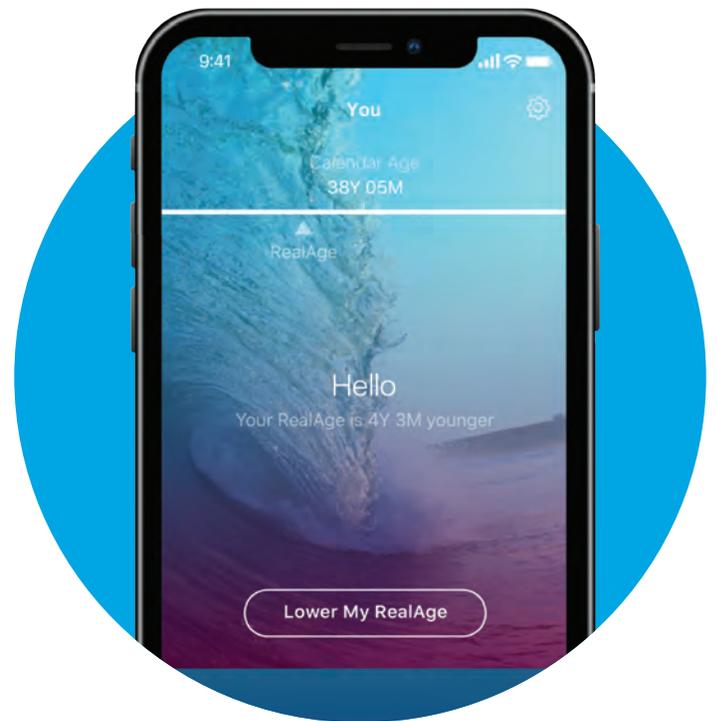


# 2020 Sharecare Navigation Guide

## Allegheny County 2020 Wellness Rewards Program

### Featured:

- Registration & Account Set Up
- 2020 Rewards Program Details
- Accessing your Rewards Program
- Taking the RealAge Test
- Health Trackers and Green Days
- The RealAge Program
- Personal Health Profile & Benefits Hub
- Discover (Sharecare Windows, Health Topics, & WebMD)



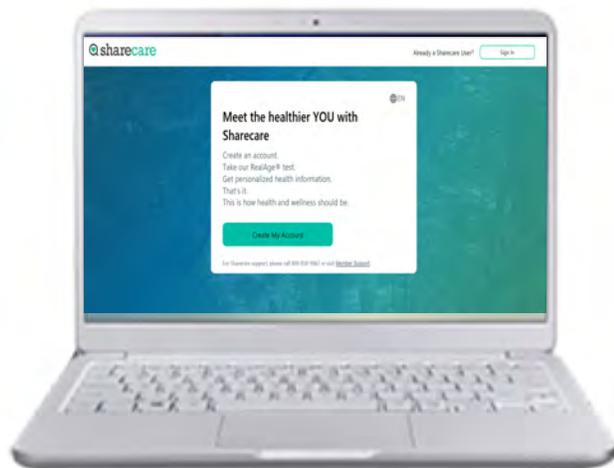
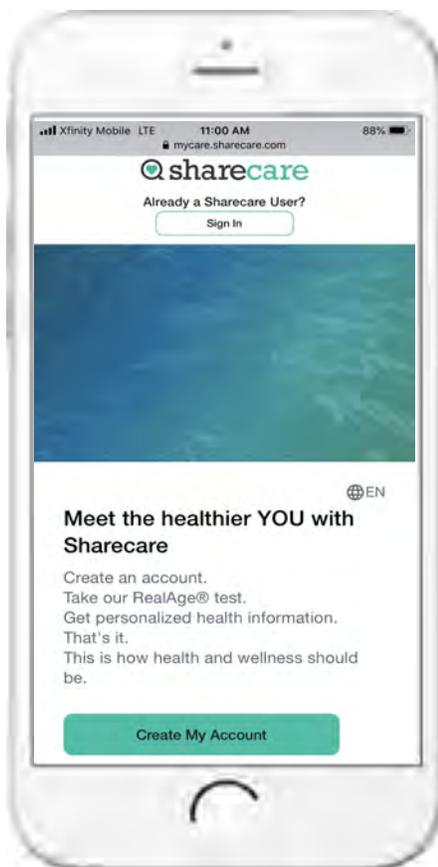
# Registration & Account Set Up

## First Time Users: To Register

- Go to the website [mycare.sharecare.com](http://mycare.sharecare.com) using a computer or mobile browser.
- Follow the prompts to create an account.
- Verify your eligibility. Enter your information exactly as it appears on your **Highmark member ID card**. (very important you do this, so you can access and view your rewards program)
- Once your account is established, you may download the app from the Apple App Store or Google Play. (***please note: you cannot register on the app.***)

## Existing Users:

- You do not need to re-register.
- Go to [mycare.sharecare.com](http://mycare.sharecare.com) and click **Sign In** using your existing username/password OR if you have the mobile app, login on the app.



