SmartHealth Wellness Program
Frequently Asked Questions (FAQ)

What if this list did not answer my questions?

1. Call toll free at **1-855-750-8866**
2. Email support@limeade.com
3. For questions about eligibility for the SmartHealth wellness incentive, visit www.hca.wa.gov/pebb/Pages/wellness.aspx or contact the following:
   a) Employees: Your employer's personnel, payroll, or benefits office.
   b) All other subscribers: PEBB Benefits Services at **1-800-200-1004**.

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I. Privacy

A. What is SmartHealth?

SmartHealth is a voluntary online wellness program offered as a benefit through your Public Employee Benefits Board ("PEBB") medical plan. The Health Care Authority ("HCA") has contracted with a vendor, Limeade, to administer and provide the SmartHealth program to PEBB Members.

B. How is my information used?

Limeade has access to the information you enter into SmartHealth and collects information, such as your name and email address, to administer SmartHealth. Federal law also allows Limeade to disclose a limited amount of your information (for example, your name and participation status) to a health plan sponsored by your employer for the purpose of administering your benefits. The sponsor of the health plan must designate a limited number of employees who are authorized to receive the information from Limeade. Federal law prohibits these designated employees from using or disclosing your information for purposes other than to administer your benefits under the plan. The sponsor must also implement safeguards to prevent any unauthorized use or disclosure of your information.

HCA is your health plan sponsor and receives limited information from Limeade. For instance, Limeade sends HCA information about participation status for purposes of awarding incentives and other prizes or awards. You may be contacted if you win a prize, such as if you win a random drawing, but your name will not be publicly released without your agreement. Limeade may also send HCA information about specific SmartHealth activities or Well-Being Assessment responses. However, this information will **not** include information that would allow you to be personally identified. The information will only be shared after it has been "de-identified" so that your identity will not be associated with the activities or responses. Limeade may also provide aggregated information to HCA that does not reveal your identity, such as the total number of participants in a certain activity or the average response to a particular question. Aggregated data refers to the data in SmartHealth that is compiled into data summaries for the purpose of statistical reporting.

C. How is my information protected?

Limeade is HCA's "business associate" under HIPAA. This means that Limeade has agreed to administer SmartHealth in compliance with HIPAA in the same manner that your health plan must comply with HIPAA. We are required to maintain policies and procedures ensuring compliance, and must implement administrative, physical, and technical safeguards to ensure the privacy and security of your information. We engage third-party consultants to assess our policies, procedures, and safeguards to tell us how well we are meeting these obligations. It is our goal to protect your information and to abide by all applicable laws.

D. Can my employer see my information?

No. Federal law prohibits us from disclosing your identifiable information to your employer for employment purposes. However, certain HCA employees may see limited information as explained in Section I.B.

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E. Can the information I enter into SmartHealth be used against me? For example can my BMI be used to increase my insurance co-pays?

No. Federal law prohibits the use or the disclosure of your BMI and other health information about you to, among other things, change your deductibles or other cost-sharing requirements under a health plan. With the exception of information shared to award wellness incentives, Limeade does not disclose your Information to HCA in any identifiable form.

F. Where is my information stored?

Limeade is based in the United States of America, and the Information it collects about you is stored, processed, and used in the United States of America. Your Information will be maintained in secure locations at our offices or with our contractors who have agreed to adhere to privacy and security standards at least as strict as the standards Limeade follows. Access to your Information is limited to authorized employees, representatives, and agents.

G. How can I access or change my information?

You can self-administer key privacy settings in order to keep your Information private. You always have the ability to see the results of your well-being assessment, view your tracked activities from the last two weeks, and view activities you have completed. You also have the ability to view and change information such as your name, zip code, birthday, username, and certain biometrics.

You can contact us in order to request that we change or delete other information if you believe it is incorrect. We will review your request but may be restricted in our ability to change or delete information, depending on the request. If you choose to change or delete your SmartHealth activities, you may lose progress toward wellness incentives. Once you have taken the well-being assessment you can't change your answers unless you retake the entire assessment. You can, however, "update your numbers" for certain biometrics.

