



WHERE WILL YOU
GO NEXT?

Race Around the World FAQs

Who's Eligible for the Program?

All County of Los Angeles employees who are enrolled in a County-sponsored medical plan can join this online activity tracking program, brought to you by Anthem Blue Cross, Cigna, Kaiser Permanente, and UnitedHealthcare. Spread the word with other employees.

Go to the [CaféWell login page](#) to sign up.

How Do You Sign Up? It's Easy!



Step 1

Sign in to CaféWell from this login page: cafewell.com/code/COLA



Step 2

Starting May 29, choose Race Around the World from your list of available programs in CaféWell.



Step 3

Sync your Fitbit or other device (see the website for other devices you can use) with your account, and you will be ready to race.

When Will the Race Start?

JULY 10, 2017

How to Redeem Your Fitbit:

- > Navigate to the Redeem area.
- > Confirm your information.
- > Check out to receive your Voucher Code.
- > Use it when completing the County of Los Angeles Wellness Codes Order Form.

Then, go to the Wellness Codes web page and order your Fitbit. Use your Voucher Code at checkout to apply your \$75 credit toward your purchase.

For step-by-step Fitbit redemption instructions, please see pages 5-9.



Why Join the Race?

A few great reasons to race include a FREE Fitbit,* friends and family discounts, getting healthier, and having fun. This year's program offers...

\$75 credit To get a FREE Fitbit or use toward purchase of another model, while supplies last.*

Up to three additional codes will be given to employees for friends and family members to purchase their own discounted Fitbits up to 20% off.

Note: You can also participate in the Race using another fitness tracking device.

*Flex 2 is free with a \$75 credit or use the credit towards purchase of another model at a reduced price. In accordance with applicable tax law, the \$75 credit you receive will be reported by the County as taxable wages on your W-2, and applicable payroll taxes on the credit will be withheld from your regular pay.

Read on for Answers to your Frequently Asked Questions. Need help now? Contact our response team at COLA@cafewell.com.





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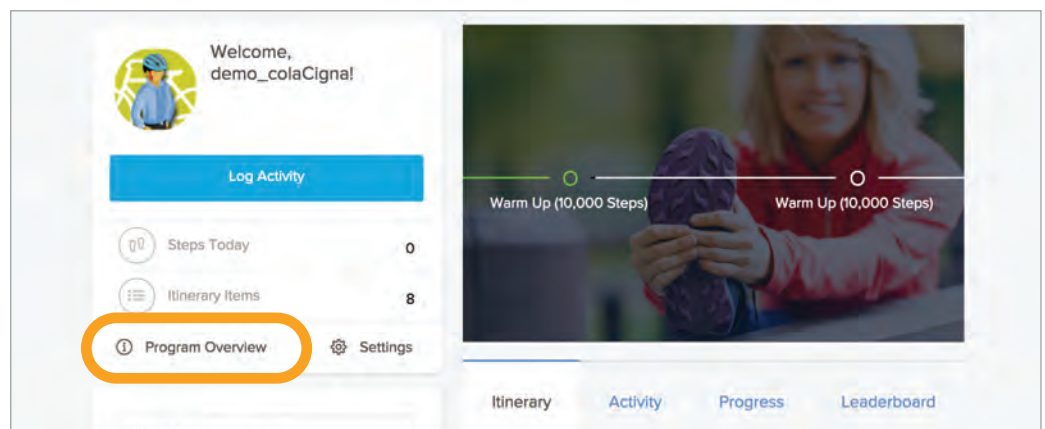
Please [sign in to CaféWell](https://cafewell.com/code/cola) at cafewell.com/code/cola and register your account. (Important: Be sure to sign in as a Member and not as a Guest to verify your account.)

About the Race

Race Around the World is a 12-week fitness journey where your actual daily steps take you on a virtual trip to exciting and exotic cities around the world. Your prize at the finish line? A healthier, fitter you!

What's the Race All About?

To get a more comprehensive overview of Race Around the World, go to Program Overview on your CaféWell program dashboard at cafewell.com/code/COLA. You will see this when you first enter the Race, and you can revisit it at any time.





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Where Will I “Travel”?

