onemedical.com](mailto:johnhancock@onemedical.com).

For more information about One Medical, visit [www.onemedical.com](http://www.onemedical.com).