

FREQUENTLY ASKED QUESTIONS

HEALTH ASSESSMENT FAQ:

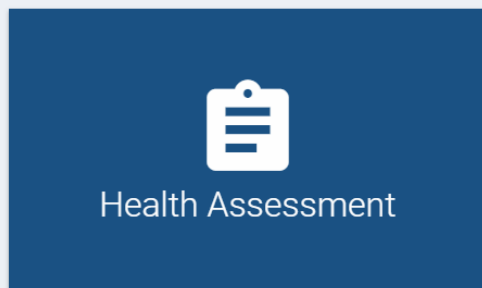
What is the ahealthyme Health Assessment?

Comprehensive health questionnaire gathers in-depth information about a user's lifestyle, demographics, and medical history. Once completed, the data is calculated and an individualized health profile is generated, which includes the user's lifetime risk for up to 16 diseases and conditions. Users can then view their personalized health management indicator, suggestions for ways to lower their risk, and plans for wellness aimed at improving their health in a variety of areas.

The Health Assessment is accessible via smartphone, tablet, or computer, making it convenient to fill out in a timely fashion and plan immediate next steps toward health and wellness goals.

Where can I find the Health Assessment?

Access your Health Assessment via the Health Assessment tile on your ahealthyme program homepage. Your Health Assessment landing page will present you with three options; Update My Health Assessment, View My Health Assessment Results, Download My Health Assessment Report. As a first-time completer, select "Update My Health Assessment" and follow the prompts to complete it.



What type of questions will be asked on the Health Assessment?

Questions will gather in-depth information about each person's lifestyle, demographics, and medical history. Question categories include:

- Demographic Information (date of birth, location, ethnic background, language, etc.)
- Personal and Family Medical History (blood pressure, glucose, cholesterol, history of diseases and conditions, etc.)
- Diet and Exercise (current diet and exercise routines)
- Lifestyle (Habits related to sleep, dental, alcohol/tobacco use, etc.)
- Stress and Depression (current stress and depression levels, support, etc.)
- Preventive Screening and Tests (prevention screening and test check-in's)

What if I don't complete my Health Assessment in one session, will my information be saved?

Yes, the Health Assessment saves your answers as you complete it. When you log back in and access your Health Assessment tile, you will automatically start where you left off.

Will my Health Assessment responses or other information be shared?

Your personal information will be kept private and secure using industry HIPAA standards. All Personal Health Information is collected and stored separately from Personal Identification Information, is

encrypted and maintained by MediKeeper, the industry leader in personalized, consumer directed health management tools. Your employer/provider does not have access to any personally identifiable information. For more information on the MediKeeper Privacy Statement, click [HERE](#).

I'm unable to complete my Health Assessment due to a language barrier. Is assistance available?

For language translation:

The Health Assessment uses Google Translate to allow users to easily change their language preferences, making it more accessible for all. The Health Assessment is offered in over 100 different languages.

To update language preferences:

- After logging in to the ahealthyme platform, click on Globe icon in the upper right-hand corner
- Click "Select a language"
- From the dropdown, select the language preference
- Click "x" and language preferences will automatically update



Portal Language:

Health Assessment Language:

Powered by Google Translate

How often can I take the Health Assessment?

You can take your Health Assessment and update your answers as many times as you'd like.

Can I self-enter my biometric results into my Health Assessment?

Yes, there is space on the Health Assessment to self-enter your biometric results. If a biometric screening was completed through your employer, your biometric results will automatically be uploaded on your behalf. If you have updated results to report, you can overwrite the results that were automatically uploaded on your behalf.

Can I take the Health Assessment on the ahealthyme app, Alaveda?

Yes, the Health Assessment is mobile compatible and shares the same experience as a web browser.

What will the Health Assessment report tell me?

Once completed, the data is calculated and an individualized health profile is generated, which will include your lifetime risk for up to 16 diseases and conditions, such as cancers, dental health, depression, diabetes, heart disease, osteoporosis, stroke, etc. This information is available in a downloadable report.