Explore these exciting destinations, near and far:

- Cuzco, Peru Week 1
- Capetown, South Africa Week 2
- Phuket, Thailand Week 3
- Bhutan Week 4
- Goa, India Week 5
- Grenada, Spain Week 6
- Paris, France Week 7
- London, England Week 8
- Reykjavik, Iceland Week 9
- Toronto, Canada Week 10
- New York, NY Week 11
- Cannon Beach, Oregon Week 12

How Do I Participate?

Every week, log your physical activity with either your Fitbit or another synced fitness tracking device (Jawbone, free My Fitness App, or Apple Watch). Your goal is to reach the weekly destination by completing the required number of steps.

Can I Also Participate in the Countywide Fitness Challenge?

Yes, Race Around the World is one of many programs that are part of the Countywide Fitness Challenge for 2017. Click [here](#) for more information.



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Prerequisites for Earning Your Fitbit

1. Are you enrolled in a County-sponsored medical plan?
2. Have you completed your HRA and biometric screenings yet?

If you still need to complete the prerequisites, it's not too late to get your Fitbit. Click [HERE](#) to get started. Once completed, you will receive a \$75 credit to get a free Fitbit (or use the credit toward the purchase of another Fitbit).*

After completing the prerequisites, your health plan will process your information (may take three to six weeks). You may still participate in the Race without completing these prerequisites.

* Flex 2 is free with a \$75 credit or use the credit towards purchase of another model at a reduced price. In accordance with applicable tax law, the \$75 credit you receive will be reported by the County as taxable wages on your W-2, and applicable payroll taxes on the credit will be withheld from your regular pay.

Fitbit Rewards

Fitbits are wireless mobile activity trackers that automatically upload your physical activity data to the CaféWell website. Wearing one can help you reach your step count goals and make fitness a part of your daily lifestyle. And if you're still not sure, this year's program makes getting a Fitbit easier than ever, for FREE! (See below for details; supplies are limited.) And you can join Race Around the World, a virtual 12-week journey powered by your steps!

Can I Get a Fitbit?

While supplies last, Fitbit is available to all employees enrolled in County-sponsored medical plans who have completed the prerequisites. Get a \$75 credit for a free Flex 2, or use the credit toward the purchase of another model, while supplies last.* After you register for CaféWell and join the program, you'll find your Voucher Code under Rewards! Allow at least three to six weeks after completing your prerequisites for the code to become available.



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What Are My Options?

Choose from any device below:

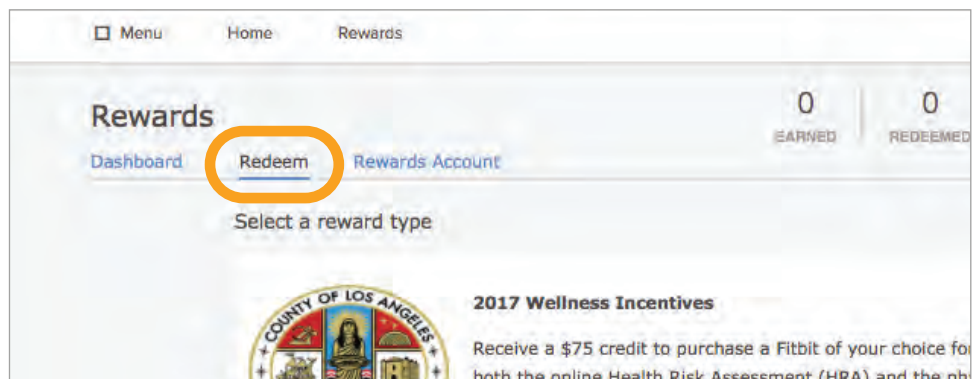
- Fitbit Flex 2 free with a \$75 credit*
- Fitbit Alta
- Fitbit Charge 2
- Fitbit Blaze
- Fitbit Surge
- Fitbit Alta HR

Note: Prices vary by model. For a complete list of Fitbit trackers available, visit <http://promotion.wellnesscodes.com/?ygmw=wkla&ygmw=wkla>

* Flex 2 is free with a \$75 credit or use the credit towards purchase of another model at a reduced price. In accordance with applicable tax law, the \$75 credit you receive will be reported by the County as taxable wages on your W-2, and applicable payroll taxes on the credit will be withheld from your regular pay.

