

## Wellness Platform – FAQs

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## Wellness Platform

- **When will the wellness platform be available?** September 1, 2020. Click [here](#) to access the wellness platform.
- **How do we connect to the new wellness platform?** Members can register via the enrollment emails from Ascend to Wholeness or by clicking this [link](#). Once the member has enrolled and completed their profile information, they can access the platform via **Login, Points, and Assessment** on the Ascend to Wholeness website and/or via the Virgin Pulse mobile app.
- **Is the platform available in different languages?** Yes. In Account Settings under My Profile the member can choose a preferred language. However, please note there are some sections of the platform that have not been translated such as the Programs page and Attestation form page.
- **How can a member learn how to navigate the new wellness platform?** When a member first enrolls on the platform, there is a "walk-thru" guided tour. For any other questions regarding the platform, there is a live chat and support function on the website to assist members. Members can also email [support@virginpulse.com](mailto:support@virginpulse.com) or access the [support website](#).

## Mobile App

- **How does a member log in to the app?** Once the member has downloaded the app, they can sign in with the email they use for their Ascend to Wholeness account. The wellness platform will recognize that the member's email is associated with Ascend to Wholeness and redirect the member to the Ascend to Wholeness login page, where they can enter their Ascend to Wholeness credentials. After logging in on the Virgin Pulse app, the member will be remembered, and will not need to log in again unless the app updates or the member chooses to log out.
- **Does the Healthy Now app still work for this platform?** No, it does not. It should be removed from your devices and replaced with the Virgin Pulse mobile app. Members can download the Virgin Pulse mobile app in their respective app store, by searching for Virgin Pulse. Use the mobile app to have the wellness platform at your fingertips.
- **What devices and apps can be synced to the wellness platform?** There is a full list during the profile setup process that shows which devices and apps can be synced to the new wellness platform. Including, Max Buzz, Fitbit, Apple Watch, Samsung Health, Garmin, and Mi Band.
- **Where can members track their nutrition, water, and food intake?** Members can track their nutritional data through the MyFitnessPal app. The MyFitnessPal app is on the list of devices and apps that can be synced with the wellness platform. This is a more



accurate way for members to track their nutritional intake. The MyFitnessPal app includes a variety of different foods and cuisines members can track. The data automatically transfers to the wellness platform if the app is synced to the wellness platform.

### Activity Points

- **How does accruing 10,000 activity points on the new platform compare to the 80 on the previous platform?** The point system to qualify for the Accelerate program is different than the previous wellness platform. While the minimum required points value is higher, there are many new ways to earn the points. For example, you can receive 10 points for 1,000 steps when on the previous platform you received 2 points for 5,000 steps. In addition, the platform awards points for use every day.

	New Wellness Platform	Previous Wellness Platform
<b>5,000 Steps</b>	50 points	2 points
<b>30 min workout</b>	100 points	2 points
<b>Sleep tracker, &gt;7 hours</b>	50 points	0 points
<b>Attending Week of Prayer</b>	200 points	0 points
<b>Read your daily cards</b>	20 points per card	0 points
<b>Read 20 daily cards in a month</b>	200 points	0 points

- **How long do members have to earn 10,000 points?** The timeframe for members to earn activity points remains the same as the previous platform, from September 1, 2020 to July 31, 2021.
- **Since dependent children, over the age of 18 now have access to the Wellness Platform, will they be required to earn points to stay on the Accelerate plan?** No, dependent children are not required to earn points to qualify for the Accelerate Plan, but they will be eligible for the raffle prizes. This is offered as an opportunity and tool for dependents ages 18 and over to monitor and improve their own well-being.

## Incentives

- **Who receives the Max Buzz fitness tracker?** All members ages 18 and over who enroll on the new platform are eligible to receive a Max Buzz fitness tracker as a welcome gift. In order to receive the Max Buzz, members must enroll onto the platform and make the selection when prompted or by going to the Virgin Pulse store on the platform. This wearable fitness tracker provides immediate connectivity to the platform and logs your steps automatically.
- **What incentives are available to help drive engagement?** Once both the member and covered spouse (if applicable) reach 10,000 points, they will be eligible for the Accelerate Plan the following plan year. After that, the members will be rewarded with raffle entries for earning additional points. There are three levels for raffle entries and each level offers members their total number of raffle entries. Raffle prizes include a chance to win virtual cash to spend in the wellness platform store.

	Level 1	Level 2	Level 3	Level 4
<b>POINT THRESHOLD</b>	10,000	10,001 – 30,000	30,001 – 45,000	45,001 – 70,000
<b>REWARD</b>	Accelerate Plan Eligible for Following Year	2 Raffle Entry Tickets	4 Raffle Entry Tickets	8 Raffle Entry Tickets

- **Will the raffles be for each employer or plan wide?** The raffles will be Plan-wide and will be run throughout the year. A notice will be given regarding the raffles in the monthly Employer and Member Update emails. Each level will be awarded 800 prizes for the assigned value of each level. Watch for the raffle announcements.

## Other

- **Are biometric screenings a requirement?** No, biometric screenings are not required, but we are working on providing free access options for members through a third-party vendor. Further details will be coming in the fall.
- **Will my employer have access to personally identifiable information on the platform (e.g. sleep tracking, steps, etc.)?** No, this data is not provided to your employer.