

ActiveHealth FAQs

Accessing the ActiveHealth Program

Who is eligible to participate in the ActiveHealth program?

The ActiveHealth program is open to subscribers, covered spouses, and adult dependents enrolled in a State Personnel Department sponsored medical plan.

Why do I have to be a member of the health plan to participate?

The ActiveHealth program is a coordinated benefit within our current health plans, therefore it is only available to subscribers, covered spouses, and adult dependents who are enrolled in one of our health plans.

How do I login to the ActiveHealth Portal?

Please visit <https://www.myactivehealth.com/StateofIndiana>. If you have not already created an account, click on the Create an Account link. If you already have an account, enter your login information, and click submit. If you have trouble logging in or creating an account, please call (855) 202-4219.

I am having trouble logging in. Who do I call?

If you are having trouble logging in to your ActiveHealth portal, call the dedicated State of Indiana ActiveHealth customer service team at (855) 202-4219.

How do I get the ActiveHealth app?

Open the App Store or Google Play on your mobile device. Search for the ActiveHealth app. Download the app and sign-in using the same user ID and password you created in the web portal. If you have questions about downloading the app you can contact the ActiveHealth Tech Support team at (888) 588-8741 or email mobilesupport@activehealth.net.

I have the ActiveHealth app, but it will not open on my phone.

Please confirm that you have the latest version of the ActiveHealth app. If you have an older version of the app, please download the updated version. If you have the most up to date version, please contact the ActiveHealth Mobile Tech Support team at (888) 588-8741 or email mobilesupport@activehealth.net.

ActiveHealth Rewards

What rewards are available through the ActiveHealth program?

Four separate rewards are available for participation in the ActiveHealth program, including a 2023 Premium Discount and gift cards for completing a health assessment, dental cleaning, and wellness visit.

How can I see if I have earned a reward?

The Rewards Center in your ActiveHealth portal shows all rewards you have earned, including the 2023 Premium Discount and gift cards.

Earning the Premium Discount Reward**How do I earn the 2023 Premium Discount?**

To earn the 2023 Premium Discount, subscribers and covered spouses must each complete one of the following four options:

1. **Individual Health Coaching:** Complete four individual health coaching sessions (in-person or virtually) through ActiveHealth.

or

2. **Education and Coaching:** Reach Level 3, which is 3,000 hearts, in ActiveHealth's online portal by completing health education modules, health goals and challenges **AND** complete two individual health coaching sessions (in-person or virtually) through ActiveHealth.

or

3. **Physical Activity Tracking:** Record 200 days of physical activity tracking through a device synced to the ActiveHealth portal. Any day with 10,000 steps or 30 minutes of physical activity counts toward the 200 day goal.

or

4. **Group Health Coaching:** Complete four group health coaching sessions through ActiveHealth.

Chosen activities must be completed by September 30, 2022 to qualify for the 2023 Premium Discount. Subscribers and covered spouses do not have to do the same activity, but must each complete one of the options by Sept. 30, 2022 to earn the 2023 Premium Discount.

What is the deadline to qualify for the 2023 Premium Discount?

September 30, 2022 is the deadline to complete activities for the premium discount.

Does completing a health assessment, dental cleaning, or a wellness visit help me earn the premium discount?

Health assessments, dental cleanings, and wellness visits are not part of earning the premium discount, but subscribers and covered spouses can earn gift cards for completing these activities.

How do I get started on the premium discount?

Schedule a Health Coaching Appointment

- Health coaches are available Monday through Friday from 9 a.m. to 9 p.m. EST and Saturday from 9 a.m. to 2 p.m. EST by appointment. To schedule an appointment, call (855) 202-4219.

Start Working on Education and Coaching

- Log in to the ActiveHealth portal and start earning hearts for completing health education modules, goals and challenges. You need 3,000 hearts to reach Level 3. The number of hearts you can earn each week is limited to 800 for health education modules and 840 for health goals. Hearts are also awarded for joining, completing a challenge; answering trivia and reaching challenge milestones; and participating in the challenge group chat.
- Schedule a Health Coaching Appointment. Health coaches are available Monday through Friday from 9 a.m. to 9 p.m. EST and Saturday from 9 a.m. to 2 p.m. EST by appointment.