What Are the Steps to Redeem?

1. After completing your prerequisites (see page 4 for details; allow three to six weeks after completing for code to become available), claim your Voucher Code by following steps 2-7. If you already have your code, skip to step 8.
2. Click on the Rewards tab of your Cafewell.com dashboard, and then click on Redeem.





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3. Next, click on the 2017 Wellness Incentives link, under Select a Reward Type.

Rewards 0 | EARNED | RE

Dashboard Redeem Rewards Account

Select a reward type:

 **2017 Wellness Incentives**
Receive a \$75 credit to purchase a Fitbit of your choice for completing both the online Health Risk Assessment (HRA) and the physician fax back biometric screening results.
[2017 Wellness Incentives >](#)

4. Last, click on the COLA Fitbit Wellness Code link under Merchants.

Rewards 0 | EARNED | RE

Dashboard Redeem Rewards Account

Reward Categories

Fitness Tracker

 **2017 Wellness Incentives**
Receive a \$75 credit to purchase a Fitbit of your choice for completing both the online Health Risk Assessment (HRA) and the physician fax back biometric screening results.

Merchants

- [COLA Fitbit Wellness Code](#)



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5. Follow the link to the COLA Wellness Codes Order Form and click "Add To Cart" to submit and receive your Voucher Code.

Dashboard Redeem Rewards Account

Reward Categories
Fitness Tracker

WELLNESSCODES

Order Form

Denomination
75 Credits (USD 75)

Quantity
Select

Add To Cart

Merchant Description

Redeem your \$75 credit to purchase one of the below Fitbit devices of your choice:

- Fitbit Flex2
- Fitbit Alta
- Fitbit Alta HR
- Fitbit Charge2
- Fitbit Blaze
- Fitbit Surge

Step 1: Complete the checkout above to receive your credit voucher code and a link to the COLA Wellness Codes Order Form.

Step 2: Apply your code on the COLA Wellness Codes Order Form by entering it into the Voucher Code field at checkout.

6. After you've claimed your \$75 credit, you'll receive an onscreen message with your Voucher Code and a link to the Wellness Code Store. (Note: Your Voucher Code can also be found in your confirmation email.)

Rewards

Dashboard Redeem Rewards Account

Complete Checkout

Your redemption request processed successfully. Your order number is: **2063471**. Your voucher code is: **Welltok_23803test9**. Please visit the [Cola Wellness Codes Order Form](#) to redeem your voucher code. Choose a device and then enter the code into Voucher Code field at the bottom of the form.

Please note: Your voucher code will also be included in the order confirmation email.

| Health & Wellness Device Voucher | |
|----------------------------------|----|
| EARNED | 75 |
| REDEEMED | 75 |

| BluePoints Entries | |
|--------------------|---|
| EARNED | 0 |

| Telemedicine and Retail Clinic Reimbursement | |
|--|---|
| EARNED | 0 |



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7. Visit the Wellness Codes Storefront (follow the COLA Wellness Codes Order Form link in your confirmation email or onscreen message). Here you can view your Fitbit options and learn about the return policy. (Shipping is free; see page 4-5 for more details.)

Los Angeles County Employee Fitbit Store, brought to you by CafeWell and your medical insurance carriers

- Your \$75 voucher is good for 1 free Fitbit Flex2.
- OR you can apply the value of your voucher towards a different Fitbit device listed on this page.
- Free shipping on all orders. Orders may be shipped directly to your home.

Featured Product: Fitbit Flex2
MSRP: \$99.95
\$75.00

fitbit

- Fitbit Alta: MSRP: \$129.95, \$103.95
- Fitbit Alta HR: MSRP: \$149.95, \$129.95
- Fitbit Charge2: MSRP: \$149.95, \$122.00
- Fitbit Blaze: MSRP: \$199.95, \$199.95
- Fitbit Surge: MSRP: \$249.95, \$199.95

8. After you select your desired Fitbit, click the "Add to cart" button. (Note: Your code will only cover \$75 toward any other model that is not the Flex 2; you are responsible for difference.)

Fitbit Flex 2

Reference: FB403LV
Condition: New product

RRP: \$99.95
You Save: \$24.95 (~25%)
\$75.00

Quantity: 1

Color: Lavender

Add to cart

Add to wishlist

Safe And Secure
We use standard 256-bit SSL encryption on all transactions.



