



COUNTYWIDE FITNESS CHALLENGE 2020

FAQs and Instructions for LA County Wellness Reward Program

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About Rewards

Q: Who is eligible for the Countywide Wellness Reward Incentive?

The wellness reward incentive is only available for County employees enrolled as a direct subscriber in a County-sponsored medical plan, while supplies last. To earn a \$100 reward card credit, you must visit your health insurance specific website and follow the steps to complete your Biometric and online Health Risk Assessment between 1/1/2020 and 12/31/2020.

In accordance with applicable tax law, gift cards you receive will be reported by the County as taxable wages on your W-2, and applicable payroll taxes will be withheld from your regular pay.

Q: What do I need to do to be eligible to receive up to \$100 in reward cards?

1. Visit LACountyGetsFit.com and register your account. If you already have an account, then this step is already complete.
2. Complete your biometric and online Health Risk Assessment between 1/1/2020 and 12/31/2020 to earn a \$100 reward card. Review your medical plan instructions on how to submit and complete your biometric information.
3. Hurry! Rewards are only given while supplies last.

Q: How will I receive my reward card?

Qualifying participants will be notified via email of their reward card. The reward notification will be sent to the email address you entered when you created an account at LACountyGetsFit.com. The email **From** line will read: "County of Los Angeles <noreply@tangocard.com>"; the **Subject** line will read: "Your 2020 Wellness Incentive Reward". An example of the reward email notification can be found on page 3 of this document.

The reward email notification will contain a redemption code/link with instructions on how to redeem it online by choosing from a catalog of over 100 e-gift cards from the reward site. Or if you prefer, you can choose to donate the value of your reward to a number of non-profit organizations. Please be sure to check your spam/junk folder as the reward notification may be delivered there. To review the Reward Link FAQ, click [here](#).

Q: I completed my biometrics and received confirmation from my insurance carrier that my biometric results have been received. When will I receive my reward card?

Rewards are processed and distributed on a monthly cycle (around the end of the month) once your account registration at LACountyGetsFit.com is verified and your completion status has been verified by your health insurance carrier. Verification from your carrier may not occur in the same month as your completion of the requirements. It may take a few monthly cycles for eligibility to be verified before the reward is distributed to you via email.



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Reward Email Notification Example

From: County of Los Angeles [mailto:noreply@tangocard.com]

Sent: Tuesday, June 18, 2019 5:25 PM

To: Jane Smith <jane.smith@myemail.com>

Subject: Your Wellness Incentive Reward



Jane Smith,

Message appears here

Please save this message as you'll need the redemption instructions below.

\$0.00



Redemption Link: www.rl.tangocard.com/r/1/EXqfzChVZN7-ZtMLSDylUs9o8DsFvelUcBCmS

To Redeem

Read Terms & Conditions

- Click the redemption link above to activate your Reward Link.
- Next, you will be able to spend your balance on retail gift cards.

If you don't want to spend your entire Reward Link value right away, save the email or URL and return via the redemption link before the expiration date provided with your Reward Link.

Rewards Powered By
TANGO
CARD

THE FOLLOWING TERMS AND CONDITIONS APPLY TO REWARD LINK: Reward Link is managed by Tango Card, Inc. Reward Links expire on the date stated on the Reward and are valid within the USA only. Reward Links are issued to Reward Recipient without charge for loyalty, award, or promotional purposes, and are not sold to consumers. Your Reward Link balance may be redeemed for national gift cards and can be accessed at any time by clicking the Reward Link URL. Reward can only be redeemed by the Reward Recipient. Reward cannot be transferred, sold or exchanged. All redemptions are final. Reward Link balances from different programs cannot be combined. No fees apply to Reward Link. Please treat like cash. Please view our full terms of service at <https://www.tangocard.com/reward-link-terms-of-service>. Use of this Reward constitutes acceptance of the Reward Link terms of service. Separate terms and conditions apply after Reward Link redemption based on merchant selected for redemption.

Wellness Portal Technical Support • 800.435.5023, option 2 • support@mybenefitschannel.com
Support Hours: 6:00 am to 3:00 pm (Pacific Time), Monday – Friday, except major holidays.

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 my Benefits Channel



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How to Register Your Wellness Portal Account

Register for access to the County of Los Angeles wellness portal. Registering for a wellness portal account gives consent for you to receive the wellness incentive reward. With an account, you can verify your completion of biometrics, accept participation in this award program, register for future County wellness events when available. The wellness portal is HIPAA-compliant and encrypted with the same TLS protocol as most financial and investment institutions, so your data is extremely safe. Data is stored in a secure center used by banks, credit unions, hospitals and health care systems across the United States.