Start Tracking your Physical Activity

- Log in to the ActiveHealth portal and connect your device in the Tracker section on the homepage. Only data from a device connected to your ActiveHealth portal will count towards the completion of this activity. It is important to connect your device right away because only data tracked starting with your device connection date will sync to the ActiveHealth portal.

Start Group Coaching

- Log in to the ActiveHealth portal to sign up for group coaching. Click on the Coaching menu to view the full list of available group coaching topics. Each topic is offered twice a quarter. You must attend four sessions from one six-week series.

Can I do a combination of the 4 activities to qualify for the premium discount?

No. To earn the premium discount, you must fully complete one of the activities. You can do additional activities for your personal benefit.

Can smokers qualify for the premium discount?

For 2023, subscribers using tobacco can qualify for the premium discount as long as they meet all eligibility and qualification requirements.

How do I know if I have completed a premium discount activity?

The Rewards Center in the ActiveHealth portal shows your progress on all ActiveHealth rewards, including the premium discount.

If I complete a designated activity for the premium discount but my covered spouse does not, will I still receive a premium discount?

No, both subscribers and covered spouses enrolled in medical coverage must each fully complete one premium discount activity by the deadline to earn the premium discount.

Does my covered spouse have to complete the same activity as me to be eligible for the premium discount?

No, subscribers and covered spouses can each individually complete any of the four designated premium discount activities.

How does removing a covered spouse from my plan in 2022 change what I need to do to ensure I qualify for the premium discount for 2023?

The premium discount requirements are based on your coverage level on September 30, 2022. If your spouse is shown as covered in ActiveHealth on that date, both you and your covered spouse must complete one of the activities. If your spouse no longer shows as covered in ActiveHealth on that date, only the subscriber must complete one of the activities. When deciding whether your spouse needs to complete a premium discount activity, be sure to account for up to three weeks of processing time from the date when State Personnel is able to enter your family status change to the date your spouse is removed in ActiveHealth's system.

How does adding a spouse to my plan in 2022 change what I need to do to ensure I qualify for the premium discount for 2023?

Adding a spouse with a qualifying event date between 1/1/22 and 6/30/22:

- The premium discount requirements are based on your coverage level on September 30, 2022. Your covered spouse must complete one of the premium discount activities by September 30, 2022 to earn the premium discount in 2023.

Adding a spouse with a qualifying event date between 7/1/22 and 9/30/22:

- Based on the timing of this change in coverage, your covered spouse will not be able to complete one of the premium discount activities. Your spouse is exempt from completing a premium discount activity; however, the employee must still complete a premium discount activity by September 30, 2022 to qualify for the 2023 Premium Discount.

If I change my coverage from family to single for 2023, do I still get the premium discount earned by my spouse?

Earning the premium discount is based on your coverage level as of September 30, 2022. All subscribers that earn the 2023 Premium Discount are able to select the discounted rate for the

plan they choose to enroll in for 2023, single or family coverage, regardless how the discount was earned.

How will deployment for active military service impact my eligibility for a premium discount on health care in the plan year following deployment?

If you continue on the state employee health plans during your or your spouse's military deployment, you and your spouse, if applicable, will need to complete one of the requirements the same as active employees. However, an individual deployed on active duty for 6 consecutive weeks or longer will be given credit for either 10,000 steps or 30 minutes of physical activity for each day that individual is deployed on active duty.

If you waive the state's health coverage to go on Tricare during a plan year in which you or your spouse are deployed on active duty, you can still earn the incentive by providing documentation using a tracking device that you completed the following during the incentive period, which is 1/1/2022-09/30/2022 for the 2023 plan year:

- Meet physical activity goal of 10,000 daily steps or 30 minutes of physical activity through a synced device on at least 200 separate days.