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9. Confirm your order on the Shopping Cart Summary page, and enter your Voucher Code into the Vouchers field.

SHOPPING-CART SUMMARY Your shopping cart contains: 1 product

| Product | Description | Unit price | Qty | Total |
|----------------|--|------------|-----|----------------|
| | Fitbit Flex 2 SKU : FB403LV Color : Lavender | \$75.00 | 1 | \$75.00 |
| Total products | | | | \$75.00 |
| Total shipping | | | | Free Shipping! |
| TOTAL | | | | \$75.00 |

VOUCHERS

Safe And Secure
We use standard 256-bit SSL encryption on all transactions.

10. Click the "OK" button next to the Voucher Code entry field.

Product Description Unit price Qty

| | | | | |
|--|--|---------|---|--|
| | Fitbit Flex 2 SKU : FB403LV Color : Lavender | \$75.00 | 1 | |
|--|--|---------|---|--|

VOUCHERS

Safe And Secure
We use standard 256-bit SSL encryption on all transactions.

Total products
Total shipping
TOTAL

11. After clicking "OK," the order form should reflect your credit.

Safe And Secure
We use standard 256-bit SSL encryption on all transactions.

| | |
|----------------|----------------|
| Total products | \$75.00 |
| Total shipping | Free Shipping! |
| Total vouchers | -\$75.00 |
| TOTAL | \$0.00 |

12. Complete checkout to receive your order.



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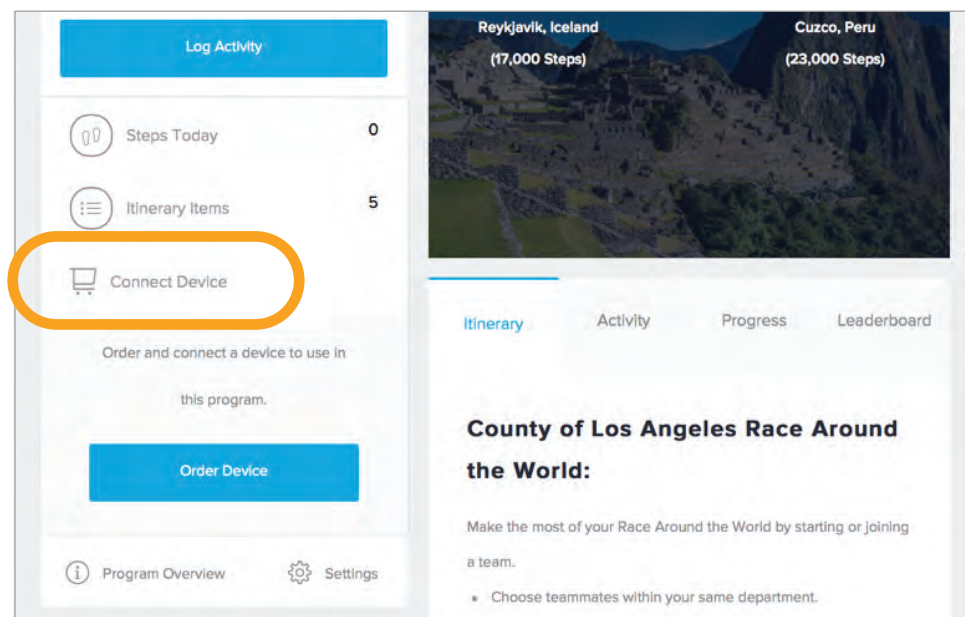
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How Do I Sync Fitbit with CaféWell?

During Race Around the World set-up, you'll have the opportunity to sync your device.

If you don't yet have a device, you may skip this step and access it later by clicking on Connect Devices, under the Settings tab.



You can also click the Settings Gear Wheel, and in the Devices tab, click Connect on the correct device for further syncing instructions.

What's the Friends and Family Fitbit Discount?

While only County of Los Angeles employees are eligible to participate in Race Around the World, this year's program includes additional discounts up to 20% off for three friends or family members to purchase their own Fitbits.* You will receive those discount codes in a separate email! Need help? Find CaféWell contact details at the end of the FAQ.