*Note: You will be prompted to download the app once you login, however this is not required. You may access and use all functions of Sharecare from a computer at [mycare.sharecare.com](http://mycare.sharecare.com)*

# 2020 Rewards Program Details

Beginning on February 1, 2020, Highmark and Allegheny County will continue to offer you an exciting rewards program through Sharecare. Sharecare will administer key parts of your program and provide a wealth of personalized guidance to help you live a healthier lifestyle. Program information and activity details are below.

## Program Details:

- **2020 Program Dates:** 2/1/20-8/31/20
- **Who is eligible?** Highmark covered employees and spouses
- **What is the Incentive?** \$125 OR an extra day off
  - o PLEASE NOTE: If you work for a department that operates 24 hours a day, seven days a week, you are eligible for \$125 only. This includes the Kane Regional Centers, Shuman Juvenile Detention Center, Allegheny County Jail, Emergency Services 911, and Police. This also includes the Courts. You must be a current County employee to receive your reward.

## Program Requirements:

Earn a total of **300 Points** by completing your RealAge test (required), annual preventive exam (required) + additional activities for 200 points to earn the incentive.



## Required Activities:

The RealAge test and preventive exam are required to complete the program and earn the incentive.

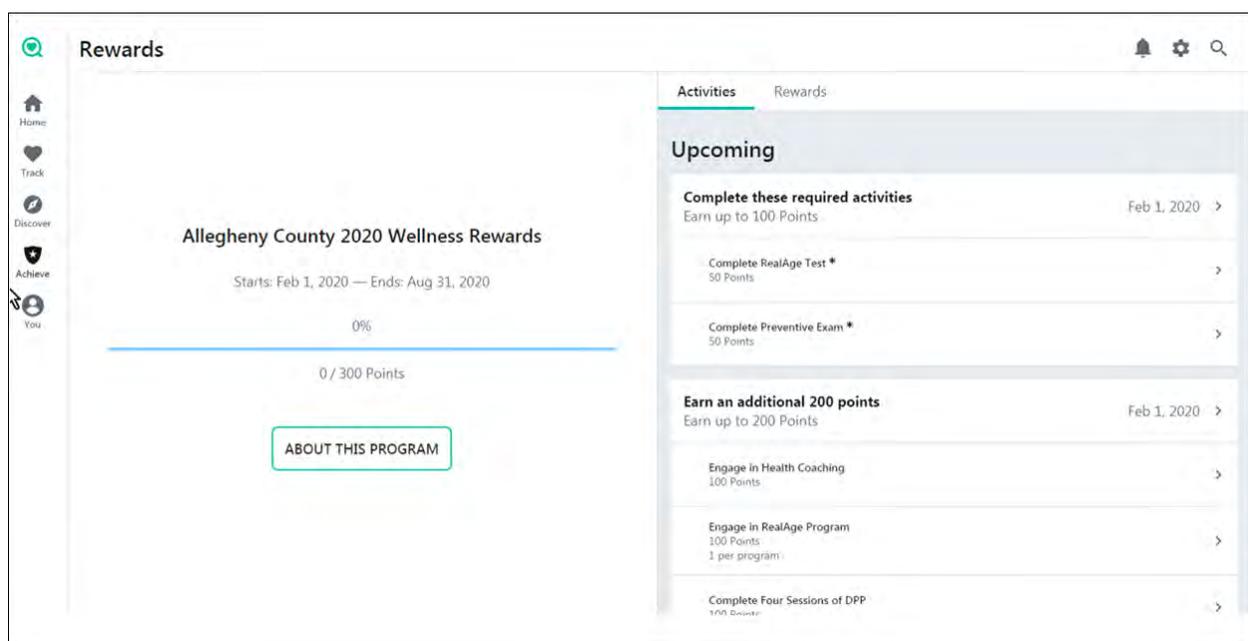
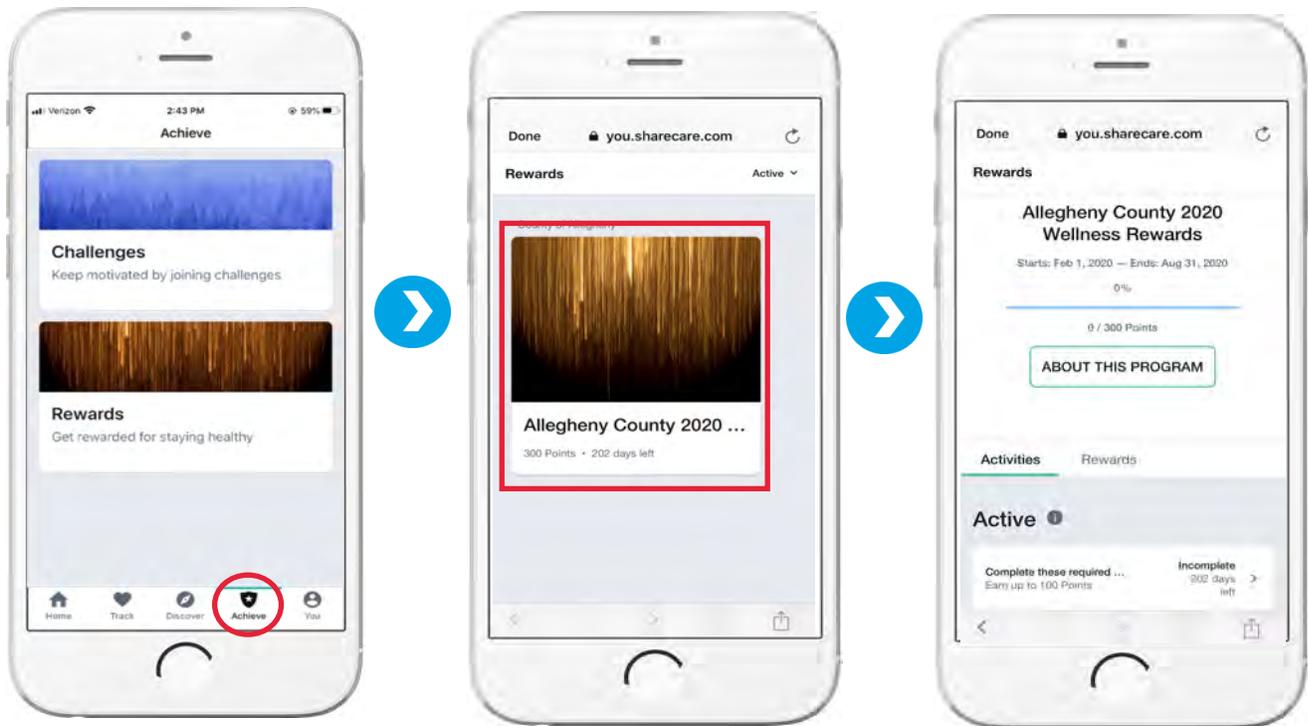
-  **The RealAge Test:** This 15 minute assessment helps you understand your RealAge compared to your calendar age and find out what you can do to improve your health. After you create your account or log in, click the link to take your RealAge Test. *Please note: if you previously took the RealAge Test, you must retake/update in order to earn credit for the 2020 rewards program.*
-  **Preventive Exam:** You must complete an annual preventive exam with your primary care physician between September 1, 2019 and August 31, 2020. Once the claim is submitted by your provider, please allow up to 6 weeks for credit to display. Note the claim must be coded as a Preventive Wellness Exam. No OBGYN, Specialist, or Diagnostic visits will be considered.