H. Can other users see my information?

Your well-being assessment:

☐   Results from your well-being assessment are not public. Only you can see how you answered the questions and results from your assessment.

SmartHealth activities:

☐   When you join a SmartHealth activity at any point in time you have the option to write a comment about what you did. You can choose to make this comment private or public by using the toggle switch below the comment box. By default it is set to "Public."

☐   You also have the ability to delete comments at any time.

Sign In Name:

☐   When you make a comment about the activity you are participating in, your sign in name will be public on the site in the comments section if you have it set to "Public."

- Your Sign in name will also show on any Activity Leaderboard you have joined if you are one of the top 20 participants. Activity Leaderboards appear for any tracking (more than one time event) Activity.
- If you join a Tracking Activity where Leaderboards will be displayed in that Activity, and you wish to remain anonymous, choose a sign in name that won't identify you in any way. Setting the toggle switch to "Private" does not remove your name from the leaderboard.
- If you wish for your name not to be on the leader board you can either not join that activity or go to settings and change your name.

I. Does anyone else have access to my information?

Limeade will not disclose or sell your personal information to any third party for marketing or advertising purposes unless you have signed an authorization allowing us to share the information. We generally do not request any such authorizations because we have no desire to share your information for marketing or advertising purposes.

However, in order to provide you with the most relevant health information, the SmartHealth portal provides you with the ability to link to other third-party, external websites (for example: WebMD, Mayo Clinic, or National Institutes of Health) so that you may obtain more information regarding medical needs and issues. We cannot control how these third-party, external sites collect and use information. You should review the third-party's privacy policy for information about whether it collects any of your information and how it might use that information.

Limeade may also use contractors to perform some of its functions. Those contractors agree to follow privacy and security standards that are at least as strict as the standards Limeade follows.

J. Can I delete my information if I choose to not participate in SmartHealth anymore?

If you want to unsubscribe from SmartHealth we will be happy to assist you in removing your Personal Information. We will remove as much information from our system as possible; however, we cannot remove information that may have been included in our system backups. Any information retained in those backups will be protected in accordance with federal and state laws and will not be further used or disclosed. You can see information about how we protect information about you that we might retain in our system backups in our Privacy Policy available at https://limeade.com/privacy.aspx. If you choose to delete your Personal Information and no longer participate in the SmartHealth program, you may lose your eligibility to receive wellness incentives.

K. What happens to the information I have provided to you if I stop using SmartHealth to collect points towards incentives?

The information you have provided continues to exist on the website unless you deactivate your account or "unsubscribe." Please contact Customer Service at 1-855-750-8866 or support@limeade.com and tell us that you want to unsubscribe. Our representatives will assist you in removing your user name, password, any information you provided in a well-being assessment, and any activity participation information that you may have provided from our system. If SmartHealth requires you to participate in order to earn any wellness incentive credits, your ability to earn wellness credits will also be discontinued, and any wellness incentive credits you may have acquired through your participation will be permanently lost. If you ever change your mind and want to re-subscribe, simply call us at the number above or email us and we can assist you in setting up your account.

SmartHealth

II. PROGRAM – Things to Know About SmartHealth

A. Where do I learn more about deadlines and details for wellness incentives?

Go to **www.hca.wa.gov/pebb-smarthealth.**

B. How do I know if I've received the wellness incentive for the previous program year?
1. Log in to the SmartHealth website at smarthealth.hca.wa.gov and select the "How do I find my $125?" activity tile.
2. Sign in to your medical plan's member portal.
3. Contact your medical plan:
   - **Kaiser Permanente** WA: 206-901-4636 or 1-888-901-4636
   - **Kaiser Permanente Northwest**: 503-813-2000 or 1-800-813-2000
   - **Regence Uniform Medical Plan**: 1-888-849-3681

C. I just signed in to SmartHealth for the first time. Why do I already have points?
The SmartHealth program wants to ensure that you get credit for every Activity that you participate in. If you have already participated in a program through your health plan before signing in to SmartHealth, we will receive that information and make sure those points are loaded and ready for you when you arrive. If you are a member who has a medical effective date of July 1, or later, you are receiving an equal chance of earning your incentive by the deadline by receiving 1000 points for signing in for the first time. You can see these points reflected in your Points History.