HEALTH AND WELLNESS COURSES FAQ:

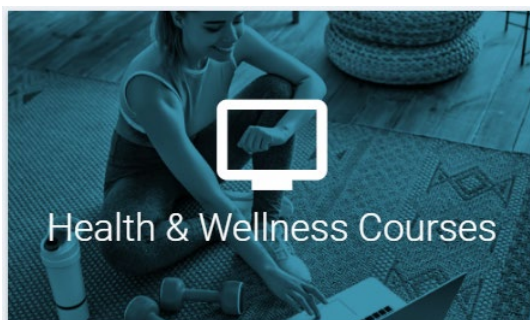
What is a Health and Wellness Course?

Library of video training sessions to encourage healthy habits, such as stress management, sleep improvement, smoking cessation, nutritional eating, and more.

- LivingFree: A 3-week course aimed at breaking tobacco addiction
- LivingLean: A 4-week course aimed at overpowering your cravings and changing your relationship with food
- LivingSmart: A 3-week course aimed at helping you gain control over drinking without feeling deprived
- LivingFit: A 12-week course aimed at increasing your movement through walking each day
- LivingEasy: A 3-week course aimed to turn emotionally disruptive events into a source of empowerment and resilience
- LivingWell: A 3-week course aimed at empowering the way you think about and manage diabetes – not just physically, but also emotionally
- LivingWellRested: A 4-week course aimed at changing the thoughts and beliefs that fuel sleeping problems to make sound sleeping a nightly occurrence
- LivingClear: A 2-week course aimed at addressing the psychological and emotional factors that contribute to substance use disorders

Where can I find the Health and Wellness Courses?

Select the “Health and Wellness Courses” tile on your ahealthyme homepage. Navigate to one of the “Cognitive Training” multi-week courses you’d like to take. Click “Start Now” to begin the course.



Can I take more than one Health and Wellness Course at a time?

Yes, you can take multiple courses at once. There is no limit to how many courses you can take at once.

How long does it take to complete a Health and Wellness Course?

Each course varies in length from a few weeks to a couple of months, depending on the course you've chosen to take.

How do I unregister from a Health and Wellness Course?

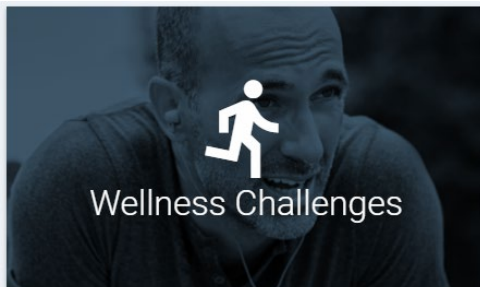
There is no registration process tied to the Health and Wellness Courses. If you start a Health and Wellness Course and decide you do not want to complete it, then you do not need to move forward.

WELLNESS CHALLENGES FAQ:

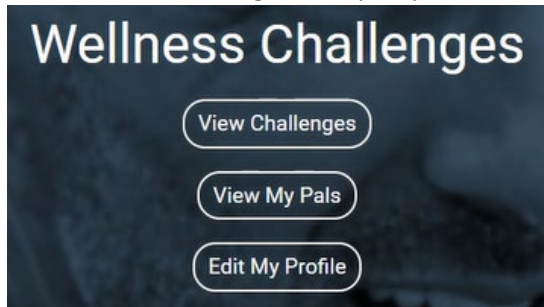
How do I enroll in a wellness challenge?

To enroll in a wellness challenge:

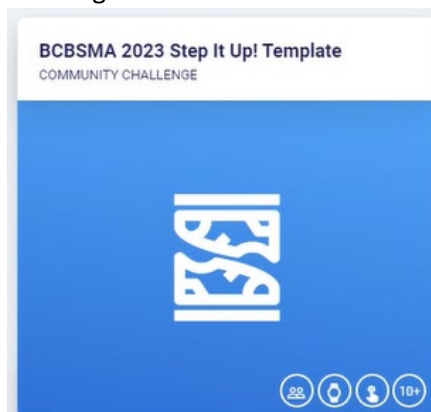
1. Log in to your Member Portal and click the "Wellness Challenges tile".



