

# Promote Employee Well-Being for a Healthier Workforce

## HEALTH NET WELLNESS REWARDS PROGRAM FAQs

### What is the Health Net Wellness Rewards Program?

The Health Net Wellness Rewards Program is designed to reward qualified members who complete these two actions:

- 1 Take the online RealAge Test.
- 2 Share the results with their PCP.

### Who can receive the Wellness Rewards Program?

Members that are eligible to receive the Wellness Rewards Program include those that have:

- Full Network HMO & PPO
- SmartCare HMO
- Salud HMO y Más
- HMO ExcelCare
- EOA & EOA ExcelCare
- CanopyCare HMO
- PureCare HSP
- PPO plans (including OOS PPO)

### How will qualified members learn about the program?

Members will be told about the Wellness Rewards Program via promotion during Health Net open enrollment meetings. They will also get information about the program through their employers.

### What do members need to do?

Members can invest in their health in three easy steps:

- 1 Take the **RealAge Test** online and print out the Wellness Assessment Results.
- 2 Schedule their yearly preventive care physical exam (yearly exam) with their primary care physician (PCP). Take a print out of their Wellness Assessment Results with them to their yearly exam to share with their PCP.
- 3 Discuss their RealAge Test results with their PCP. Then, log back in to their online account at <https://healthnet.sharecare.com> and complete the Primary Care Physician Form. Doing this confirms they shared their results with their PCP.

(continued)



**Members can learn about a \$50 incentive.**

There will be info when they log into their online member account at

<https://healthnet.sharecare.com>

## What happens when members complete their required three steps?

**Health Net handles the reward after members have finished the third step.** Members will get an email from All Digital Rewards (ADR) that includes instructions on how to redeem their **\$50 Visa Reward**.

Members should expect to receive their reward alert within 5-7 business days. Have them check their spam folder if they can't locate the email. They will have 30 days to claim their reward.

The **\$50 Virtual Visa Reward** can be used at any retailer that accepts Visa.

## What is a RealAge Test?

**The test is a tool that asks members questions about their lifestyle habits and medical history.** Based on the answers, the RealAge Test gives them a snapshot of their current risk for health problems. They'll also get simple steps that they can take to help reduce their risk.

## Why should my employees take a RealAge Test?

**Your employees will get customized advice, tools and programs they can use to help improve their health.** Their RealAge Test summary report provides tips on how to improve their health.

If someone is a candidate for wellness health coaching, they can enroll in our health coaching program. Expert coaching is given over the telephone. Health Net may reach out to this member, or they can self-enroll.

## How do my employees take the RealAge Test?

### Where do they find it?

- 1 Members will go to <https://healthnet.sharecare.com>, and enter their user name and password.
- 2 They will be prompted to take the RealAge Test after they sign up.
- 3 To access the RealAge Test at any time, click on the *You* section and *Update your RealAge*.

## What information do members need before they take the RealAge Test?

**If possible, members will need a copy of their most recent blood pressure and lab results. The test will ask for their levels of:**

- Cholesterol
- Triglyceride
- Blood sugar

If they've had a health screening through you (employer), a lab or doctor's office within the last six months, they can use that information. It's OK if they don't know all the answers. They will be asked to complete the questions as best they can.

(continued)



### Did You Know?

Members can find the Primary Care Physician Form in the "Achieve Section" of the wellness platform. [Select Rewards > Activities.](#)

## Can members still get the \$50 Visa if they've already had their yearly exam with their doctor?

**Yes. Members can take the RealAge Test, and complete the Primary Care Physician Form.** They can then share their Wellness Assessment Results with their doctor at a follow-up visit.

## What if someone doesn't want to take the RealAge Test or see their doctor?

No problem. The RealAge Test is voluntary.

## Do employees have to do the RealAge Test and see their doctor in order to earn the \$50 Visa Reward?

**Yes, this is a combined program that includes both the RealAge Test and a doctor visit. Members have to do both in order to qualify for the \$50 Visa reward.** This ensures members can get support from their doctor about any potential health risks and learn how to stay healthy.



Members who have taken the RealAge Test, but have not received their \$50 Visa reward, can call the Sharecare customer support center at **855-430-5272**.