Military orders showing the dates of your/your spouse's deployment must be submitted before activity credit can be awarded for those dates. If credit for deployment dates does not cover the full activity requirement for eligibility, then deployed spouse must also provide evidence of required activity for the remainder of the 200 days. Submission of all documentation is required on the same schedule as required by active employees to be eligible for a premium incentive in the next plan year.

Evidence of required activity performed by the non-deployed spouse during the designated calendar period must be submitted on the same schedule as required by active employees to be eligible for a premium incentive in the next plan year.

Health Coaching

Why participate in health coaching?

Health coaching gives you access to qualified professionals that help you create a custom plan to meet your health goals. Coaches are ready to provide expert advice on exercise, diet, weight loss, sleep, mindfulness and more. Your health coach can answer your questions and be a great accountability partner. You control how often you want to check-in and have access to as many sessions as you need.

How does health coaching work?

You meet one on one with a coach, in person or through a virtual visit. Your health coach will work with you to create a personalized plan. Health coaching sessions take an average of 20 to

30 minutes, and are scheduled every two to four weeks depending on the individual's needs. Completing four health coaching sessions by September 30th is one way to earn the premium discount.

Who is my health coach?

ActiveHealth's team of health coaches is made up of qualified professionals like Registered Nurses, Registered Dietitians, Nutritionists, Certified Health Educators, and Exercise Physiologists.

What should I do to prepare for my health coaching appointment?

1. Think about what you want to work on first. Some examples are:
 - Reaching or maintaining a healthy weight
 - Increasing your amount of physical activity or fitness level
 - Improving your overall diet
 - Getting better sleep
 - Managing your stress
 - Quitting tobacco products
 - Reducing your risk factors for developing diabetes, high blood pressure, or high cholesterol
2. Be open minded and make a list of reasons why you want to make a change.
3. Think about where you want to end up. Your coach will help you set realistic, achievable and measurable goals. Having short-term and long-term goals will help keep you on track.
5. Not sure where to start? Complete the health assessment in the ActiveHealth portal to get an easy to read report that highlights areas to focus on.

Are health coaching services available for the deaf and hard of hearing?

Yes, through the 711 or Telecommunications Relay Service (TRS). Call 711 and TRS will facilitate the call with ActiveHealth at (855) 202-4219.

Where can I see when my next appointment with my health coach is?

Coaching appointments can be found in the ActiveHealth portal under the "Coaching" menu. Click on the "My Coaching" button to see your upcoming appointments. Please be patient as it may take a moment to load your information.

How do I make sure I have not blocked ActiveHealth's phone number?

ActiveHealth coaches may call from an 800 or 855 number. Most frequently the calls will come from (800) 778-8385 or (855) 202-4219.

iPhone

- Go to Settings
- Select Phone (green icon near messages)

- Go to Blocked Contacts
- All blocked numbers will appear
- Swipe right on the phone number you wish to unblock and click Unblock

Samsung

- Open the Phone app
- Tap ⋮ at the top of the screen
- Go to Settings
- Go to Block Numbers
- Tap the - next to the number you wish to unblock

Google, Motorola, OnePlus, Lenovo

- Open the Phone app
- Go to Settings
- Go to Blocked Numbers or Call Blocking.
- Tap Unblock or the X next to the number you wish to unblock

Education and Coaching

How do I reach Level 3 for the Education and Coaching premium discount activity option?

Your ActiveHealth level is based on how many hearts you have earned. Log in to the ActiveHealth portal and start earning hearts by completing health education modules, setting health goals, and participating in challenges. You need 3,000 hearts to reach Level 3.

Level 1 – 0-1,799 hearts

Level 2 – 1,800 – 2,999 hearts

Level 3 – 3,000 hearts

How do I earn hearts?

Hearts can be earned by completing health education modules, setting health goals, and participating in challenges in the ActiveHealth portal. This includes reading about different health topics, and setting goals and completing the recommended activities associated with those goals.

Challenges are a great way to earn extra hearts. Hearts are awarded when you join a challenge, complete a challenge, and reach challenge milestones. You can also earn hearts for answering trivia questions inside of a challenge and posting chat messages to the group.

Where do I find the online health education modules and health goals?