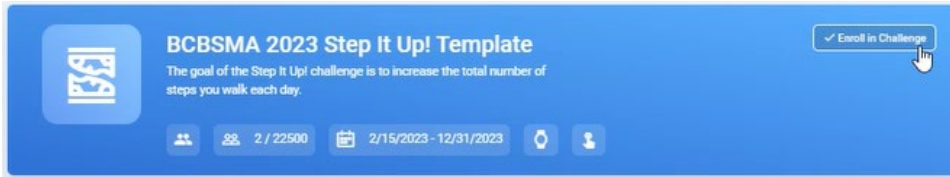
2. Select "View Challenges" to open your Challenge dashboard.



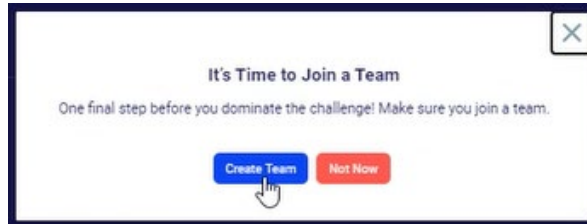
3. Choose the challenge you'd like to participate in under "Available Challenges" by clicking on the challenge.



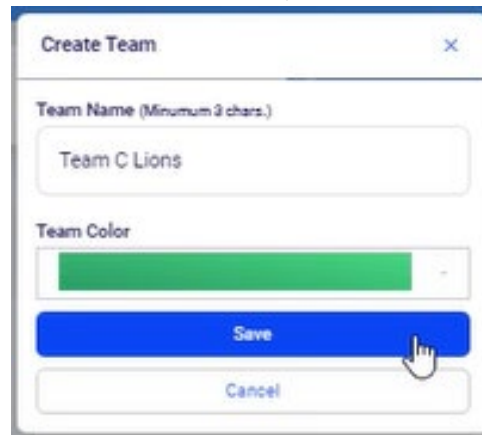
4. Select “Enroll in Challenge” in the upper right corner of the challenge dashboard.



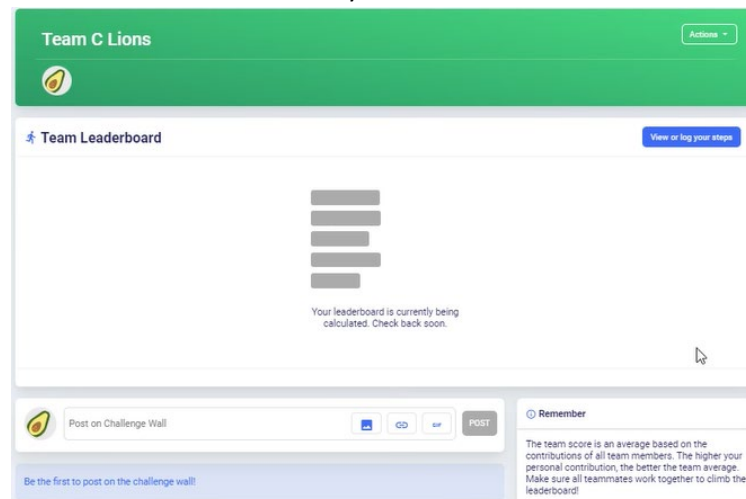
5. If you’re enrolling in an individual challenge, enrollment is complete!
6. If you’re enrolling in a team-based challenge, you will then be prompted to join a team.
a. If you want to create a team select “Create Team”.



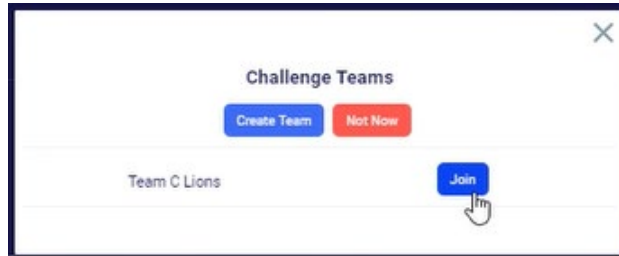
- i. Create a “Team Name”, select a “Team Color”, and then select “Save”.