*Each code can only be applied once. Be sure friends and family members are ready to check out when they begin the redemption process.



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When Will I Receive My Fitbit?

Once you submit your order and see a verification notice, you should receive your Fitbit in 5-7 business days after processing.

What if I Lose My Fitbit?

If you lose your device, then feel free to switch to a different device such as a Jawbone or the free Map My Fitness app. There is only one \$75 Fitbit credit per County employee, per calendar year. For Race Around the World, you will need to sync up to your new device.

Do I Have to Use Fitbit?

No, you can use either a Fitbit, Jawbone, Apple Watch, or the free Map My Fitness app in the Race.

Why Didn't I Get a \$75 Credit?

It takes three to six weeks after you complete your health assessment and biometric screenings to receive the \$75 credit in your account. Please periodically check your account until the credit appears.

The supply of free and discounted Fitbits for this year's program is limited. Complete your requirements before the supply runs out.



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You can earn steps in two different ways. Please choose ONE:

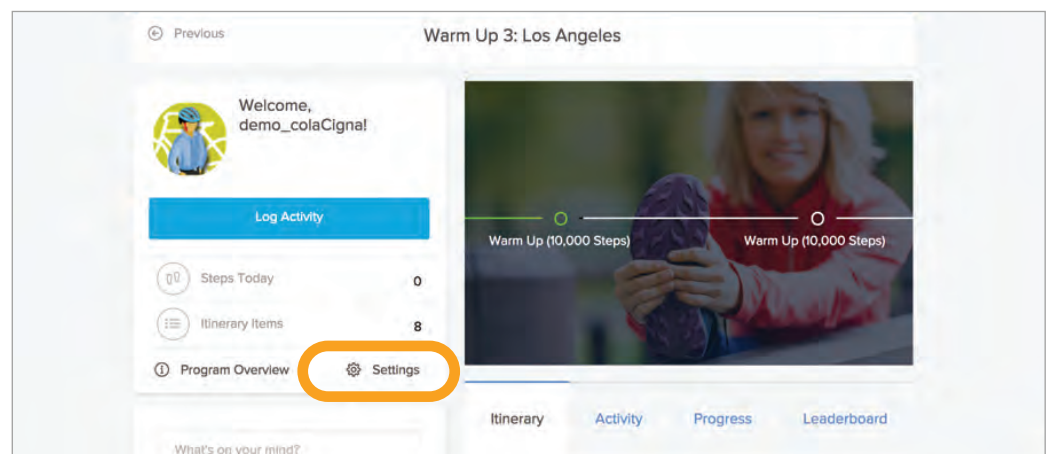
1. Wear a fitness tracking device (this program will sync with Fitbit or other approved devices), and your steps should upload automatically after you've synced your device.
2. Use the free Map My Fitness app to track your steps. You can find the app in the Google Play store or the App Store, listed under "Map my Fitness Trainer." After you've loaded the app on your smartphone and synced your Map My Fitness account with Race Around the World, your steps will update automatically.

What Device Should I Use to Track My Steps?

Only Fitbit, Apple Watch, and Jawbone devices or the free Map My Fitness app will sync with the Race.

How Do I Connect a New Tracking Device?

If you receive a new Fitbit after the Race has started, you'll want to disconnect any existing synced device before connecting your new one. Go to Program Overview, click Devices, and open the appropriate tab for the device you need to disconnect. Once you've disconnected the old device, you can connect your new one! (Connect a device by clicking the device that matches yours under the Device tab, located in the Settings section accessed on the main page.)





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What if My Steps Aren't Updating?