## Earn an Additional 200 Points:

Choose from a variety of activity options to earn additional points. Access your wellness rewards program to view all of the program options.

# Accessing your Rewards Program

- Click on the **Achieve** icon to access Challenges and Rewards.
- Click on the **Rewards** box for program details and activities.
- Click on **Allegheny County 2020 Rewards Program** to access your program.
- This is where you can track your progress to make sure all of your program requirements are complete.



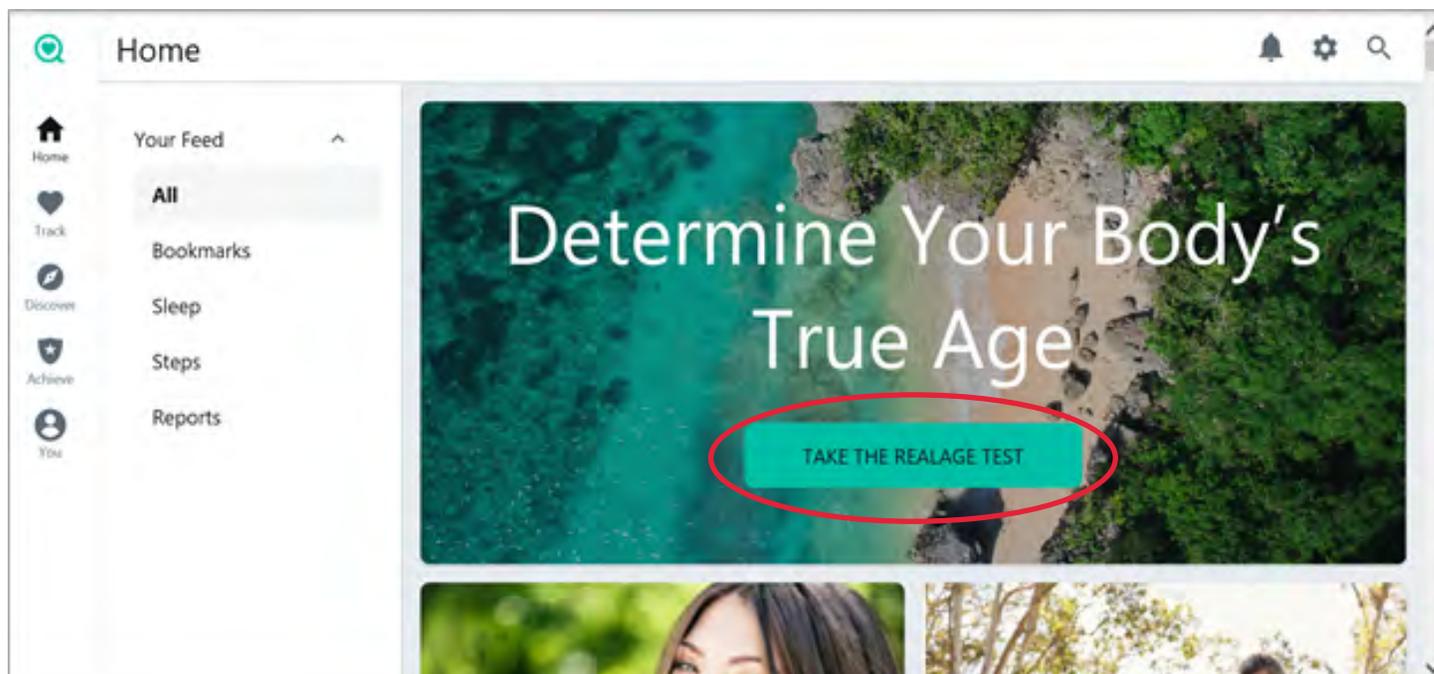
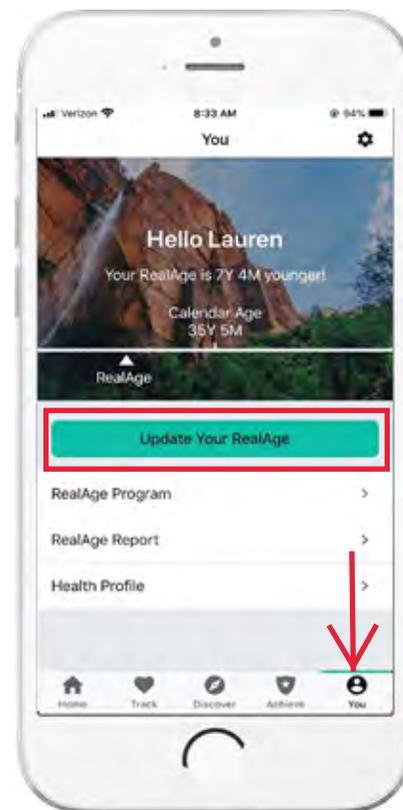
# Taking the RealAge Test

The **Sharecare RealAge Test** is a scientifically based assessment that shows you the true age of your body based on your lifestyle habits, as well as behaviors, and existing conditions.

**First Time Users:** Once you are logged in to Sharecare, you will automatically be prompted to Take the RealAge Test. Click the green button to access and answer all the questions.