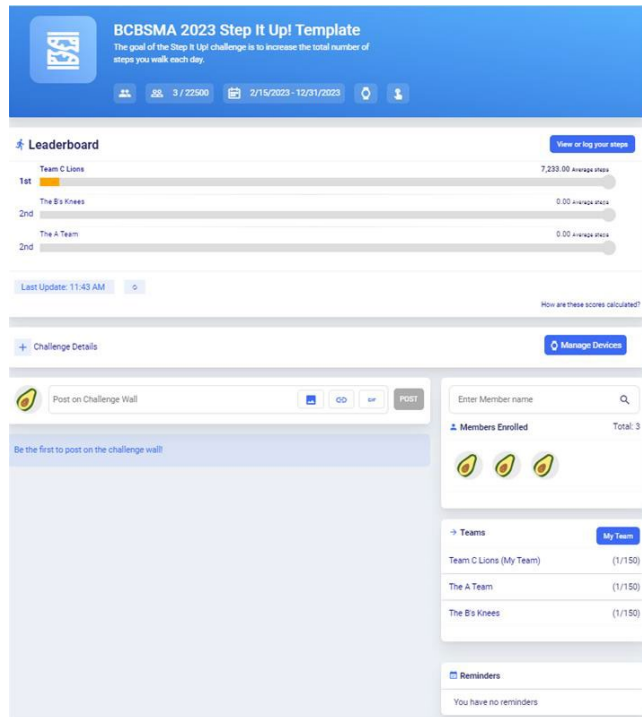
- ii. You will then be directed to your team's leaderboard and social wall.



- b. If you do not want to create a team, select "Join" next to the team you'd like to join.



- i. You will then be directed to your team's leaderboard and social wall.
7. On the challenge page, you can view the leaderboard, review challenge details, engage on the Challenge Wall, view details such as how many and which participants are enrolled, and how many and which teams have been created.



How long is enrollment open for a Wellness Challenge?

Enrollment is open 2 weeks prior to a Wellness Challenge launching.

Can I register for a challenge after enrollment has closed?

Once a challenge has launched self-enrollment will be closed. For late enrollment you will need to reach out to ahealthyme@vivacity.net.

How do I unenroll in a challenge?

To unenroll in a challenge navigate to the challenge homepage and select "Leave Challenge" in the upper right hand corner.

BCBSMA 2023 Routine is Key Template × Leave Challenge

This challenge was created to help you get into a sleep routine to help improve your overall quality of sleep.

1 2/24/2023 - 12/31/2023

Where can I view the milestone (goal) of the Wellness Challenge?

Each Wellness Challenge has a challenge description at the top of the challenge dashboard page, which includes the milestone you must achieve to complete the challenge.

Where can I view my teams ranking?

Each team-based challenge includes a leaderboard at the top of the challenge dashboard page, which includes your team's ranking in the challenge. If you don't see your teams ranking in the first 10 shown, click "View Full Leaderboard" at the bottom right of the leaderboard.

Challenge Dashboard

< Back

BCBSMA 2023 Balanced Diet

The purpose of the Balanced Diet Challenge is to encourage you to eat the recommended daily amounts from each of the food groups. Answer the daily question 16 times during the challenge to complete the final milestone.

0 1/20/2023 - 10/15/2023

Leaderboard

Happy Go Lucky	1st	1/1 confirmations
Green Queen	1st	1/1 confirmations
Jordan Jones	1st	1/1 confirmations

Last Update: 2:52 PM

How are these scores calculated?

Can I log data and earn points after the completion of the Wellness Challenge?

If you've reached the Wellness Challenge milestone, you can continue to participate and log activity towards the challenge until the challenge ends, though no additional points can be earned. Points are automatically applied to your Wellness Activities and Points program once you reach the Wellness Challenge milestone.

