

# ManageWell®



## Frequently Asked Questions For BadgerCare Plus Members

### How do I get started?

Members must register for a ManageWell® account via the ManageWell® website at [managewell.com](http://managewell.com) or mobile app. Your ID will be the letters “GHC” followed by your member number, for example: GHC123456.

### Who is eligible to participate?

All GHC-SCW BadgerCare Plus members who are 18 years or older may participate in the ManageWell® wellness program.

### Does ManageWell® have an app?

Yes! Your ManageWell® participant portal can be accessed via the ManageWell® app for either Apple or Android. You can access all the same functionality from the ManageWell® app that is available from the website.

### Where do I find the ManageWell® app and how do I download it?

The ManageWell® 2.0 app is available in Google Play or the Apple App Store.



### How do I earn points?

You earn points by completing wellness activities and tracking them through the ManageWell® platform.

### Do points expire?

Yes. Points will refresh at the end of each quarter.  
Quarter 1 = January 1 - March 31  
Quarter 2 = April 1 - June 30  
Quarter 3 = July 1 - September 30  
Quarter 4 = October 1 - December 31

### When can I self-report activities within each quarter?

Members may only go back 8 days to sync tracker-based activities. Self-reported activities must be submitted by the end of each quarter to receive qualifying points.

### How do I earn points and/or earn rewards?

Gift card rewards are paid for earning points by completing activities on the ManageWell® platform.

Members will be mailed a Walmart gift card within 90 days following the close of each quarter. The exact time frame is dependent on service verification through GHC-SCW medical claims.

### How are my rewards calculated?

Complete wellness activities in ManageWell® to earn points and be rewarded! To qualify for a reward, you must reach at least 50 points in the quarter. Your rewards will be based on reaching the qualifying number of points.

### What are tiers?

Total Points Earned Per Quarter	Rewards*
50-99 points	\$25 Walmart Gift Card
100-149 points	\$50 Walmart Gift Card
150-199 points	\$75 Walmart Gift Card
200+ points	\$100 Walmart Gift Card

### How do I submit for reimbursement?

ManageWell® is not a reimbursement program. Members may register for a ManageWell® account and start completing wellness activities to acquire points to earn rewards.

### Is there a limit to how much I can receive?

Maximum gift card is \$100 per quarter, per eligible member.

### Can I still get a CSA?

Yes, community supported agriculture (CSA) is a point generating wellness activity. You may earn 100 points once per year by purchasing a CSA.

**BETTER TOGETHER** SM

Group Health Cooperative of South Central Wisconsin (GHC-SCW)

\*Members should use the gift card reward for healthy or health related purchases. The gift card reward may not be used towards the purchase of items such as alcohol, tobacco and firearms products.

 **Group Health Cooperative**

of South Central Wisconsin

[ghcscw.com](http://ghcscw.com)

## Frequently Asked Questions For BadgerCare Plus Members

### Can I self-report my activities?

If you are a registered ManageWell® participant, most activities will be automatically counted through syncing a device. Activities like completing annual provider visits or using complementary medicine will be applied through GHC-SCW medical claims.

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

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

### How do I connect my fitness devices to activity trackers?

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

- Go to **managewell.com** and log in (or create an account if you haven't already).
- Click on the menu item at the top of the page labeled "Trackers."
- Choose the brand of fitness device that you have and then follow the directions that appear next.

**Please Note:** You must link your chosen device to each individual activity tracker including sleep, steps and exercise to earn points for each activity.

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

Your gym membership or gym visits will not count toward points, but your fitness device data will be counted toward points automatically once synced with ManageWell®. Your ManageWell® qualified fitness device must be registered and synced through ManageWell®.

### How do I earn points for the flu shot?

Your flu shot points will count for the quarter in which you received.

If you receive your flu shot from a GHC-SCW in-network location, the ManageWell platform should receive your information and update the activity as complete and points to be added within 90 days.

If you receive your flu shot from a GHC-SCW out-of-network location, please upload a document to the ManageWell platform with a receipt of the flu shot including your name and the date flu shot was received. Once uploaded, a GHC-SCW wellness team member will validate your receipt. Receipts must be uploaded by the end of the quarter in which they were received.

### Does ManageWell® connect with GHCMYChartSM?

The ManageWell® platform does not connect to GHCMYChartSM.

### Are multilingual options available on ManageWell®?

Yes. ManageWell® has a "Translate" link in the upper right corner of the site where you can access over 40 languages.

### Who do I contact if I'm experiencing technical difficulties with ManageWell®?

ManageWell® has a "Contact Us" link in the footer of the site where you may access help.

### Who do I contact at GHC-SCW if I have questions about the ManageWell® wellness program?

**Call:** Member Services at (608) 828-4853 or (800) 605-4327  
**Email:** wellness@ghcscw.com

BETTER TOGETHER<sup>SM</sup>