**Existing Users:** If you took the RealAge Test previously, you will need to retake/update your RealAge Test for credit in your rewards program.

Login to Sharecare, navigate to the **You** icon and click the button to **Update your RealAge Test**.



# Health Trackers and Green Days

Sharecare tracks 13 core health factors that influence your health the most.



Track 8 out of 13 health factors to earn 1 Green Day!

1. **Weight**
2. **Blood pressure**
3. **Sleep**
4. **Steps**
5. **Fitness & Health**
6. **Stress**
7. **Relationship**
8. **Medications**
9. **Diet/Nutrition**
10. **Cholesterol**
11. **Alcohol**
12. **Blood Glucose**
13. **Smoke Exposure**

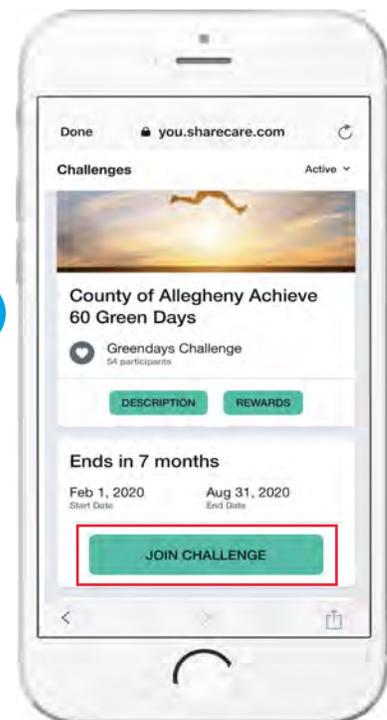
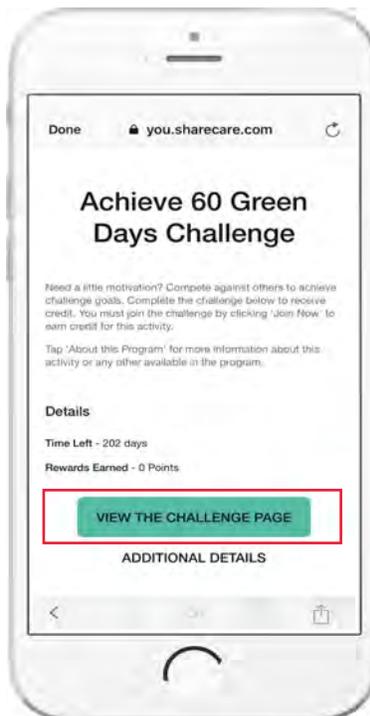
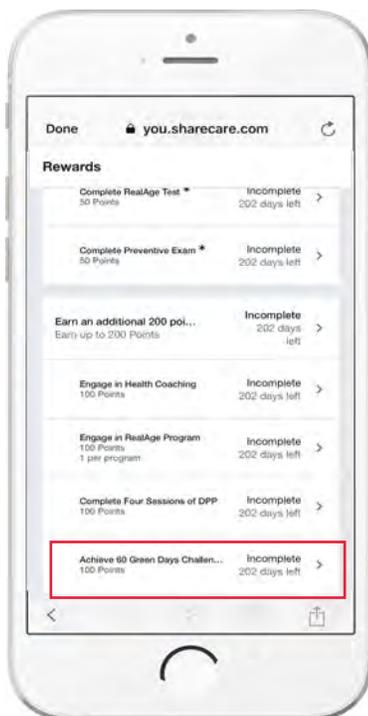
Sharecare uses colors (green to red) to help convey your progress towards your goals as you're earning green days. Each green day you earn can contribute to a reduction in your RealAge.

