

Biometric Screening FAQ's

Is the biometric screening required this year? Is there a medical surcharge?

No. Windstream does not require a screening for 2023, and there will not be a surcharge as in previous years. All US-based employees, plus spouses enrolled in a Windstream medical plan, are eligible to complete a screening at no cost through a Quest lab or through their physician during a wellness exam if enrolled in a Windstream Medical Plan.

Do I need an appointment?

Yes! Whether you choose the lab or physician option, you will need an appointment. Lab screenings are scheduled via the Quest site, and each physician's office does its own scheduling. If you want assistance in locating a physician, Included Health can assist you in finding an in-network provider, please contact them at 855.524.8426.

What are valid screening dates?

This year's biometric appointments at Quest labs are open through Nov. 30, 2023. Quest lab appointments will NOT be available Dec. 1-31, 2023.

What is a physician form?

If you choose to have your doctor complete your biometric screening as part of your annual wellness exam, your doctor can complete the physician form available for download from the Quest website. The form is completed by your physician and either uploaded by you to the Quest website or faxed by your physician to Quest Diagnostics at 844.560.5221. Returning the physical form gives you access to Quest's resources including recommendations based on your results and trends over time.

Is the screening available to all employees?

Yes, employees have access to a Windstream paid biometric screening through Quest labs regardless of medical plan enrollment. Employees and spouses enrolled in a Windstream medical plan can also visit their primary care physician for a biometric screening paid by the Windstream medical plan.

Who do I contact if I still have questions?

If you still have questions, please contact the Benefits Team by emailing windstreambenefits@windstream.com.

To view legal notices related to the wellness program, click [here](#).