In the ActiveHealth web portal, navigate to Resources for health education modules and the Coaching section for health goals.

In the mobile app, click on the Rewards icon (trophy) and select Goal 2. Click on Learn with the Digital Coach. Next select Let's go! to open the topic library.

Where do I find Challenges

In the ActiveHealth web portal, challenges are found under the challenges menu.

In the mobile app, challenges can be found by clicking the challenge menu option at the bottom of the screen.

Is there a limit to how many hearts I can earn in a week?

Yes. You can earn a maximum of 1,640 hearts each week through a combination of health education modules and health goals activities. You can earn up to 800 hearts per week from health education modules and up to 120 hearts per day from health goals. Be sure to start early in the year to ensure you have enough time to reach Level 3. A new week starts each Sunday. Additional hearts are awarded for participation in challenge activities.

How do I know what level I am on and how many hearts I have earned?

The ActiveHealth homepage displays your level and total hearts earned in the top right portion of the webpage.

Physical Activity Tracking**Do I have to use a fitness tracker for steps and/or active minutes to count towards the premium discount activity?**

Yes. If you are intending to complete the physical activity option, you must connect a fitness device to the ActiveHealth platform.

Will I be provided with a fitness tracker?

The State of Indiana will not be providing pedometers; however, there are free apps, like RunKeeper, that will sync with ActiveHealth.

When I connect my fitness tracker, will all of my steps for the year sync?

No. Only data from the day you connect your device and going forward will sync to your account.

What is the last date to sync my connected tracker to earn the 2023 Premium Discount?

September 30, 2022 is the final day to sync a connected tracker for the 2023 Premium Discount. Data loaded into the portal after September 30, 2022 will not be considered for the 2023 Premium Discount.

What fitness trackers can I use?

Please visit <https://www.myactivehealth.com/StateofIndiana> for a list of compatible devices and apps.

I don't see Apple Health listed in the ActiveHealth portal, can I use Apple Health?

Yes, the Apple Health app is compatible with ActiveHealth. The Apple Health app must be synced using the ActiveHealth mobile app.

Who should I contact if I have problems connecting or syncing my fitness device?

If you are having issues connecting or syncing your fitness device to the ActiveHealth portal, please call ActiveHealth Customer Service at (855) 202-4219.

What if I can't walk? Can I still earn the premium discount?

Yes. Physical activity tracking is only one of the four options available to you. Subscribers and covered spouses only need to complete one of the available options.

How are minutes of physical activity determined?

Physical activity minutes are determined by the manufacturer of the app or device you are using to track your activity. A moderate to intense level of activity is required to count as an active minute.

Group Coaching

What is group coaching?

Group coaching is a 6-week series of interactive sessions over a specific health topic led by an ActiveHealth coach. Each session lasts 30 minutes. Eight different topics are available twice each quarter.

Where can I find the schedule of group coaching sessions for 2022?

A schedule of group coaching sessions can be found on the "Coaching" page of your ActiveHealth portal.

How do I sign up for group coaching?

Click "Let's go" for the group coaching topic you are interested in. Next, select the six-week session that fits your schedule.

Can I complete four sessions from different group coaching topics and series?

In order to complete this activity to earn the 2023 premium discount all four sessions must be from the same 6-week series. There is no limit to the number of group coaching series you are able to participate in.

Gift Card Rewards

Who can earn gift card rewards?

Subscribers and covered spouses who are eligible for the ActiveHealth program.

What activities earn gift cards?

A completed health assessment earns a \$25 gift card. One completed dental cleaning earns a \$50 gift card. A completed wellness visit earns a \$100 gift card.

Is there a deadline to earn and redeem gift cards?

Yes. Health assessment, dental cleanings, and wellness visit gift cards must be earned by November 30, 2022. All gift cards must be redeemed by December 31, 2022. Keep in mind the dental cleaning and wellness visit rewards are considered earned when they are marked complete in the ActiveHealth portal. For annual physical results forms, processing time is up to four weeks from the date the form is accepted to when the results are visible in the ActiveHealth portal. For CVS MinuteClinic wellness visits data takes two to four weeks from the date of the visit to be loaded and visible in the ActiveHealth portal.

