REWARDS
Q. How do we access rewards on the Sharecare portal?
A. After creating your account, log in. Then, select the Achieve tab on the left. Finally, select Rewards.

Q: If I complete an activity, how long will it take for the points to show in my Rewards Center on the Sharecare portal? A.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Approximate Time to load into Sharecare Portal (Showing completed on Rewards page)</th>
</tr>
</thead>
<tbody>
<tr>
<td>RealAge Test</td>
<td>Within 24 hours</td>
</tr>
<tr>
<td>Challenges</td>
<td>Within 24 hours of completing challenge</td>
</tr>
<tr>
<td>Health Coaching Calls</td>
<td>Within 24 hours of call</td>
</tr>
<tr>
<td>Physician Form</td>
<td>Within 7-10 business days of successful submission</td>
</tr>
</tbody>
</table>
| On-site Biometric Screening | Within 2-3 weeks of screening event  
Screenings in July will be visible Aug. 9-12                                    |

REWARDS: PAYROLL ADDITION
Q. How long do rewards take to be processed and appear on my paycheck, after I complete an activity?
A. Rewards will be processed each month. This can take up to 8-12 weeks to process, based on timing of the payroll cycle.

Q. Are the rewards added to your paycheck as you complete activities, or can you request one lump sum?
A. Rewards will be paid out monthly. Therefore, if you complete multiple activities in a short time frame, you may receive those items in one payout. However, the processing of each activity varies (e.g. RealAge Test processes faster than biometric results. See table above).

Q. Do I have to do anything to redeem or order my reward? Or, will it automatically be paid?
A. Rewards will automatically be added to your paycheck. You do not need to redeem or order your rewards.

Q. Can I have my rewards held to be paid later at one time? For example, if I earn points from July – December, could I receive the entire balance in a check in December?
A. No, rewards will be processed monthly.

Q. Will the check with the reward(s) display a reduced amount due to taxes, instead of the full reward amount? Or will it show the full reward amount, and the taxes will come out through normally?
A. Rewards will be added to your paycheck as an earning. Similar to having additional hours or paid time off. The full reward amount will show on your check. Rewards will be displayed on the employee’s paycheck in the “Hours and Earnings” section. On the paycheck, the rewards will read "TCLW rewards 20."

Q. Will there be a way to be notified of when the rewards will be added to my paycheck?
A. Because the file is monthly (received mid-month) and payroll is bi-weekly, there is no calendar of payouts or advanced notice given to members. Members can always view their paycheck in OAKS on the Monday prior to payday.

Q. Is there a way to track if the money is for my reward vs. my spouse's?
A. No, earnings on the paycheck do not clarify employee or spouse.
HEALTH COACHING
Q. How will my health coach appear on my Caller ID?
A. The number that will appear is the same that you can use should you contact Health Coaching / Customer Service: 1-866-556-2288.

Q. How often are coaching calls held?
A. Coaching calls are typically scheduled every 4-6 weeks. If you miss a call, or need to reschedule, simply call 1-866-556-2288. These can also be combined with challenges, for incentive purposes. Once you hit your maximum of $200 for this group of points, you can continue to participate in coaching and/or challenges, if you prefer.

Q. Do you have to complete the biometric screening before doing challenges and/or coaching calls?
A. No.

Q. If you are already talking with a health coach, will the ongoing coaching calls count for $50 per call (up to four calls)?
A. Yes, as long as the calls were on/after July 1, 2019.

Q. Do the health coaching sessions automatically update to your challenges/rewards?
A. Health coaching points will automatically appear in your Rewards section of your Sharecare profile within 24 hours of the call.

Q. It said tobacco cessation medication and supplies are available for Ohio Med PPO participants, if working with a health coach. Do Ohio Med HDHP participants also get to participate in tobacco cessation coaching, and receive supplies?
A. Ohio Med HDHP participants can participate in tobacco cessation coaching and QuitNet. However, they do not get the same prescription coverage for nicotine replacement therapies and/or tobacco cessation medications.