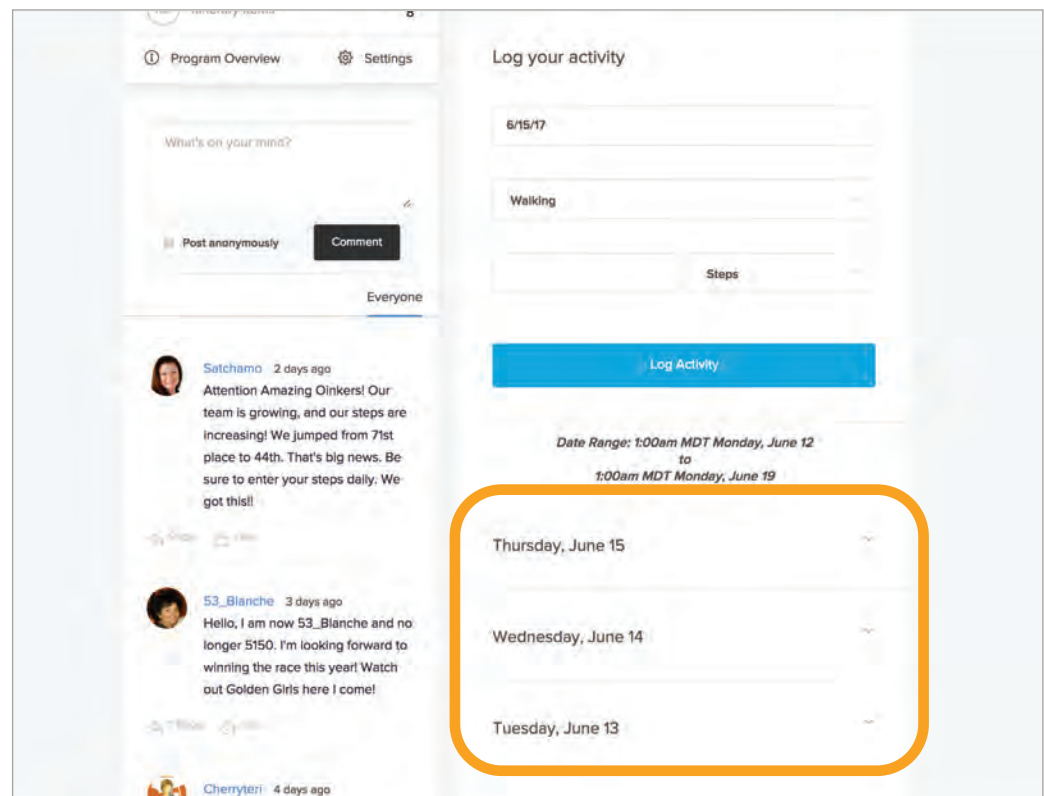
Steps syncing from your device to Race Around the World may have a short delay. Double check to ensure your steps are syncing with your fitness tracking device of choice. See the Fitbit, Jawbone, or Map My Fitness website for independent confirmation.

If My Steps Aren't Updating, is the Device Working?

Check to make sure your device is fully charged and properly synced. Usually, steps are still being recorded even if they haven't yet updated to the website. All your steps should be saved and ready to view once the website updates.

Where Do I See My Steps from this Week?

Each week, you can view your tracked steps within the Activity tab. They will be listed out by day.





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Where Do I See My Steps from Previous Weeks?

Under the Activity tab, you'll see what was logged for each day that week. Go to a previous week to see past activity.

How Can I Delete an Entry?

Within the Activity Log, you can select the Delete function next to any item that was logged incorrectly.

Thursday, June 15

| | |
|----------|------|
| Steps | 700 |
| Calories | 0 |
| Miles | 0.35 |

ACTIVITY LOG

You reported 700 steps of Walking

700 steps [Delete](#)

Log Activity



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All County of Los Angeles employees who are enrolled in a County-sponsored medical plan are eligible to participate in Race Around the World. The medical carriers participating in this effort are Anthem Blue Cross, Cigna, Kaiser Permanente and UnitedHealthcare.**

**If you have a union-sponsored plan, check with your medical carrier for details on any wellness offers available to you.

What Individuals Can I Invite to the Race?

If your co-workers are enrolled in County-sponsored medical plans with the above carriers, they can be invited.

How Do I Spread the Word?

To encourage your co-workers to join CaféWell and this program, word of mouth is very effective. Direct them to www.cafewell.com/code/cola or forward them a Race Around the World email.

How Do I Create a Team?

If you did not create a team upon entering Race Around the World, but you would like to invite your co-workers to join a team, see the Teams section of the platform. You can also click the Settings Gear Wheel, find the General section, and then select Create a Team.

How Do People Join My Team?

Once you create a team, you will be asked if you want to invite people to your team. You can reach out to them directly in person or via email, or tell them the team name so they can find it on the Team List.