PAL-TO-PAL CHALLENGES FAQ:

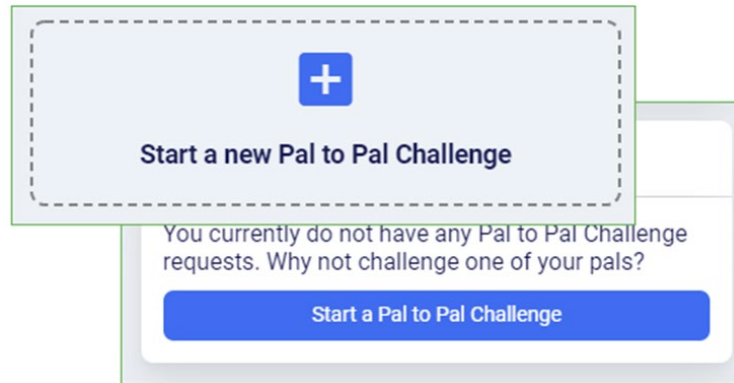
When can I find a pal and start a pal-to-pal challenge?

Once you join your first quarterly team or individual Wellness Challenge, you can connect with pals

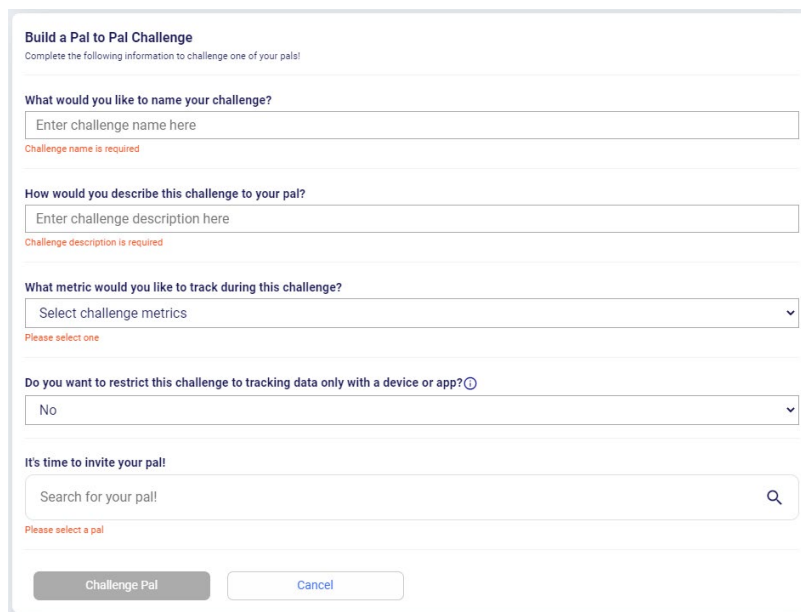
across your organization during the challenge. Once connected with pals, you can create your own pal-to-pal challenges.

How do I create a Pal-to-Pal challenge?

1. Click one of the **Start a Pal-to-Pal Challenge** cards.



2. Complete the “Build a Pal-to-Pal Challenge” informational dashboard

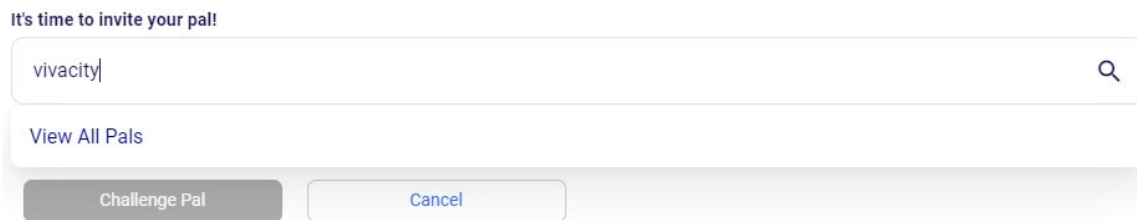


3. Find and invite your pal and select “Challenge Pal”
4. Once your pal accepts the challenge, you receive a message, and the challenge appears in your Active challenges when the start date is reached. Click the card to view or log activity, post a message, or check how well you’re doing against your pal.