D. My earned points on my Home Page don't match the "Current Points" on the My Points tab. What do I do?
Sometimes it takes a moment for each section of the SmartHealth site to recalibrate. If your points don't match, try refreshing the page on your web browser. If there is still a points discrepancy, call SmartHealth Customer Service toll free at **1-855-750-8866** or emails support@limeade.com.
If you are a DeltaCare member who completed your Preventive Dental Care visit with DeltaCare over a month ago, but you have not yet received your points, please call your dentist's office and ask if a claim was sent in to Delta Dental. Claim processes differ among dentists and are not automatically sent from the dentist to Delta Dental. After Delta Dental receives a claim, they will send this information to SmartHealth so that you can receive your points.

E. I can't do any of the Activities you offer. What can I do to qualify?
Please read our Reasonable Alternatives Solutions FAQ found here (i.e., https://de6hrpomfndxh.cloudfront.net/StateOfWashington/RAS+FAQ+FINAL+w508.pdf)

F. Can I visit the SmartHealth website while at work?
Workplace policies vary, so it's best to check with your employer and your supervisor first.

G. Who is Limeade?
Limeade is the company contracted with HCA to provide the platform technology in which the SmartHealth site is run. As a Business Associate of HCA, a covered entity, Limeade is legally obligated to

protect any Personal Health Information as required by HIPAA. You may see the name Limeade throughout the site and they might ask you for verification when connecting a device.

Limeade Dev by limeade dev would like to access your profile and data on Fitbit.com:

👓 + 🖉   READ AND UPDATE ACCESS   ⌃

DENY   **ALLOW**

You can revoke this application's access from your Fitbit account settings.

III. SETTINGS

A. How do I log in?

1. **If you have online access**, visit www.smarthealth.hca.wa.gov. You will be prompted to enter your information to set a Sign In Name and password and be directed to the site. On all subsequent visits, you will be asked to provide your Sign In Name and password to access the site.
2. When you create a Sign In Name in the site, you can be anonymous if you'd like. Your Sign In Name does not have to disclose who you are, unless you want it to. You may change your Sign In Name at any time in your *Settings*.
3. **If you don't have online access**, call SmartHealth Customer Service at **1-855-750-8866** to participate by phone. One of our Customer Service representatives will be able to assist you. Our hours of operation are 7:00 am to 7:00 pm, Monday through Friday.

B. How do I change my Sign In Name?

1. Login to your SmartHealth account.
2. Click *Settings* in the upper-right corner of the Home Page.
3. The first option under the *Profile* tab, is *Sign-In Information*. Here, you will see your current Sign In Name. To the right of this is a button labeled, *Change Sign-In Name*.

SallyKaiser | Settings | Inbox | Sign out

Home   My Results   Topics   My Points

Settings

Profile   Photo   Email & Privacy   Site Options   Password   Apps & Devices

SIGN-IN INFORMATION
(shared with other members on community forums, challenge comments, etc.)

Sign-In Name   SallyKaiser   Change Sign-In Name

4. When you click on the *Change Sign-In Name* button, you will be prompted to enter your new, desired Sign In Name, along with your current account password, for security.

5. If the Sign In Name you are attempting to get is already taken, you will see an error message and the system will prompt you to enter a different Sign In Name. It will also offer you some suggested alternatives.

6. If you choose a new Sign In Name successfully, the page will reload with your new Sign In Name displayed.

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C. How do I change my password?