Can my dependents earn gift cards?

While covered dependents over 18 can participate in the ActiveHealth programs, they are unable to earn gift cards.

Will the gift cards be taxed?

Yes, gift cards are taxable income based on IRS regulations. The value of the gift card will be included in your gross wages with a description of "Wellness Reward" on a paycheck following the redemption of the gift card.

What is the difference between earning and redeeming a gift card?

An earned gift card means that you have completed an eligible activity and you are eligible to receive a gift card. A redeemed gift card means you have logged in to the ActiveHealth portal and used Rewards Center to select a retailer to receive your gift card.

How do I redeem my gift cards?

Gift cards can be redeemed in the ActiveHealth Portal in the Rewards Center. The confirmation email and gift card will come from stateofindianareward@blackhawkrewards.com. The gift card code email will come from yourdigitalreward@blackhawkrewards.com.

Who do I contact if I lost or did not receive my gift card?

Call ActiveHealth's TAC gift card support line at 800-491-2435 for lost or missing gift cards.

Health Assessment

What is a health assessment?

A health assessment is a private and confidential questionnaire to check in on your general health and well-being. The questions are about topics like your weight, eating habits, physical activity, managing health conditions and stress.

Why is a health assessment important?

Taking the health assessment is a great way to see where you are and find areas that need some work. The Health Assessment provides an easy to understand report so you can take action. It is a great tool to help you set personal goals and if you participate in health coaching, gives the health coach a good picture of where you are today on your journey to better health.

Is there a reward for completing a health assessment?

Yes. Subscribers and covered spouses earn a \$25 gift card for completing a health assessment.

What is the deadline for earning the health assessment reward?

The health assessment deadline is November 30, 2022 to earn the gift card reward. All gift cards must be redeemed by December 31, 2022.

Can my plan provider see this information?

No. The health assessment is private and confidential. Your privacy is important to State Personnel Department and to ActiveHealth.

Do I need lab results to complete the health assessment?

No. You only need to know your height and weight. If you know your blood pressure, blood glucose and cholesterol results, you can enter them to get a clearer picture of your overall health, but you do not need these measurements to complete your health assessment.

Can my covered spouse earn the \$25 gift card for completing their health assessment?

Yes, both subscribers and covered spouses eligible for the ActiveHealth program can earn a \$25 gift card for completing the Health Assessment.

Dental Cleaning

What is a dental cleaning?

A dental cleaning includes an exam by a dentist and scaling and polishing your teeth to remove any plaque and tartar build up. It is an important part of maintaining oral health. Dental cleanings should be completed every six months.

Why is a dental cleaning important?

Getting regular dental cleanings can help find early warning signs of health problems and prevent dental problems.

Is there a reward for completing a dental cleaning?

Yes. Subscribers and spouses earn a \$50 gift card for completing a dental cleaning.

What is the deadline for earning the dental cleaning reward?

The dental cleaning deadline is November 30, 2022 to earn the gift card reward. All gift cards must be redeemed by December 31, 2022. Keep in mind the dental cleaning reward is considered earned when the visit is loaded in the ActiveHealth portal. Please allow four weeks processing time.

How much does the dental cleaning cost?

The State Personnel Department dental plan covers two dental cleanings at 100% per calendar year.

How do I report that I've received a dental cleaning?

If you used your State Personnel Department sponsored dental insurance when receiving your dental cleaning, you do not need to report anything. The gift card will be available to redeem when the claim from Anthem is processed and reported to ActiveHealth

If you did not use the State Personnel Department dental plan sponsored dental insurance when receiving your dental cleaning, you will need to provide documentation directly to ActiveHealth customer service team. Appropriate documentation includes an EOB (explanation of benefits), invoice, or statement from dental office.

Wellness Visit

What is a wellness visit?

An annual visit with your health care provider to assess your current health, identify any necessary preventive care, and review health changes over time. This is sometimes referred to as an annual physical or a yearly check-up.

How is a wellness visit different than a biometric screening?