FINANCIAL WELL-BEING
Q: Is Financial Well-Being still offered?
A: While rewards no longer are offered for the Financial Well-Being program, you still have access to the program, its content and resources. Once signed into the Sharecare portal, navigate to the Achieve tab, then to the Programs tab, and you will find the link for Financial Well-Being.

BIOMETRIC SCREENINGS
Q: If I already have completed a biometric screening event, will the results automatically be uploaded into the Sharecare portal? If I took the RealAge Test before my screening, can I go back to update it with my new biometric results?
A. While your RealAge answers won’t be updated, you can manually update them. Your results (self-reported and clinical) automatically will appear in your Health Profile. You do not need to answer all the questions for the RealAge Test to be complete, but it does help with providing the most accurate feedback. You can take the RealAge Test as many times as you would like to update it.

Q. How old can biometric information be to complete the Physician Form?
A. Physician Form results must be taken between July 1, 2019 - June 30, 2020. Any results taken prior to July 1, 2019, will not be accepted for current fiscal program year credit.

Q. A biometric screening event is scheduled at my work place, which I have made an appointment for. Do I need to make a doctor’s appointment or submit any forms once I have completed the screening?
A. No, once you participate in an on-site screening event, your results and participation points will load automatically into your profile. Please follow up with your personal health care provider as needed to address health care concerns.

CHANGING AN EMAIL ADDRESS WITHIN THE SHARECARE PORTAL
Q: Can you change your email address once you register on Sharecare, from work email address to personal email address?
A. It is suggested that you use a personal email address. If you prefer to update your email address that you used to register your account, contact Sharecare Customer Service at 1-866-556-2288.
**CHALLENGE REGISTRATION**

**Q.** Do you have to pre-register for challenges? What is the registration deadline?

**A.** Yes, you need to register for a challenge if you plan to participate. You can register from the 20th day of the month prior to the challenge start, through the last day of the challenge month (i.e. September challenge registration will run from August 20 - September 30.) Any applicable tracked data from the challenge month will be pulled into the challenge to mark your participation.

**FISCAL YEAR 2019 INCENTIVES**

**Q.** How do we determine if there are unredeemed points from last year?

**A.** Contact 1-866-556-2288 to check into Fiscal Year 2019 points earnings. Any unredeemed points will be sent via Visa gift card in a plain white envelope in the weeks to come.

**Q.** What happens if a prior year gift card expires?

**A.** For Visa cards, a PNC check will be sent to the address listed in OAKS with the remaining balance from the card. All cards expire one year from date of issue (regardless of activation.) The account is closed the last day of the month of expiration. Checks are issued 30-45 days after that.

**MISCELLANEOUS**

**Q.** My insurance begins August 1. Can I begin working on the incentives prior to that date?

**A.** Due to file transfer times, you can begin participating within a few weeks after your benefits go active.

**Q.** Can you show where the activities will appear under the heart section?

**A.** The trackers are in the heart (Track) section. Challenges are in the badge (Achieve) section.

**Q.** Will any of our information be available to life insurance companies?

**A.** No

**Q.** Is the Android app called Sharecare?

**A.** Yes

**Q.** Are the flu shots available for employees and spouses?

**A.** Yes. Flu shot clinics will be held at state agencies from mid-September through December 2019.

**Q.** Who do I contact if I have further questions on the program?

**A.** Visit das.ohio.gov/wellness or contact 1-866-556-2288.

**GENERAL DISCLAIMER**

*Take Charge! Live Well!* partnership with Sharecare:

As part of the State of Ohio’s *Take Charge! Live Well!* program, the State contracts with Sharecare to manage wellness resources, activities, and *Take Charge! Live Well!* program rewards for State employees and spouses enrolled in the State of Ohio medical plan. Personal health information provided is not shared with the State.

[das.ohio.gov/wellness](das.ohio.gov/wellness)

1-866-556-2288