1. Login to your SmartHealth account.
2. Click *Settings* in the upper-right corner of the Home Page.
3. Click on the tab labeled *Password*.
4. Click on *Change Password.*

5. You will be directed to a screen where you will be instructed to enter your current password (for security reasons) and your new desired password, twice. After you click on *Create my password*, your Home Page will be reloaded and you should get a notification to your registered email address about the password change.
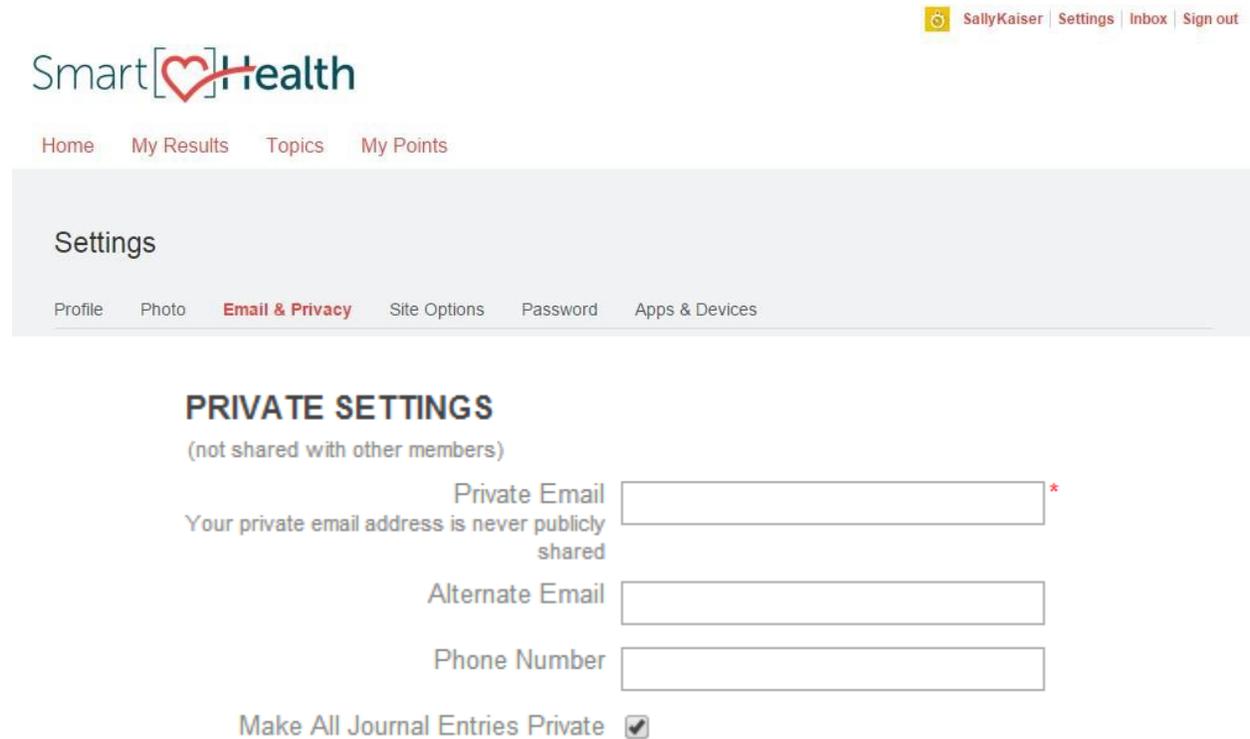
D. How do I change my email address?
1. Login to your SmartHealth account.
2. Click *Settings* in the upper-right corner of the Home Page.
3. Click on the tab labeled *Email & Privacy*.
4. Scroll down to *Private Settings* and enter your updated email address in the Private Email field
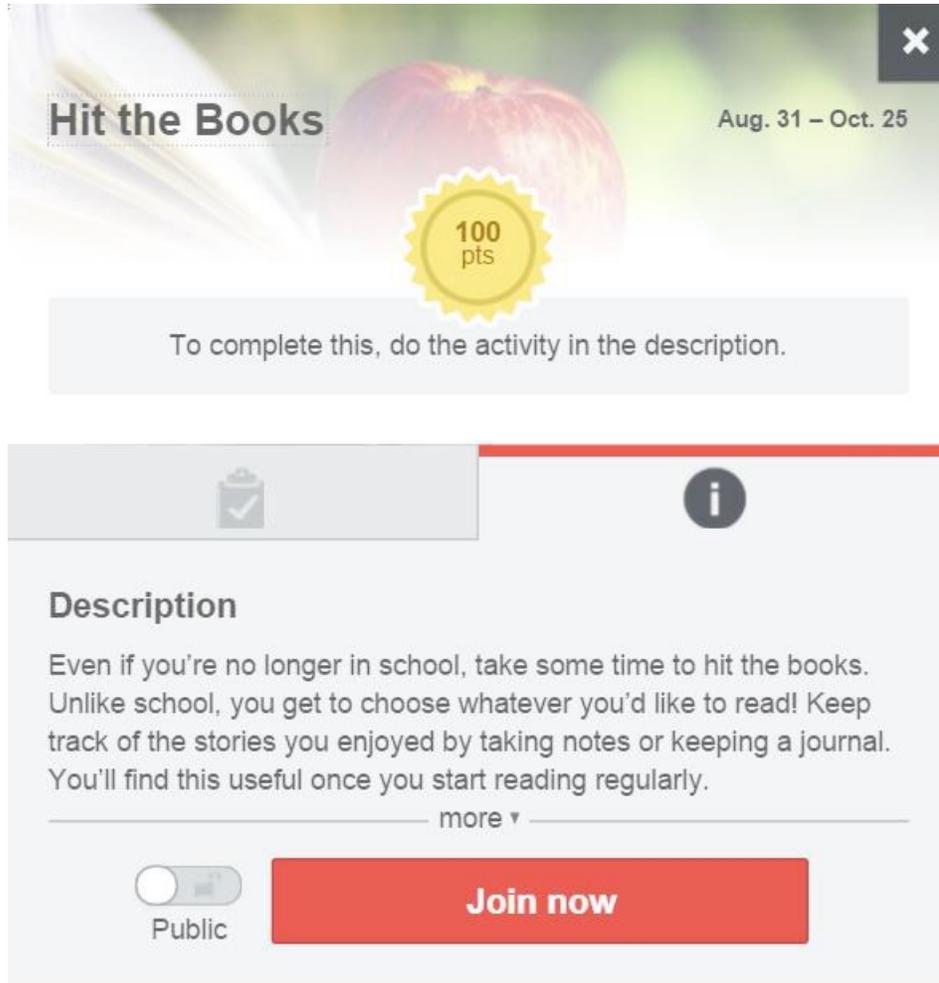