- To start tracking Green Days, navigate to **Track** Icon
- Click on each health factor to update
- Get 8 out of 13 health factors in the green for 1 green day!

Note: You must join the 60 Day Green Day Challenge to earn credit in your rewards program!

To Join the Challenge:

- Navigate to your Rewards Activity Page > Click on **Achieve 60 Green Days Challenge** > **View the Challenge Page** > Click **Join Challenge**.



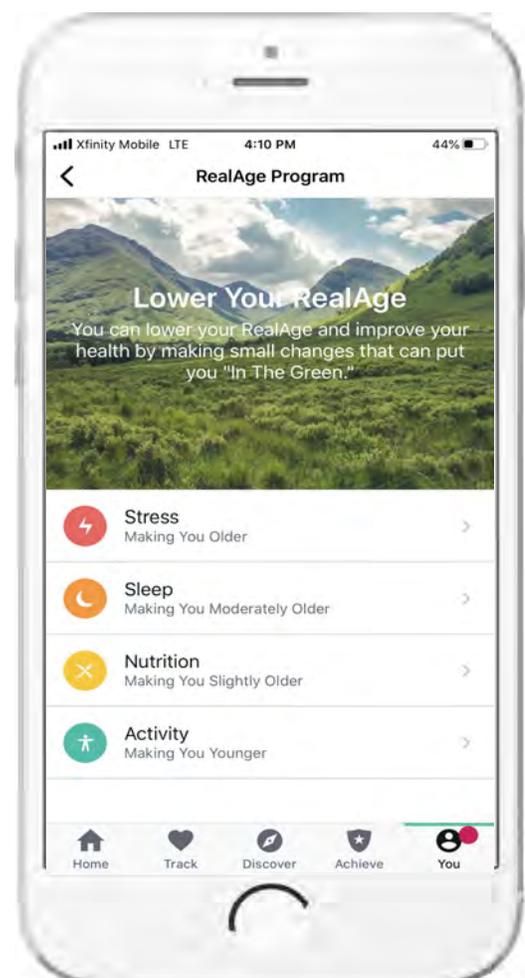
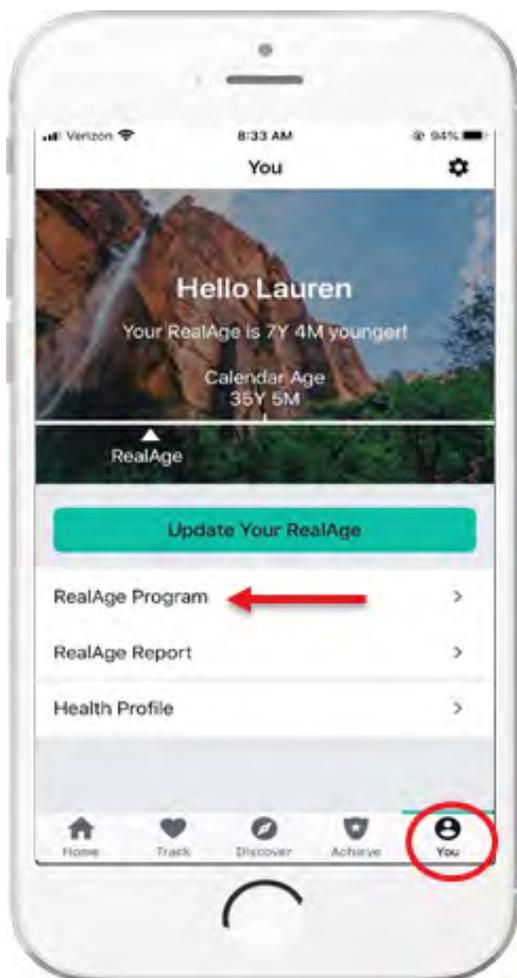
# RealAge Program

This comprehensive healthy behavior program targets 4 highest lifestyle risks that integrate with all features on Sharecare. The 4 lifestyle risks are:

- **Stress**
- **Sleep**
- **Nutrition**
- **Activity**

You choose your program and set a goal that you would like to achieve. Each week, you will receive reminders to progress towards your goal.

