



VirtualCheckup™ from Catapult Health®

1. Who is Catapult Health?

Catapult Health is a National Preventive Healthcare Practice that brings Preventive Checkups to the work site and to individuals' homes through VirtualCheckups.

2. What is a VirtualCheckup?

VirtualCheckup is designed with the participant (employee, plan member) at the core; this is the most convenient and empowering way to get a preventive health checkup. The participant will complete a personal health history questionnaire and discuss their Quest Diagnostics screening results with a Catapult Nurse Practitioner via secure video, including review of current medications, and receive a Personal Action Plan immediately after their checkup.

3. How do my employees and their spouses/domestic partners sign up for a VirtualCheckup?

After completing a screening with Quest Diagnostics, individuals will receive an email to register for a VirtualCheckup. Then, at a convenient date and time selected by the participant, an email and text message will be sent with a link to Catapult's secure online system. The secure system will open in the participant's browser, prompting them to answer a few questions about their medical history. After answering the questions, a Nurse Practitioner will appear on the device and the participant will spend the next 10 minutes discussing test results and creating a Personal Action Plan.

4. What are virtual checkups like?

During each VirtualCheckup, the Nurse Practitioner will answer health questions, review screening results, administer the PHQ-9 screening for depression, and assess individuals for COVID-19 exposure and risk. Each participant will also receive an individualized Personal Action Plan that will guide them in reducing their health risks.

5. Can any individual who completes an employer-sponsored biometric screening complete a VirtualCheckup?

Employees, spouses, domestic partners, and dependents over the age of 18 are able to complete a VirtualCheckup. Eligibility for the VirtualCheckup is determined by the employer.

6. Can a VirtualCheckup be billed through claims?

Yes. A VirtualCheckup can be billed through claims for some health plans. Employers should check with their health plan representatives to see if Catapult VirtualCheckup are in-network for members.



7. How can the VirtualCheckup opportunity be communicated to screening participants?

Quest Diagnostics can customize the “Results are Ready” email notification participants receive when their lab results are available to include language about VirtualCheckup. Flyers promoting the program are also available for use.

8. Will this cost anything for participants?

No. The participant’s VirtualCheckup is covered 100% by claims billing or the employer, with no deductible and no co-pay.

9. How long does a VirtualCheckup last?

The participant will spend approximately 20 minutes answering the personal health history questions and completing the Nurse Practitioner consultation, at a time and in a location they choose.

10. How do the Catapult Health Nurse Practitioners get information on family health history and current medications?

Nurse Practitioners rely on the questions participants answer prior to the VirtualCheckup to get information about the individual, their health history, and any current medications they may be taking.

11. Can the Nurse Practitioner promote the other well-being services and benefit programs our organization offers during the VirtualCheckup?

Yes! Quest and Catapult are passionate about connecting participants to the next point of care. The Nurse Practitioner will make specific referrals into the most appropriate employer-sponsored well-being programs given each participant’s risk factors.

12. How is the privacy of my participants protected?

Catapult respects each person’s right to privacy and complies with all State and Federal requirements. Individual results will be stored within the secure Catapult Health System, which has earned the highly respected HITRUST CSF Certification. Additional information can be found in [Catapult’s Notice of Privacy Practices](#).