IV. ACTIVITIES

A. Types of Activities
1. Weekly Activity – Meet the goal to earn points every week.
2. Device-Enabled Activity – Sync your device to track your activity.
3. Manually Tracked Activity – Enter your results to track your activity.
4. One Time Activity – Meet the goal to earn points one time.
5. Team Activity – Create teams and work together to meet the goal.
6. Peer-to-Peer Challenge – Challenge your friends to any goal you'd like! These challenges are not available for SmartHealth points.

B. How do I join an Activity?

1. To join an Activity, from your Home Page scroll down to *Other things to do* and select an Activity tile.

2. This will open the Activity. Select Join now.

C. If I join an Activity, will I remain anonymous?

1. Your Sign In Name will be public on the site in the comments section, if you enter comments that you have not set to "Private". If you don't want anyone to see comments you post, toggle the Public button to Private.

2. Your Sign In Name will also show on any Activity Leaderboard if you are one of the top 20 participants. Activity Leaderboards appear for any tracking (more than one time event) Activity. If you join a Tracking Activity where Leaderboards will be displayed for the top 20 leaders in that Activity, and you wish to remain anonymous, choose a Sign In Name that won't identify you in any way. You can change your Sign In Name at any time in your *Settings*. You also have the option not to join that tracking Activity if you so choose.

3. HCA sponsors various contests and random drawings and prizes throughout the year for SmartHealth participants. Your name may be given to your employer for the purpose of awarding you a prize or award. No additional information will be given to your agency or employer pertaining to your participation with SmartHealth. More information about participating in with HCA's contests and random drawings will be mailed out periodically throughout the year.

4. If you your agency or employer offers a reward for participation in a specific activity, your name may be given to your agency or employer only if you participate in the specific activity and you are chosen to receive the reward. Your agency or employer will only receive your name for the purpose of providing you with the reward or prize. No additional information will be given to your agency or employer pertaining to your participation with SmartHealth.