How do I invite a pal to join my challenge?

The final step of completing the “Build a Pal-to-Pal Challenge” informational dashboard is to invite a pal. In the “Search for your pal!” box, you can try searching for your friend by name or you can “View All Pals.”

Once you've found your pal, select "Challenge Pal". They will receive a notification the next time they login to their ahealthyme platform inviting them to your challenge.



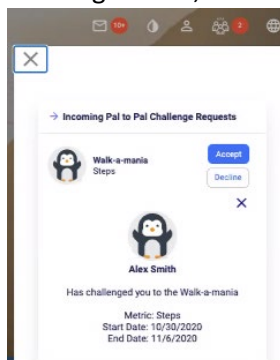
Once your pal accepts the challenge, you will receive a message, and the challenge appears in your Active challenges when the start date is reached. Click the card to view or log activity, post a message, or check how well you're doing against your pal.

How many pals can I invite to my challenge?

One pal per Pal-to-Pal challenge. You can run multiple Pal-to-Pal challenges at a time though.

How can I join an existing Pal-to-Pal Challenge?

Pal-to-Pal challenges are by invite only. You will receive a notification that you've been invited to participate in a Pal-to-Pal challenge once you login to your ahealthyme platform. To accept a Pal-to-Pal challenge invite, select "Accept" under the "Incoming Pal-to-Pal Challenge Request" pop-up.



How can I see who has joined my challenge?

Once your pal accepts the challenge, you will receive a notification, and the challenge appears in your Active challenges when the start date is reached.

Can I participate in more than one Pal-to-Pal Challenge at a time?

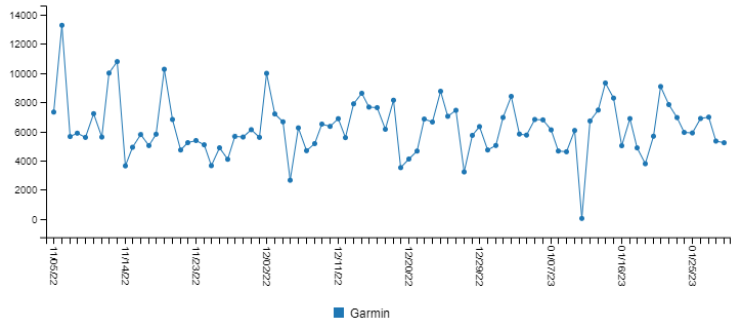
Yes, you can participate in as many Pal-to-Pal challenges as you'd like.

Can I be a team of one?

No. In this case you would use the Devices and Trackers tile to set a goal to challenge yourself.

Steps

★ Set Goals



Activity Goals

Steps

Miles

Calories Burned

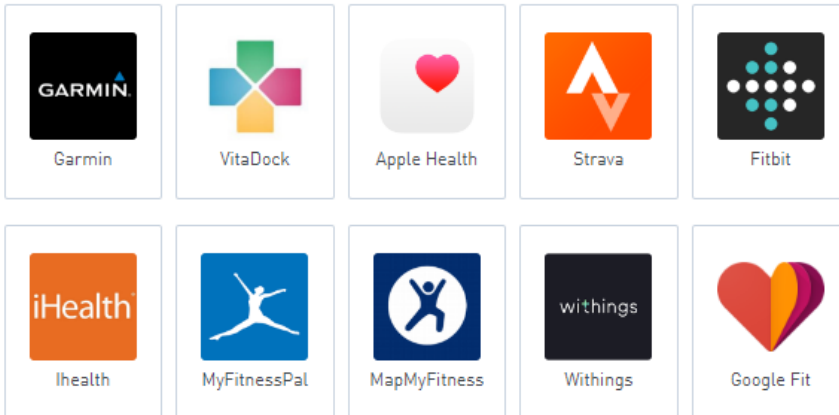
Active Minutes

Save

Cancel

How do I pair and sync my device?