How Many People Can Be on a Team?

Teams can include up to 15 total people, including yourself.



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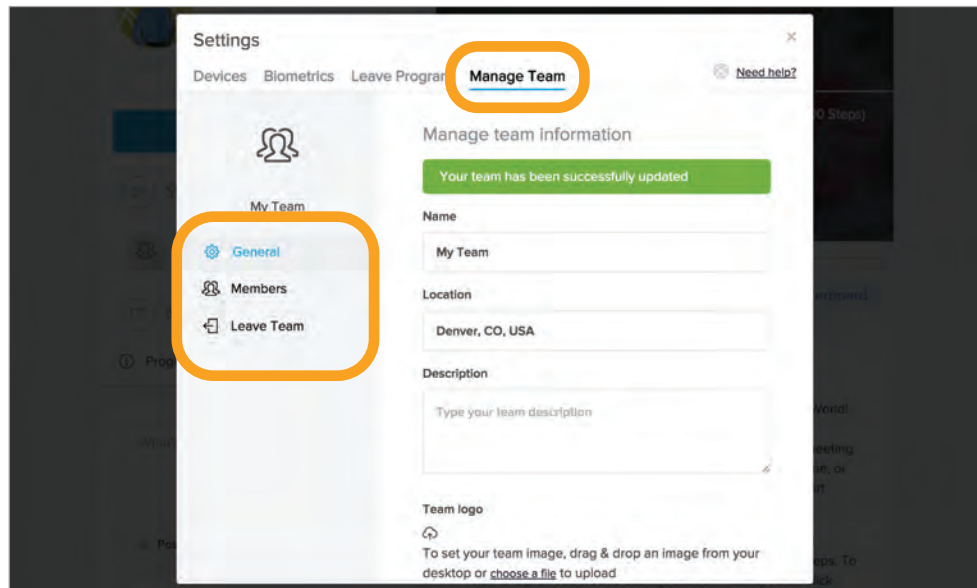
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How Do I Manage My Team?

Within the program, click the Settings Gear Wheel, then under General, select Manage Team.



How Do I Join a Team?

You can join a team three ways:

1. Accept an invitation.
2. In the Settings/Team section click “Join Team” to join a public team.
3. In the Settings/Team section click “Request to Join” to join a private team.

Can I Join More Than One Team?

You can only belong to one team.

How Do I Know Who Else is on My Team?

You can view your team roster in the Settings/Team section.

What if I Want to Leave My Team?

Go to Settings/Teams and click Leave Team.



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There are multiple ways to engage with Race Around the World, whether you prefer to use a work computer, home computer, or another device.

Can I Access Race Around the World on My Home Computer or Tablet?

Yes, you can access CaféWell from any computer or tablet. Once you've registered through www.cafewell.com/code/cola, you can log in with your CaféWell credentials.

How Do I Download the CaféWell App?

In App Store or Google Play, search for CaféWell and then follow the instructions to download the app on a smartphone.

What Operating Systems Support CaféWell?

CaféWell may be accessed on a mobile device on either Android or Apple platforms. Welltok will support the current OS and one generation back.

Why Doesn't the CaféWell App Look Like the Website?

The CaféWell app doesn't have the same functionality as the website; you will only see the opportunity to log your activity/steps tracked. Be sure you have the most current version of your operation system for the best possible user experience.



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We're here for support.

Where Do I Go for Help with the Race?

If you have a question about any aspect of Race Around the World, you can click HELP at the bottom of the website to access the CaféWell support desk. Or, email our response team at COLA@cafewell.com. Also, consider asking your team captain or department Wellness Manager, as they should have some information about the program.

What if I Need Fitbit Support?

For technical help specific to your Fitbit device, contact the official Fitbit support team, [here](#).

Medical Carrier Assistance

Not sure whether you've completed your prerequisites? Please wait three to six weeks for processing, then you can contact your medical carriers at these numbers:

- Anthem Blue Cross (877) 862-4647
- Cigna (800) 244-6224
- Kaiser Permanente (866) 300-9867
- UnitedHealthcare (877) 818-5826

Syncing/Tracking Help

If steps aren't updating between your fitness tracking device account and CaféWell, then you can contact Customer Support by clicking on HELP at the bottom of the platform.