D. How do I track Activities?

1) Weekly Activity
   - To track, select the day that you completed the Activity and click "I did this". Repeat for every day that you completed the Activity.

2. Device-Enabled Activity
   - To track, sync your device to track your activity.

3. Manually Tracked Activity
   - To track, select the day that you completed the Activity, manually enter the information requested into the box provided, and click "I did this". Repeat for every day that you completed the Activity.
   - To edit, click "…" next to the day's entry that you want to edit and click "Delete Activity". You can then follow the step above to re-enter information for that date.

4. One Time Activity
   - To track, select the day that you completed the Activity and click "I did this". Your points will be awarded.

5. Team Activity
   - To track, enter your information or sync your device like you would with an individual Activity. You will see your progress and your team's progress towards the goal.

E. An Activity I was participating in has ended. Can I still go back in and track it?

Yes, you will still have access to an Activity for up to three days after it has ended to track the previous two weeks' information. You will receive an email at the close of each Activity to remind you of this grace period.

F. What's a Leaderboard and where is it visible on the site?

Leaderboards will display the top 20 participants in all "tracking" Activities (example below) on the tab with the trophy icon in the Activity tile. Tracking Activities are any Activity that include an event that occurs more than one time (i.e., eat a good breakfast twice a week). If you do not wish to be seen on a Leaderboard, you can choose not to join that Activity or be anonymous by choosing a Sign In Name that does not identify you.

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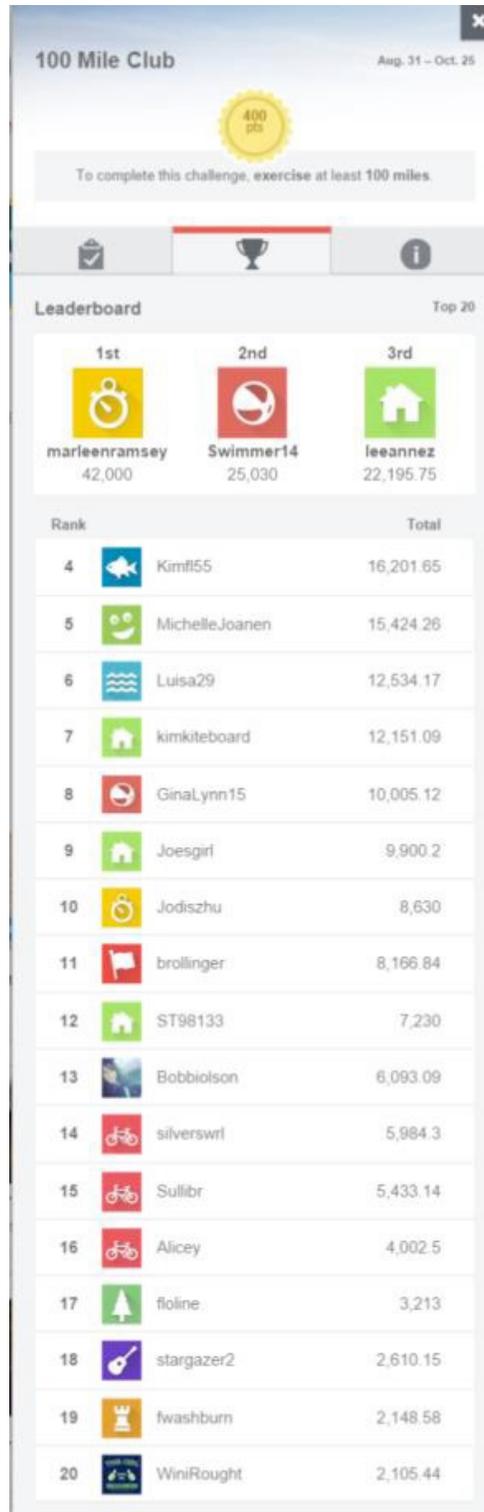
G. How do I delete an Activity?