Select your wellness:



Connecting to Apple Health (Apple Devices):

1. Go to the Devices and Tracker tile on the home screen.
2. Select "Connect/Manage Devices" and then "Connect/Manage Apple Health"
3. You will be taken to the Apple Health authorization page. To connect Apple Health data to the Tracker, select "Sync Health Data"
4. On the Apple Health Access page, select the Apple Health data that you would like to share with the Tracker or alternatively select "Turn On All"
5. When finished selecting data, select "Allow" at the top right corner of the screen.
6. Once you select "Allow", you will be taken back to the Tracker.
7. Select the "Synchronize" button. The Tracker will begin syncing data from the past 90 days. This may take several hours.
8. Once initial sync has been completed, your Apple Health data will automatically sync each time you log into the ahealthyme portal.

[For detailed screenshots click here](#)

In Apple Health, if you have multiple devices contributing the same data type you can prioritize them so that Apple Health knows which sources to use first. For example, if you track steps with your iPhone and a Fitbit you can tell Apple Health which device should be used first to pull steps.

[For detailed screenshots click here](#)

Here's how to choose the sources that Apple Health uses first:

1. Open the Health app, then tap the Browse tab.
2. Tap a category, then tap a subcategory.
3. Scroll down, then tap Data Sources & Access.
4. Tap Edit.
5. Touch and hold the Change Order button next to a data source, then drag it up or down in the list.

6. To turn off a data source so that it doesn't contribute any more data for that category, tap the checkmark next to the source.
7. Tap Done.

For additional information, refer to this article on the Apple’s Support webpage: [Manage Health data on your iPhone, iPod touch, or Apple Watch](#)

Connecting non-Apple Devices (Android, Fitbit or other):

1. Select the Tracker tile from the home screen of your portal.
2. Select “Connect/Manage Devices” and then “Connect/Manage Non-Apple Devices”
3. Select the wearable device/ app that you would like to connect to and enter the same login credentials used for your devices account. Please note that you can connect multiple devices, and those that are connected will have a green icon in the upper right corner.
4. Enter your wearable device or app Username and Password you use to access your wearable device. (the app account)
5. Return to the Tracker tile and click the “Synchronize” button.

[For detailed screenshots click here](#)

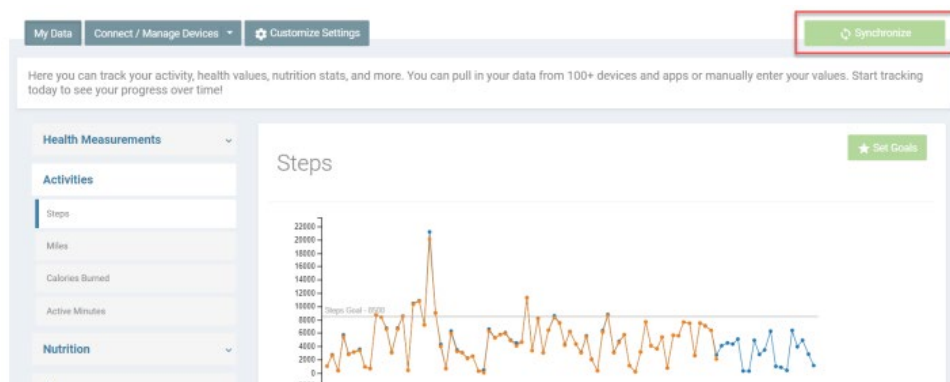
How do I double-check that I’ve correctly paired my device to the ahealthyme platform?

On your Devices and Trackers dashboard select one of your trackers (example: steps tracker). Under “My Measurements” you will see auto synced data with an icon indicating which device the data was paired from. This indicates you have paired your device correctly and it is syncing.

Date/Sources	Activity Type (Description)	Steps	Miles	Calories Burned	Active Minutes	
1/29/2023	Summaries	5228	2.31	357	104	Actions

Why aren’t my steps appearing on my ahealthyme platform?

Check to confirm your device is syncing with the platform. Navigate to the Devices and Trackers tile and click “Synchronize” in the upper right-hand corner of your trackers dashboard.