**Track 1 lifestyle category, a minimum of 4 days per week, for 3 weeks during your rewards program timeframe to earn credit in your rewards program.**



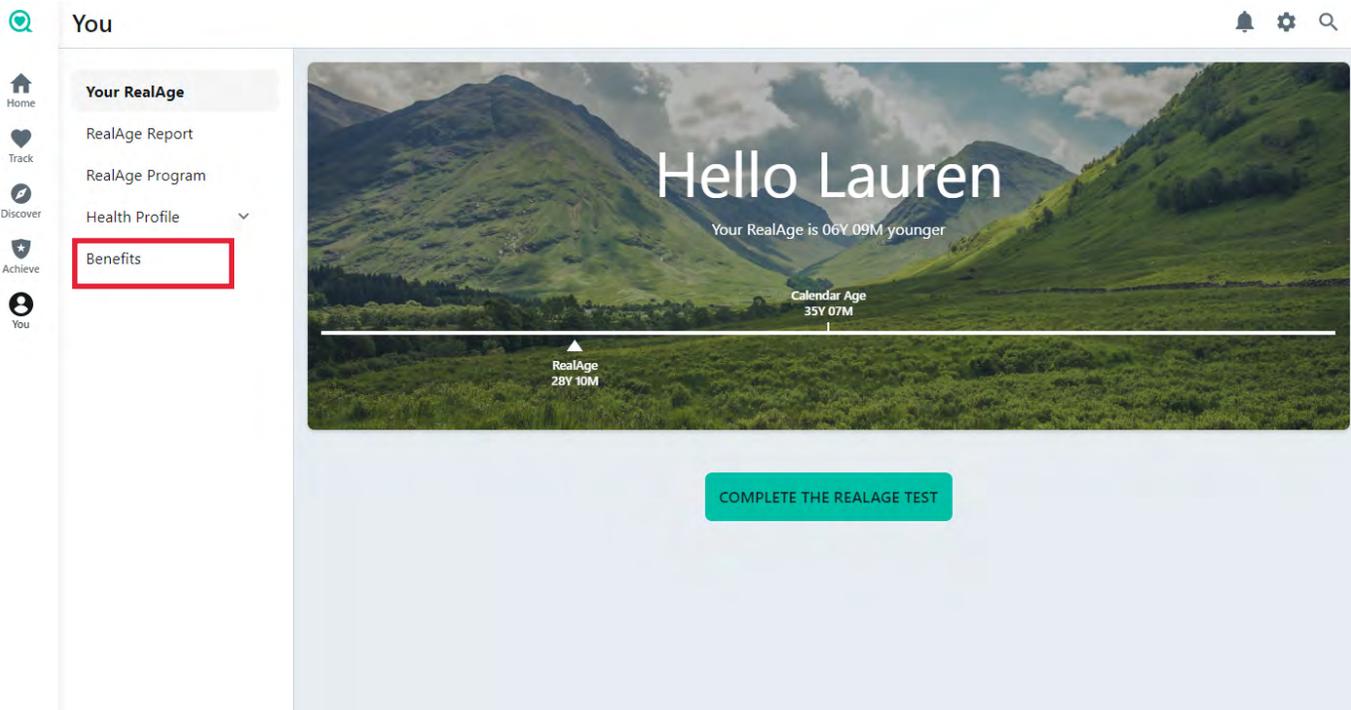
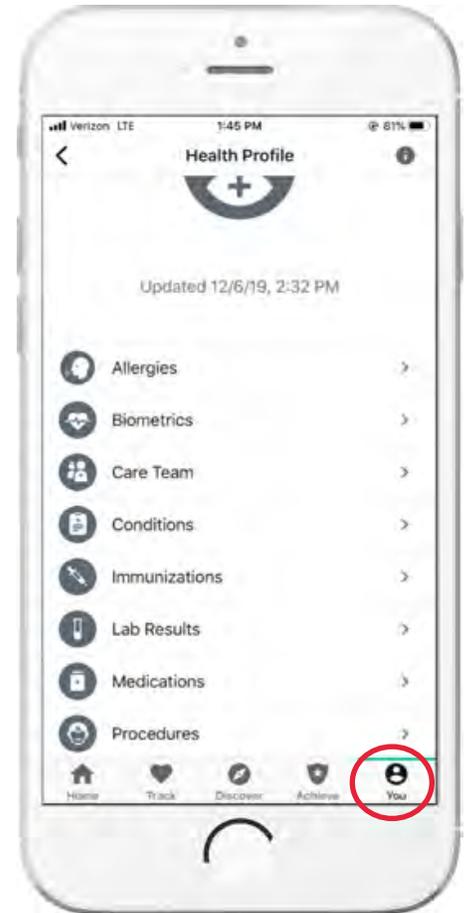
# Personal Health Profile & Benefits Hub

Access all of your health information in one place through your personal health profile. Here you can find systematically populated information such as biometric results, conditions, immunizations, lab results, medications, and more!