To delete an Activity, open the Activity tile and hover over the upper left hand corner of the Activity screen. A *Remove from My Plan* button will appear for you to click to leave the Activity.
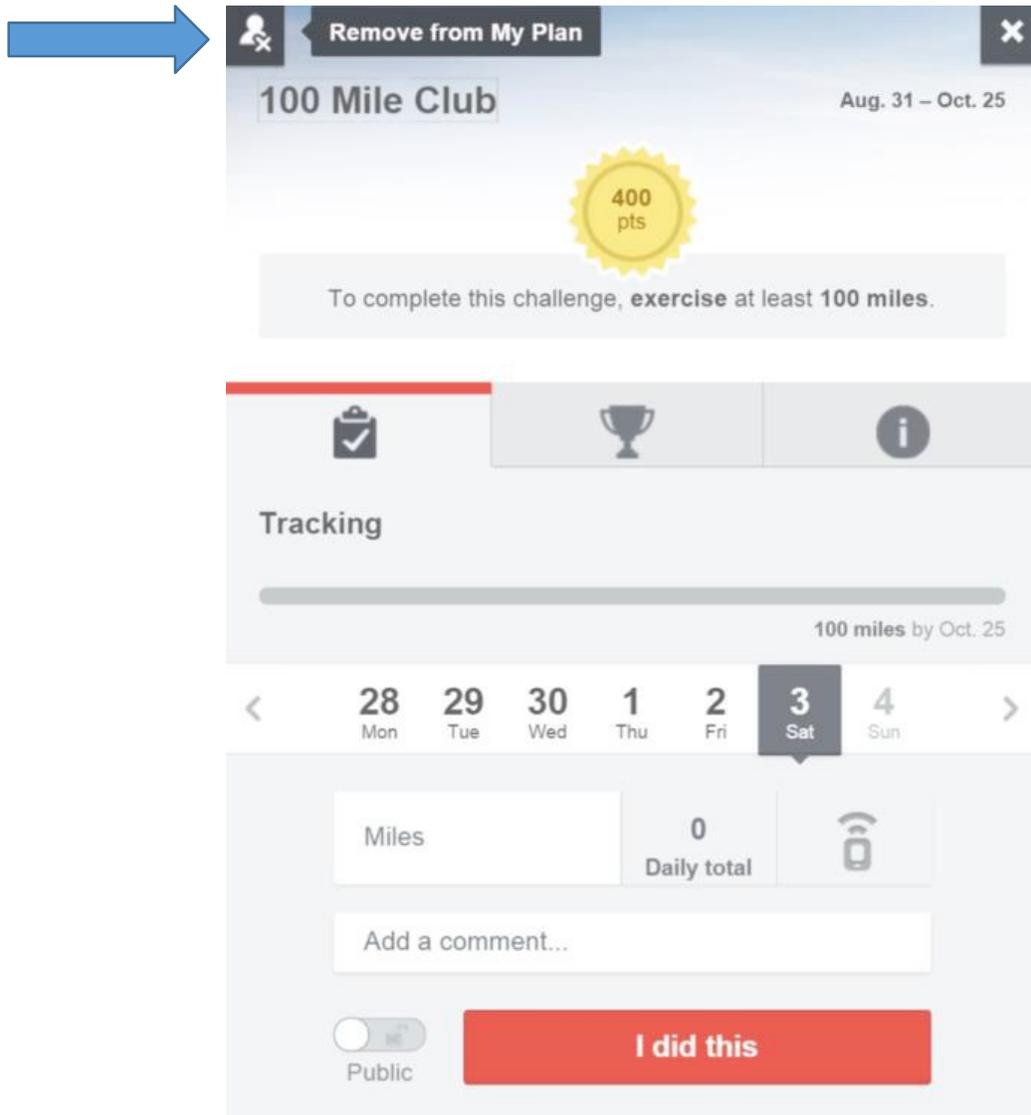
H. How do I rejoin an Activity?

To rejoin an Activity, go back to the Home Page, find the Activity tile, open and rejoin the Activity the same way you would join an Activity.