If your device still isn’t syncing, try logging in to your device's account (example: Fitbit app or web account), to ensure that your device is pairing appropriately.

My steps/activity minutes on my device don't match the steps/activity tracker shown on my ahealthyme platform trackers. Why is there a difference?

Check to ensure your device has recently synced with the platform. The discrepancy is likely due to the timing in which your device syncs and offloads activity data with the ahealthyme platform.

AHEALTHYME (ALAVEDA) MOBILE APP FAQ:

What is the ahealthyme app, Alaveda?

The ahealthyme app, Alaveda, provides convenient access to the full functionality of your ahealthyme wellness platform using your Apple or Samsung device.

- Log In using Fingerprint or FaceID Authentication

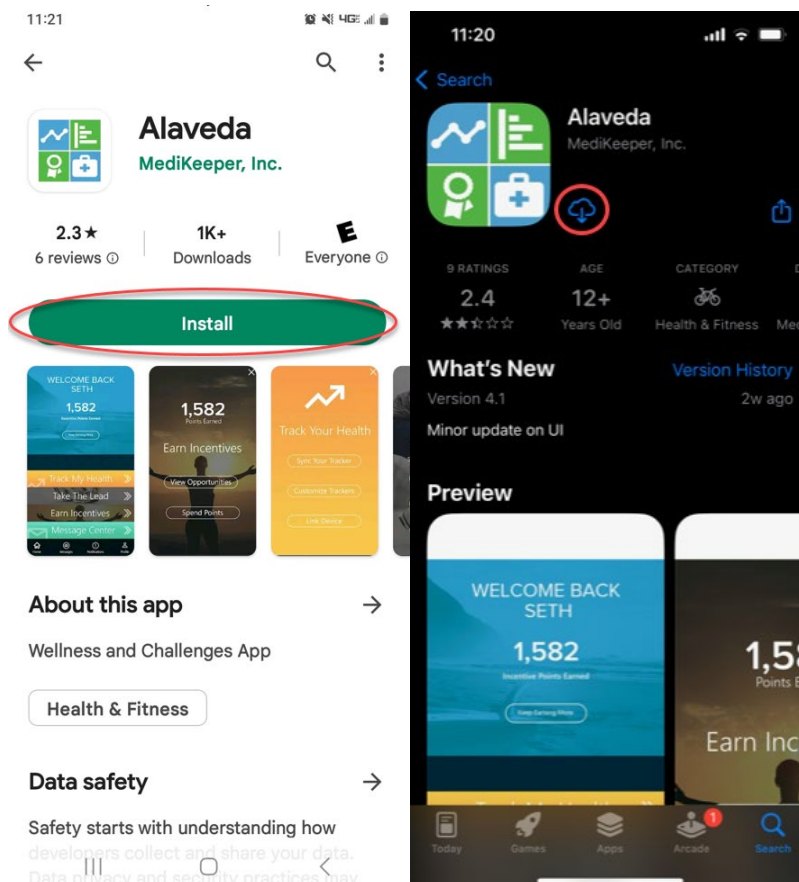
The app integrates with Apple Health and Google Fit which allows you to share steps, activity, sleep data, and more from your phone/health app.

Do I have to purchase the ahealthyme app, Alaveda?

No, the app is free in both the Apple and Google Play stores.

How can I download the Alaveda app?

Visit your Apple or Google Play store and select the download icon or "Install" button.



I completed a program activity, why aren't my points appearing?

First, access the Wellness Activities & Points and verify if points have populated. If you completed and points still aren't appearing in your Wellness Activities and Points program, please reach out to ahealthyme@vivacity.net. When reaching out to Vivacity please provide users first name, last name, date of birth, employer name, and a brief description of the issue. Please note, claims points can take up to three months to process.

Who should I contact if I haven't received or lost my redemption center gift card?

First, check your junk/spam folder associated with the email address you used to register on the ahealthyme platform. If you still haven't received it, email ahealthyme@vivacity.net or call **1-844-960-4806**.

[ADDITIONAL SUPPORT:](#)

ahealthyme@vivacity.net or call 1-844-960-4806