Step 1: Register Your Account

- Go to LACountyGetsFit.com and complete the form.
- The Invitation Code is: **1203**
- Enter your First and Last Name in the appropriate fields.
- Select your department from the dropdown list.
- Employee ID: select the letter your ID begins with (either E or C) from the dropdown field. Then enter the numbers in the box.
- Enter your Email address.
- Enter your Date of Birth.
- Select the Medical Plan you are enrolled in for 2020 from the dropdown list.
- Enter your Medical Plan Member ID.
- Enter the digits of your Social Security Number (SSN) as specified on your screen.
 - Depending on your medical plan, you will either enter all 9 digits or the last 4 digits of your SSN.
- Next, type the code from the image displayed on your screen.
- Click the blue Continue button to finish your registration by setting up a username and password.

Not yet registered? Complete the form below

By completing and submitting the information below, as well as any other information you subsequently provide within this portal, you hereby (i) represent that said information is true and accurate to the best of your knowledge, and (ii) consent to the utilization and distribution of said information to relevant parties for purposes of administering the Countywide Fitness Challenge, including, but not limited to, participation reporting to facilitate reward distribution, as applicable.

The web portal is HIPAA-compliant. We are dedicated to the protection of our users' privacy and security.

Invitation Code

First Name

Last Name

Department
AGRICULTURAL COMMISSIONER/M

Employee ID
E -

Email


Confirm Email

Date of Birth
ex. 1/3/1980

Medical Plan
N/A - I am not enrolled in any medical plan

Medical Plan Member ID

Last 4 digits of your SSN

Type the code below from this image

[Generate New Image](#)

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Support Hours: 6:00 am to 3:00 pm (Pacific Time), Monday – Friday, except major holidays.

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Step 2: Create your Username and Password

- Create a username. Your username must meet these requirements:
 - Using your email address as your username is recommended.
 - If you do not use your email address, then a username cannot contain certain special characters like <, >, ', ", &.
 - Usernames must contain between 8 and 50 characters.
- Create a password. Your password must meet these requirements:
 - Must contain between 8 and 128 characters.
 - Must contain at least 1 uppercase letter (A-Z).
 - Must contain at least 1 lowercase letter (a-z).
 - Must contain at least 1 digit (0-9).
 - Passwords cannot contain certain special characters like <, >, ', ", &.
 - Passwords cannot contain your first name, last name or username.
 - Passwords cannot contain certain common passwords.

Countywide Fitness Challenge 2020

Create your account credentials

Username [Click here for requirements](#) *

Password [Click here for requirements](#) *

Confirm Password *

Security Question
Please Select *

Security Answer *

Confirm Security Answer *

Save

- Confirm your password by retyping it in the *Confirm Password* field.
- Select a Security Question from the dropdown list. Then, enter your answer to the Security Question in the *Security Answer* field.
- Confirm your Security Answer by retyping it in the *Confirm Security Answer* field.
- Click the blue Save button to save your account credentials.

You have successfully created an account and you are now logged in to the wellness portal!



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If you prefer not to share required personal information when creating an account, then you can use the “**Quick Registration**” method in certain fields as outlined below. **NOTE:** By using this method, you will not be eligible to earn the wellness reward. You can choose to update your personal information at a later date and become eligible for the reward.

Not yet registered? Complete the form below

By completing and submitting the information below, as well as any other information you subsequently provide within this portal, you hereby (i) represent that said information is true and accurate to the best of your knowledge, and (ii) consent to the utilization and distribution of said information to relevant parties for purposes of administering the Countywide Fitness Challenge, including, but not limited to, participation reporting to facilitate reward distribution, as applicable.

The web portal is HIPAA-compliant. We are dedicated to the protection of our users' privacy and security.

Invitation Code

First Name

Last Name

Department
AGRICULTURAL COMMISSIONER/M

Employee ID
E -

Email

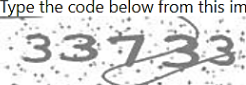
Confirm Email

Date of Birth
ex. 1/3/1980

Medical Plan
N/A - I am not enrolled in any medical plan

Medical Plan Member ID

Last 4 digits of your SSN

Type the code below from this image

[Generate New Image](#)

FIRST, type **1/1/1980** in the “Date of Birth” box

SECOND, choose **N/A – I am not enrolled in any medical plan** in the Medical Plan box

THIRD, leave the “Medical Plan Member ID” box empty

FOURTH, type all ones as **1111** in “Last 4 digits of your SSN” box

Next, type the code from the image displayed on your screen.

Click the blue Continue button to finish your registration by setting up a username and password as outlined on page 5 in this document.



