

2021 Wellness Rewards Program

Frequently Asked Questions (FAQs)

I keep seeing information about Sharecare and the wellness program. What do I need to do?

To complete the 2021 program, earn 1,000 points by completing the following activities by 6/30/21:

1. Complete the Sharecare RealAge Test (250 points)
2. Complete the Sharecare Game on EdLogics (250 points)
3. Complete at least one preventive activity from the list below (250 points)
 - Preventive Exam
 - Colorectal Cancer screening
 - Breast Cancer Screening
 - Cervical Cancer Screening
4. Complete One additional activity from the list below (250 points)
 - Engage in Health Coaching
 - Engage in RealAge Program
 - Achieve 60 Green Day Challenge
 - Engage in Livongo Diabetes Program
 - Complete 4 Sessions of the Diabetes Prevention Program (DPP)

How do I register for Sharecare?

1. Visit mycare.sharecare.com
2. Follow the prompts to create your account
3. Verify your eligibility. You will need to enter your Highmark information exactly as it appears on your Highmark member ID card.

How do I complete the Sharecare RealAge Test?

Once registered and logged into your Sharecare account, click the green **Take the RealAge Test** button. You can update your RealAge Test anytime by clicking the **You** icon in your Sharecare account.

Can I access mycare.sharecare.com from the Highmark member website?

Yes, after logging in, from the home page, click the **Wellness** tab.

How do I register for EdLogics?

Visit myedlogics.com/acshic/account/register

How do I earn credit in Sharecare for the 2021 Wellness Rewards Game?

Once you complete the 2021 Wellness Rewards Game, you are complete with this activity. Please allow up to 6 weeks for credit to display in Sharecare.

How do I earn points for my preventive exam/screening?

If you received a preventive exam/screening in 2020, you will automatically receive points. If you did not receive a preventive exam/screening in 2020, you must schedule an appointment with your physician and complete your preventive exam/screening by 6/30/21. This is a claims-based activity, once your provider submits the claim, please allow up to 6 weeks for points to display in your Sharecare account.

I did my preventive exam/screening, but I haven't received points?

Please allow up to six weeks for points to appear in your Sharecare account. If you still do not see points, contact your Highmark concierge representative at **1-877-258-3123**

How can I check my status on my 2021 Healthy Rewards program?

1. Register or sign in on Sharecare at mycare.sharecare.com
2. Click the **Achieve** icon that resembles a shield
3. Click **Rewards** to reach your 2021 Wellness Rewards Program page
4. On this page, you'll see the list of activities and whether each activity is complete or incomplete.

I forgot my Sharecare password, who can I contact?

You may use the "Forgot Password" link on mycare.sharecare.com. You will receive an email detailing steps on setting a new password for your account. Be sure to check your Spam folders for this email. You can also call your Highmark concierge representative at **1-877-258-3123**

Sharecare shows that I have 1,000 points but my preventive exam isn't included. Do I still get my reward?

The rewards program is set up to provide points for a preventive exam OR screening. You will earn points for whichever is completed first. If you have earned 1,000 points, you will earn the reward.

I have 1,000 points, can I get more points?

No, once you reach 1,000 points, you cannot earn additional points.

Can my spouse and or/dependent participate in the wellness program and earn a gift card?

While spouses and dependents have access to mycare.sharecare.com only **active** employees and retirees are eligible to participate.

I am a retiree, can I participate in rewards?

Yes, you are eligible to participate in both EdLogics and Sharecare to earn the \$100 gift card.

I completed all my activities on Sharecare, when will I receive my gift card?

Gift cards for those who complete all the program requirements on Sharecare are anticipated to be delivered in September 2021 from EdLogics.

How do I redeem my gift card?

In September 2021, EdLogics will distribute your gift card if you completed all the steps required to complete the wellness rewards program. You will receive an electronic gift card through email.

How will I know if I completed the program?

In your Sharecare account, click the **Achieve** icon that resembles a shield, then click **Rewards** to reach your program page. From here, you'll see a status bar showing completion progress.

I can't see my rewards program page in my Sharecare account?

The rewards program is only available to **active employees** and **retirees**. If you're an active employee or retiree and still do not see your rewards program page, please make sure you registered at mycare.sharecare.com on a mobile phone browser or desktop. You cannot register for the first time on the Sharecare app.

Will information provided in my Sharecare account be shared with my employer?

Any information provided in your Sharecare account is confidential and will NOT be shared with your employer.

Who can I call with additional questions for the 2020 Wellness Rewards Program?

For Highmark or Sharecare questions, contact Highmark Member Service at **1-877-258-3123** or visit brainshark.com/hmk/ACSHIC2021WellnessProgram for detailed instructions including screenshots.

Is there a difference between Sharecare.com and mycare.sharecare.com?

Yes, the only way to link your account with rewards is to register at mycare.sharecare.com and input your 12 digit Highmark member ID number.

I registered at Sharecare.com or the Sharecare app and do not see rewards. How do I transfer my credit over to mycare.sharecare.com?

If you registered on the Sharecare app or Sharecare.com, you need to link your account at mycare.sharecare.com. Simply register on mycare.sharecare.com using the same email and pw and input your 12 digit Highmark member id number to link your account.

My provider offers preventive exams through a virtual visit. Will that count for my preventive exam credit in rewards?

Yes, if your provider offers virtual preventive health exams, it will credit towards this year's rewards program.

I had a diagnostic exam with my provider. Will that count towards the preventive exam credit in rewards?

No, only preventive exams will count towards the 2021 ACSHIC rewards program. Please ensure to tell your provider that you want a *preventive* exam to ensure you receive credit in rewards. Please see the below list of qualifying Preventive Exam Procedure Codes:

Wellness Rewards Preventive Exam Procedure Codes

Service Category	Procedure Codes	Service Category	Procedure Codes
Physical Exam	99384	Physical Exam	99403
Physical Exam	99385	Physical Exam	99404
Physical Exam	99386	Physical Exam	99420
Physical Exam	99387	Physical Exam	G0446
Physical Exam	99394	Physical Exam	G0438
Physical Exam	99395	Physical Exam	G0439
Physical Exam	99396	Physical Exam	S5190
Physical Exam	99397	Routine GYN Exam	S0610
Physical Exam	99401	Routine GYN Exam	S0612
Physical Exam	99402	Routine GYN Exam	S0613