



## Frequently Asked Questions

### GETTING STARTED

#### Am I eligible to participate?

The GHC-SCW insurance policy holder plus one spouse, life partner or significant other also on the plan may participate in the ManageWell® wellness program.

The reward program is not available to all members. ManageWell® is not available for participants in the State of Wisconsin Group Health Insurance Program, Federal (FEHB), Individual and Family Plan and BadgerCare Plus members. The reward program is not available to dependents.

#### How do I get started?

Register for a ManageWell® account via the ManageWell® website at [managewell.com](https://managewell.com) or via the mobile app for either Android or Apple. The ManageWell® 2.0 app is available in the Apple Store. The ManageWell® from Wellvation app is available in the Google Play Store.

Your ID will be the letters “GHC” followed by your six-digit member number, for example: **GHC123456**.



#### Are other languages besides English available in the ManageWell® platform?

Yes. ManageWell has a “Language” section within Settings. In the upper right corner of the site, click on your account circle and select “Settings.” Under “Profile” select your preferred language.

### POINTS AND REWARDS

#### How do I earn points?

Points can be earned by completing wellness activities and tracking them through the ManageWell® platform.

#### How many points do I need to earn a reward?

Each quarter you will need to reach tier one or tier two to earn a reward.

Points Earned/Quarter	Reward	Payout
100-199 points	Tier 1 Payout	\$20 mailed check
200+ points	Tier 2 Payout	\$40 mailed check

#### Do points expire?

Yes. Points expire and refresh at the end of each quarter.

#### What is the payout schedule?

Members will be mailed a check soon after the 90 days following the close of each quarter. See payout schedule below:

Quarter	Dates	Reward Payout Schedule
1	January 1 – March 31	Mid-July
2	April 1 – June 30	Mid-October
3	July 1 – September 30	Mid-January
4	October 1 – December 31	Mid-April

#### Why is there a delay in the rewards payouts?

Some of the activities in the program are automatically sent to ManageWell® such as claims data. The activities and claims can take time to process which delays the reward payout.

#### Are these earnings taxable?

Yes. The reward payouts are considered taxable income during the year the payouts are received. The employer that provides GHC-SCW insurance to you may deduct taxes out of your paycheck for you and your insured spouse, life partner or significant other’s rewards.

### ACTIVITIES

#### What types of activities are included in the ManageWell® program?

There are a variety of activities included in the ManageWell® program with the hope that participants can find several activities that resonate with them. The platform offers educational activities and challenges. There are preventive activities such as an annual physical and dental cleaning. There is even a way to earn points by tracking exercise, sleep, and steps.

#### Do I need to submit anything manually to earn points?

Yes. There are five activities that will need documentation to be uploaded in the ManageWell® platform to earn points:

- Participating in a weight management or mindfulness program (e.g., Noom, Weight Watchers (WW) or Calm Premium App).
- Purchasing a vegetable Community Supported Agriculture (CSA) share.
- Receiving a flu shot out of the GHC-SCW network.
- Participating in a 5K walk or run event.
- Participating in a blood or plasma donation.

## BETTER TOGETHER<sup>SM</sup>

Group Health Cooperative of South Central Wisconsin (GHC-SCW)  
MK20-148-7(9.25)FL

 **Group Health Cooperative**  
of South Central Wisconsin

# ManageWell®

## Frequently Asked Questions *Continued*

Online submissions of these activities do not automatically earn points. A GHC-SCW employee will need to approve the submitted materials. If the materials do not meet the requirements, no points will be given. A message in the activity will let the participant know why the points for the activity were not approved.

### Which activities are automatically submitted?

There are several activities that will automatically be submitted to the ManageWell® platform:

- Completion of an annual physical, Medicare Annual Wellness visit or a postpartum visit (only one visit will earn points one time per year)
- Billed in-network health education visits (asthma, diabetes and nutrition)
- In-network flu shots

Please note that these activities do not go into the platform right after they are completed. There is a delay in earning points because of claims processing.

### Will my gym membership or gym visits count toward points?

Gym memberships and visits do not count toward points. You may accumulate points while at the gym by connecting or linking a qualifying fitness tracker and syncing your exercise minutes and/or steps to the ManageWell® platform.

### How do I get points for the "Be Tobacco Free" program?

After completing the Health Assessment, found in the Assess activity tab, if you indicated you use tobacco, in ManageWell you will see an activity tab labeled "Tobacco Free". Within that category will be an activity called "Be Tobacco Free", which has four modules to guide you through making a successful quit attempt.

## TRACKER INFORMATION

### How do I connect my fitness devices to ManageWell®?

Once you have your fitness devices set up per the manufacturer's directions, connecting them to your ManageWell® account is simple.

**Please note:** You must link your chosen device (i.e., Garmin) to each individual activity tracker (exercise, sleep and/or steps) to earn points for each activity.

### Which fitness devices sync (exercise, sleep, steps) with ManageWell®?

Please see the chart on the top of the page to see which devices sync with ManageWell®.

Fitness Device	Exercise	Sleep	Steps
Apple Health	✓	✓	✓
Fitbit	✓	✓	✓
Garmin	✓	✓	✓
Google Fit	✓	✓	✓
Oura Ring	✓	✓	✓
Polar			✓
Strava	✓		
Under Armour MapMyFitness	✓		
Withings/Nokia	✓	✓	✓

### For Apple Health and Google Fit...

1. Login to the ManageWell® app.
2. Tap on the settings icon in the upper right.
3. Choose "Data Sharing" then turn on any data items you wish to track in ManageWell®.

### For all other devices...

1. Login to ManageWell® via [www.managewell.com](http://www.managewell.com) or the ManageWell® app.
2. Click on the menu item labeled "Trackers." This will appear on the left menu of the website or on the bottom menu of the app.
3. Click on the tracker tile of interest, such as "Steps" or "Exercise" or "Sleep".
4. Click on the "Connect a Tracker" button.
5. Choose the brand of fitness device that you have, and then follow the directions that appear next.

### How do I avoid gaps in my ManageWell® tracker data?

The ManageWell® qualified fitness device must be registered and synced through ManageWell®. Once the device(s) is connected, the device provider sends ManageWell® data numerous times every day. Every time this occurs, ManageWell® receives the last 10 days of the data.

Synchronization issues may occur and therefore participants are asked to login to ManageWell® at least once every 10 days in case a tracker needs to be reconnected and to avoid any gaps in data.

## CONTACT

### Who do I contact if I am experiencing technical difficulties with the ManageWell® platform?

In the upper right corner of the site, click on your account circle and select "Help & Feedback." Type your message and hit "Send Request." You may also e-mail [wellness@ghcscw.com](mailto:wellness@ghcscw.com).

### Who do I contact if I have questions about the ManageWell® wellness program?

Call: Member Services at (608) 828-4853 or (800) 605-4327  
Email: [Wellness@ghcscw.com](mailto:Wellness@ghcscw.com)

# BETTER TOGETHER<sup>SM</sup>

Group Health Cooperative of South Central Wisconsin (GHC-SCW)  
MK20-148-7(9.25)FL

 **Group Health Cooperative**  
of South Central Wisconsin