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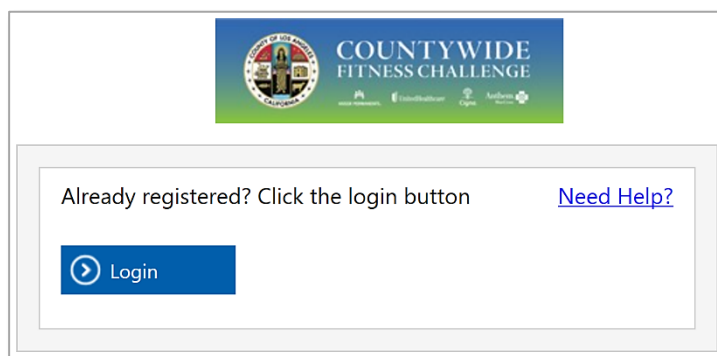
How to Confirm Completion of Your Health Insurance Specific Biometrics

To receive the \$100 reward, you must complete your health insurance specific biometrics and online Health Risk Assessment between 1/1/2020 and 12/31/2020. Visit your medical plan carrier's website for additional details or visit the LA County Department of Human Resources Employee Wellness site [here](#).

You can confirm your completion status in the wellness portal by following the instructions below.

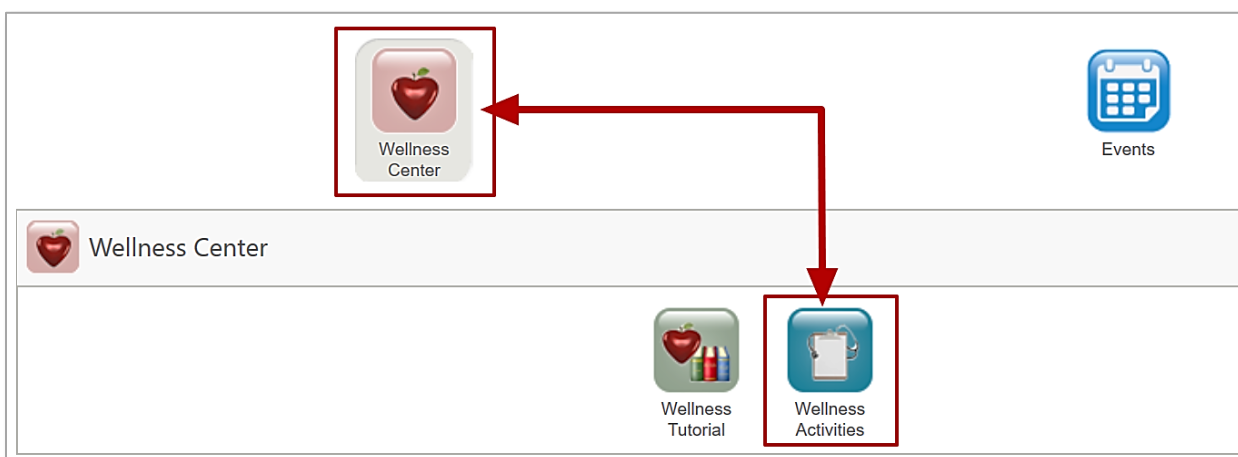
Step 1: Log in to LACountyGetsFit.com

- Go to LACountyGetsFit.com and click the blue **Login** button at the top of the page.
- Next, enter your username and password to login to your account.
- If this is your first time visiting the wellness portal, you will need to register your account.



Step 2: Go to your Wellness Activities

- On the homepage, click the **Wellness Center** icon. Next, click the **Wellness Activities** icon.



Wellness Portal Technical Support • 800.435.5023, option 2 • support@mybenefitschannel.com
Support Hours: 6:00 am to 3:00 pm (Pacific Time), Monday – Friday, except major holidays.

