EMPAQ®

Employer Measures of Productivity, Absence and Quality™

National Business Group on Health

TRUVEN HEALTH ANALYTICS

EMPAQ® FAQs

Q. What is the timeline for the completion of the survey?

A. The survey portal will open on March 1, 2016 and will remain open for 2 months, closing on Friday, May 6, 2016.

Q. How do I submit my survey responses?

A. Starting March 1st, we will have a link on the homepage of www.empaq.org that will take you to the submission tool. If you are submitting data for the first time, follow the on-line instructions for the creation of a user ID and password. If you submitted data last year, you can use the same user ID and password to begin entering your company's information.

Q. What program year do I enter?

A. This year (2016), we will be collecting information for program year 2015. So the program year you enter is 2015.

Q. How lengthy is the questionnaire?

A. It consists of a few questions regarding your company and required billing information. This is followed by approximately 30 questions that cover disability, Workers' Compensation, employee assistance programs, group health coverage, health risk appraisals, on site clinics, and return to work programs.

Q. What if I have questions or need help completing the questionnaire?

A. Assistance is available via phone, 855-878-8367 (855-TRUVENQ) and e-mail, empaq@truvenhealth.com.

Q. When can I expect the result of the survey?

A. Results will be released September of 2016.

Q. What will the results consist of?

A. Truven Health will aggregate the results, apply quality reviews, and produce a confidential individual client report for each participant with benchmarked results and with recommendations as appropriate.

Q. What is the cost of participating in EMPAQ®?

A. $1,700. Billing information will be requested when you enter the survey site.

Q. I didn't participate last year but would like to submit two years of data now. Can I do that?

A. The system is only designed to collect one year of data. But if you are interested in submitting prior years, please contact TruvenHealth at: 855-878-8367 (855-TRUVENQ) and e-mail, empaq@truvenhealth.com.

Q. My company would like to submit data for multiple divisions so I can have a separate report per division. Is that possible?

A. Yes, you must create a submission for each division. Please note, each division will be considered a separate submission and you will be invoiced for each division submitted.

Q. Can program administrators and others submit data on my behalf?

A. Yes, once you have started a submission, you can grant others the ability to submit data. In the system, there will be a button on the right hand side that allows you to invite others.

Q. What if my company's fiscal year starts mid-year (i.e. April or July)?

A. We understand some companies start their fiscal year at a point other than January of the new year. If this is the case, please use the most recent full fiscal year's data.

Q. I have questions on how some of the metrics are defined, Where can I go for help?

A. We have created a Data Dictionary which defines each metric, including what to include and exclude. These definitions can be found in the online survey tool as well as under the Metrics Tab on www.empaq.org.

Q. How will I be billed?

A. When you fill out the questionnaire you will be asked for billing information. An invoice will be generated and mailed to the address you indicate. You may then pay by check or credit card.