

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 the 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) and Federal (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 of 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

Payment Schedule

GHC-SCW sends rewards:

Quarter 1 = Mid July

Quarter 2 = Mid October

Quarter 3 = Mid January

Quarter 4 = Mid April

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 soon after 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.

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 an annual provider visit or health education visit will be applied through GHC-SCW medical claims.

Most point-earning activities are either performed in or tracked through the app. A few activities are self-reported and will count toward the quarter in which they were submitted.

Can I still earn a reward for participating in a CSA share?

Yes, community supported agriculture (CSA) is a point-generating wellness activity. You may earn 100 points once per year by purchasing a vegetable/fruit CSA. To earn points, please upload a receipt that includes your name, the name of the CSA farm, the type of CSA (vegetable, fruits, market punch card), the amount you paid and the year in which you received the share.

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Group Health Cooperative of South Central Wisconsin (GHC-SCW)
MK20-148-4(12.22)FL

 **Group Health
Cooperative**

of South Central Wisconsin

ghcscw.com

Frequently Asked Questions

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 the flu shot was 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 receipt of the flu shot including your name and the date the flu shot was received into the ManageWell® platform under Flu Shots. 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.

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.

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®?

Click on "Contact Us" in the footer of the ManageWell® app or webpage to 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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