

ManageWell®



Frequently Asked Questions

How do I get started?

Members must register for a ManageWell® account via the ManageWell® website at 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?

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

The reward program is not available to all members. ManageWell® is not available to State (ETF)/WPEG/FEHB members. Reward restrictions apply to BadgerCare Plus members.

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?

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

Members will be mailed a check 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?

To qualify for a share of the earnings, you must reach at least 100 points per quarter. Your earnings will be based on reaching the qualifying number of points. The funds will be divided equally by the number of participants in each tier who qualify.

What are tiers?

Points Earned	Reward
0-99 points	No reward
100-200 points	Tier 1
200+ points	Tier 2

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 payout is \$200 per quarter, per member, based on total number of participants.

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

 **Group Health
Cooperative**

of South Central Wisconsin

ghcscw.com

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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	✓	✓	
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®.

Are these earnings taxable?

Yes. The ManageWell® payouts are considered taxable income during the year of payment. Your employer that provides GHC-SCW insurance to you may deduct taxes out of your paycheck for you and your insured family members' rewards.

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.

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

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