To access, click on the **You** icon and select the **Health Profile**.

Also, through the **You** icon, you can access the **Benefits Hub**.

By clicking on **Benefits**, you will see a list of available benefits for you to take advantage of.



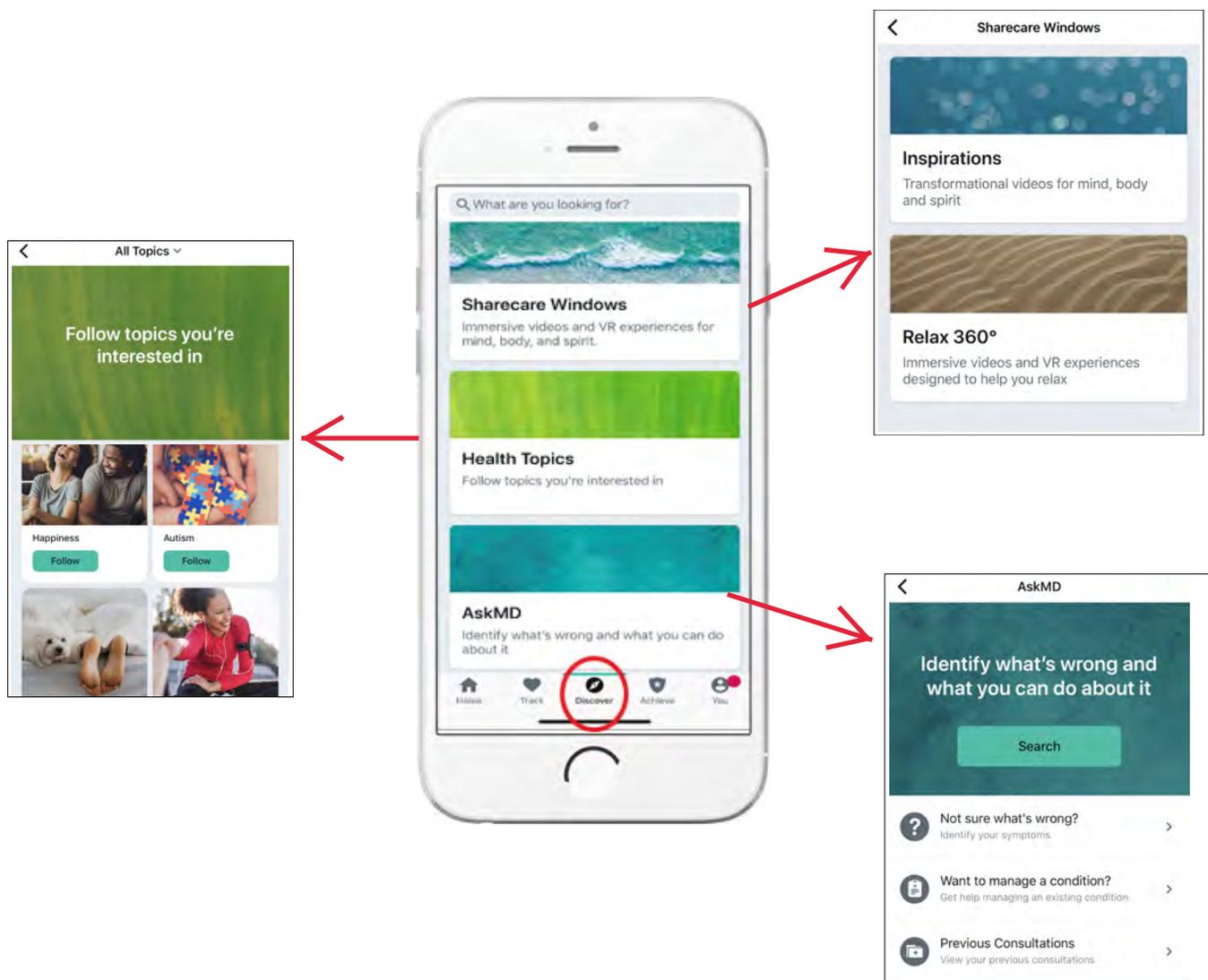
# Discover (Sharecare Windows, Health Topics, and AskMD)

Click the **Discover** icon to view additional features of Sharecare:

**Sharecare Windows - Inspirations and Relax:** Transform your mind, body, and spirit with Inspirations - high-quality video content for stress reduction, ambient white noise for sleep, and relaxation. Further immerse with Relax - designed to help you find serenity and freedom from stress, unwind at the end of the day, or ease into a restful night of sleep.