A wellness visit checks the same health indicators as a biometric screening plus your medical history, medication needs, and current diet, exercise and other routines. Your provider can also order additional lab work based on your health history, and work with you to create a plan to improve your overall health.

What should I expect at a wellness visit?

At your annual physical, your provider will review your family and medical history, check your vital signs, order lab testing, and discuss lifestyle habits. Your provider will answer your health related questions and offer guidance to improve your overall health and wellbeing.

How do I prepare for a wellness visit?

Create a list of all medications you currently take, including over-the-counter drugs and supplements. Include a list of any symptoms or pain you are experiencing and any questions you would like answered.

How do I find an in-network provider for a wellness visit?

The Anthem Health Guide team can help you find an in-network provider by calling (877) 814-9709. The Anthem app, called Sydney, also has a provider search tool and an Anthem Health Guide chat option.

Why is an annual wellness visit important?

Your annual wellness visits allows you to spend quality time with a provider to ask health-related questions, catch minor issues before they become problematic (i.e. cancers, heart disease, infections), and offer guidance to improve your overall health and well-being.

Is there a reward for completing a wellness visit?

Yes. Subscribers and covered spouses earn a \$100 gift card for completing a wellness visit.

What is the deadline for earning the wellness visit reward?

The wellness visit deadline is November 30, 2022 to earn the gift card reward. All gift cards must be redeemed by December 31, 2022. Keep in mind the wellness visit reward is considered earned when the results are visible in the ActiveHealth portal. For annual physical results forms, processing time is up to four weeks from the date the form is accepted to when the results are visible in the ActiveHealth portal. For CVS MinuteClinic wellness visits data takes two to four weeks from the date of the visit to be loaded and visible in the ActiveHealth portal.

Can my plan provider see this information?

No. The wellness visit is private and confidential. Your privacy is important to State Personnel Department and to ActiveHealth.

How much does the wellness visit cost?

Preventive care is not subject to deductible or co-insurance. An annual physical is considered preventive care so there is no charge to you. Keep in mind providers are required to bill for all services provided during an appointment. If non-preventive care is provided at the same time as the wellness visit, there could be out of pocket costs.

What wellness visit options are available to me?

1. See your doctor for a physical with lab work. Have your doctor complete the Annual Physical Results Form. Submit the completed form by secure upload or fax.
2. Go to a CVS MinuteClinic. Print the voucher and locate providers in your ActiveHealth portal.

How do the different options work?

Physical with Lab Work: Call your doctor to schedule a physical with lab work. Make sure to mention the lab values that you will need which are listed on the Annual Physical Results Form. Print the Annual Physical Results Form, fill out Section 1 and bring the form with you to your appointment. Your doctor will complete Section 2. Submit the form to ActiveHealth by faxing or uploading it securely in the ActiveHealth portal. Once the results are loaded in the ActiveHealth portal (may take up to four weeks), your gift reward will be available in the Rewards Center. If you fax the form, keep your fax confirmation until the results are visible in the ActiveHealth portal.

CVS MinuteClinic Wellness Exam: Log in to your ActiveHealth portal to print a voucher with instructions on how to schedule your wellness visit. Make sure to fast for at least eight hours and bring your voucher plus a photo ID to your appointment. CVS MinuteClinic will give you your results and submit them directly to ActiveHealth. Once the results are loaded in the ActiveHealth portal (may take up to two weeks), your gift reward will be available in the Rewards Center.

How do I find a CVS MinuteClinic?

Visit www.cvs.com/minuteclinic to find a CVS MinuteClinic near you.

Where is the Annual Physical Results Form for the physical with lab work option?

The Annual Physical Results Form is available both in the ActiveHealth portal and on the Invest In Your Health website.

Can my covered spouse earn the \$100 gift card for completing their wellness visit?

Yes, both subscribers and covered spouses eligible for the ActiveHealth program can earn a \$100 gift card for completing a wellness visit.

I still have questions, who can help me?

Call the Benefits Hotline at 1-877-248-0007 or email a Benefit Specialist at SPDBenefits@spd.in.gov. You can also call ActiveHealth at (855) 202-4219.