I. How do I "Challenge Others" on an Activity?

1. Apart from the Activities that you can participate in for SmartHealth points that appear on your home screen, SmartHealth offers many additional personal challenges that you can do! Some of these may be recommended to you on your Home Page and others can be found in the *Topics* section. On any of these personal challenges, you have the option to challenge yourself, or challenge others.

2. If you choose to challenge others, you will be brought to a page in which you can customize the dates of the challenge, the description of the challenge, and even the image you would like to appear!

3. You can choose your own reward to award to the winner of your challenge. However, you will not be able to assign SmartHealth points that count towards the next level or the incentive.

4. In order to challenge another person, you have to know either their Sign In Name or email address used in the system. From here, SmartHealth will automatically send them an invitation to participate.

J. What happens when I click on a link to an article or resource that leads to a web page outside of the SmartHealth site?

Some links within the SmartHealth site lead to outside resources that may be helpful for a Topic you'd like to learn more about or an Activity that you're participating in. It is not required to click on any links that lead outside of SmartHealth to complete any Activity.

## IV. SETTINGS – DEVICES

A. What are apps and devices?

Apps and devices are an easy way to track progress and to stay engaged without having to sign in to the SmartHealth site. Start by choosing a device that's right for you. After connecting your device, the Activity tracking your physical activity is automatically updated every night.

### B. Which apps and devices are currently supported?

Our goal is to support the devices and smartphone apps that best fit your exercise and budget. Some of these work with popular mobile phones and can be downloaded from your favorite app store; others can be purchased directly from their manufacturer. We currently support many devices including FitBit, MapMyRun, RunKeeper, and Garmin. For a full list of supported apps and devices, go to the *Apps & Devices* tab in your *Settings.*

C. How do I connect an app or device?

1. Connect or disconnect your device under the *Apps & Devices* tab in your *Settings.*
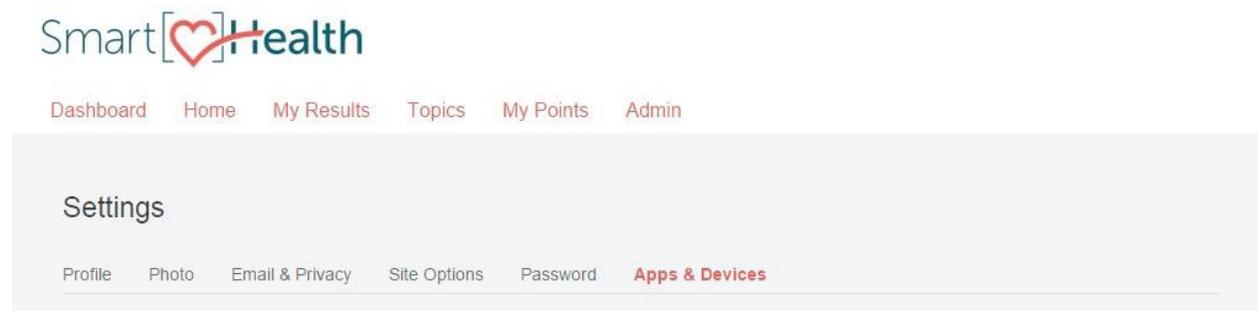
2. Select "Connect" and follow the instructions to connect your device, or select "Get it!" to learn more about any device or app.
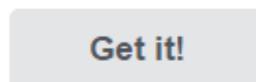
3. Note that you will need to be logged into your online device site (or have your login information readily available), or have your app ready to enter the activation code as the connection process will request this information.

D. Why isn't my app or device supported?

We're a firm believer in choice and preference. That's why we're working hard to integrate as many apps and devices as we can to fit everyone's needs. Stay tuned for updates!

E. Can I start an Activity other people can use with apps and devices?

This ability is currently only available to SmartHealth program administrators. We're working on bringing it to everyone; please stay tuned!

F. Where can I find device-enabled Activities?

When you open an Activity, the option to sync a device in applicable Activities will appear under the description.

G. How do I know if my activity is being tracked?

Once you've joined an Activity and linked your device, we'll automatically update your activity every night, or any time you display the Activity page. Some Activities only include specific activities – for example, running or biking. These Activities will have a Leaderboard for the Top 20 participants!