**Health Topics:** Choose from 100+ topics covering information on a wide variety of health, wellness, and lifestyle-related areas. Follow topics of interest to receive articles, videos, and challenges that match individual interests and goals.

**AskMD:** Use the search bar to research information on conditions and symptoms. You may also complete a consultation, which is a personalized questionnaire designed to ask many of the same questions that a doctor would ask to find out more about your symptoms.



# Technical Assistance

For assistance, call the Member Service number listed on the back of your member ID card.

## Discrimination is Against the Law

The Claims Administrator/Insurer complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex, including sex stereotypes and gender identity. The Claims Administrator/Insurer does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex assigned at birth, gender identity or recorded gender. Furthermore, the Claims Administrator/Insurer will not deny or limit coverage to any health service based on the fact that an individual's sex assigned at birth, gender identity, or recorded gender is different from the one to which such health service is ordinarily available. The Claims Administrator/Insurer will not deny or limit coverage for a specific health service related to gender transition if such denial or limitation results in discriminating against a transgender individual. The Claims Administrator/Insurer:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact the Civil Rights Coordinator.

If you believe that the Claims Administrator/Insurer has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, including sex stereotypes and gender identity, you can file a grievance with: Civil Rights Coordinator, P.O. Box 22492, Pittsburgh, PA 15222, Phone: 1-866-286-8295, TTY: 711, Fax: 412-544-2475, email: [CivilRightsCoordinator@highmarkhealth.org](mailto:CivilRightsCoordinator@highmarkhealth.org). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Civil Rights Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Insurance or benefit/claims administration may be provided by Highmark, Highmark Choice Company, Highmark Coverage Advantage, Highmark Health Insurance Company, First Priority Life Insurance Company, First Priority Health, Highmark Benefits Group, Highmark Select Resources, Highmark Senior Solutions Company or Highmark Senior Health Company, all of which are independent licensees of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield plans.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call the number on the back of your ID card (TTY: 711).

ATENCIÓN: Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están disponibles para usted. Llame al número en la parte posterior de su tarjeta de identificación (TTY: 711).

请注意：如果您说中文，可向您提供免费语言协助服务。  
请拨打您的身份证背面的号码（TTY：711）。

CHÚ Ý: Nếu quý vị nói tiếng Việt, chúng tôi cung cấp dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Xin gọi số điện thoại ở mặt sau thẻ ID của quý vị (TTY: 711).

알림: 한국어를 사용하시는 분들을 위해 무료 통역이 제공됩니다. ID 카드 뒷면에 있는 번호로 전화하십시오 (TTY: 711).

ATENSYON: Kung nagsasalita ka ng Tagalog, may makukuha kang mga libreng serbisyong tulong sa wika. Tawagan ang numero sa likod ng iyong ID card (TTY: 711).

ВНИМАНИЕ: Если вы говорите по-русски, вы можете воспользоваться бесплатными услугами языковой поддержки. Позвоните по номеру, указанному на обороте вашей идентификационной карты (номер для текст-телефонных устройств (TTY): 711).

تنبيه: إذا كنت تتحدث اللغة العربية، فهناك خدمات المساعدة في اللغة المجانية متاحة لك. اتصل بالرقم الموجود خلف بطاقة هويتك (جهاز الاتصال لذوي صعوبات السمع والنطق: 711).

Kominike : Si se Kreyòl Ayisyen ou pale, gen sèvis entèprèt, gratis-ticheri, ki la pou ede w. Rele nan nimewo ki nan do kat idantite w la (TTY: 711).

ATTENTION: Si vous parlez français, les services d'assistance linguistique, gratuitement, sont à votre disposition. Appelez le numéro au dos de votre carte d'identité (TTY: 711).

UWAGA: Dla osób mówiących po polsku dostępna jest bezpłatna pomoc językowa. Zadzwoń pod numer podany na odwrocie karty ubezpieczenia zdrowotnego (TTY: 711).

ATENÇÃO: Se a sua língua é o português, temos atendimento gratuito para você no seu idioma. Ligue para o número no verso da sua identidade (TTY: 711).

ATTENZIONE: se parla italiano, per lei sono disponibili servizi di assistenza linguistica a titolo gratuito. Contatti il numero riportato sul retro della sua carta d'identità (TTY: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, steht Ihnen unsere fremdsprachliche Unterstützung kostenlos zur Verfügung. Rufen Sie dazu die auf der Rückseite Ihres Versicherungsausweises (TTY: 711) aufgeführte Nummer an.

注：日本語が母国語の方は言語アシスタンス・サービスを無料でご利用いただけます。ID カードの裏に明記されている番号に電話をおかけください (TTY: 711)。

توجه: اگر شما به زبان فارسی صحبت می کنید، خدمات کمک زبان، به صورت رایگان، در دسترس شماست. با شماره واقع در پشت کارت شناسایی خود (TTY: 711) تماس بگیرید.