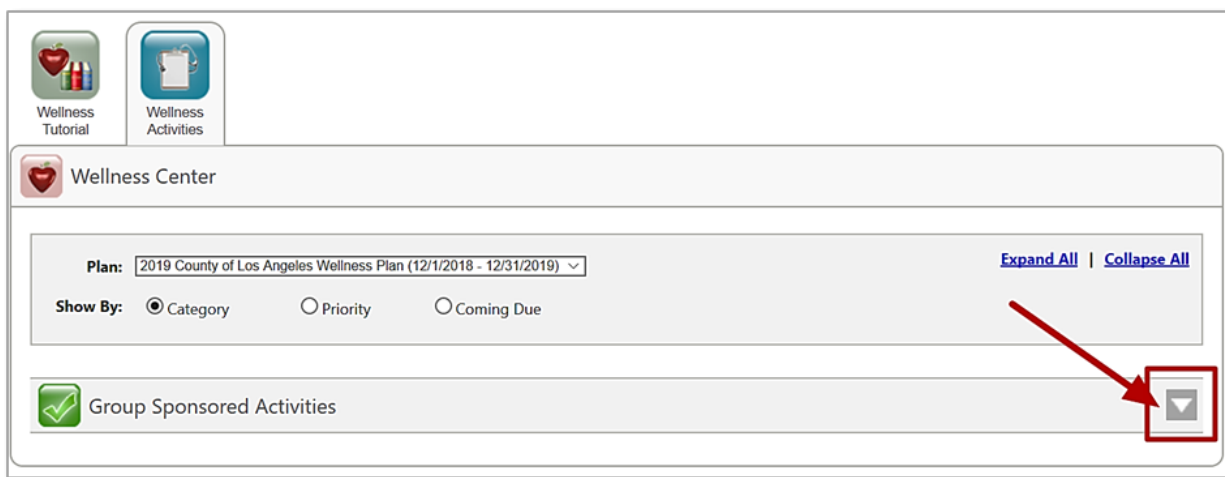
POWERED BY



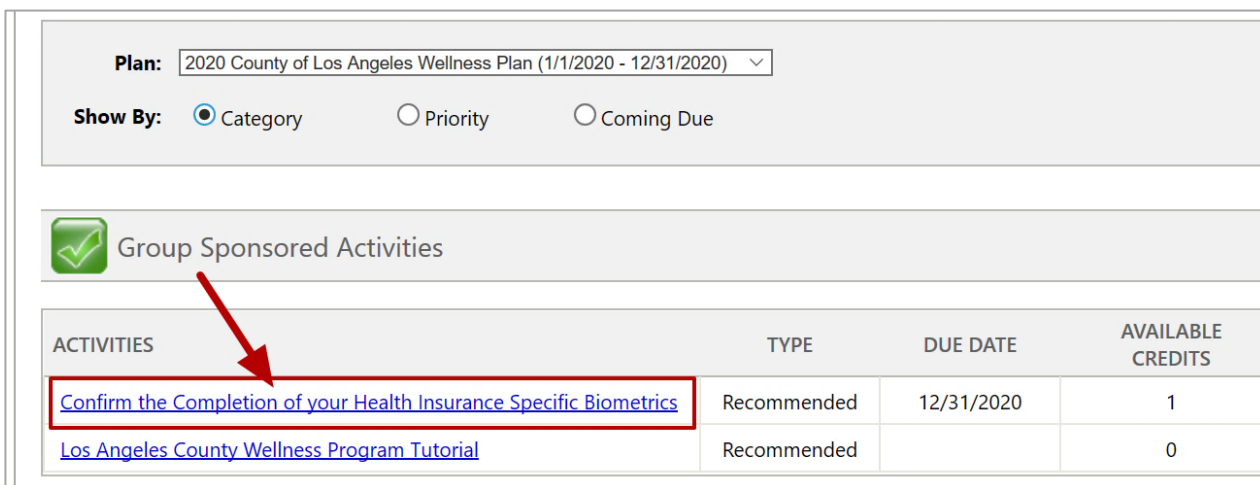

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Step 3: Go to the Group Sponsored Activities

- Click the down arrow button on the **Group Sponsored Activities** category to expand the list of wellness activities, if the list is not already displayed.



- In the Group Sponsored Activities list, click the blue link **“Confirm the Completion of your Health Insurance Specific Biometrics”**.



- The **Self-Certification pop-up window** will open.




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Step 4: Complete the Self-Certification

- In the **Date** field shaded light red, input the completion date of your biometrics. **Note:** by default, the date field auto-populates with the current date. You can also click the calendar to select the date.
- Next, you can enter your remarks in the Remarks field, if desired.
- Click the blue **Certify** button. By clicking "Certify" you will create an electronic signature that certifies you performed the activity as described, on the date reported. **Note:** Do not click the blue "Certify" button until you are certain you have completed your health insurance specific biometric requirements.

SELF CERTIFICATION


Activity: Confirm the Completion of your Health Insurance Specific Biometrics

Date: 1/20/2020 *

Remarks:

By clicking "Certify" below, you are creating an electronic signature that certifies that you performed the activity as described, on the date reported. Discovery that you have falsified any part of this information may result in the forfeiture of any and all rewards earned up to this point.

After clicking the Certify button, you will be taken back to the Group Sponsored Activities list. A **green check mark** will be displayed in the **Status** column indicating that you successfully confirmed your completion for your health insurance specific biometrics. The completion will be confirmed with the respective carrier.

ACTIVITIES	TYPE	DUE DATE	AVAILABLE CREDITS	EARNED CREDITS	STATUS
Confirm the Completion of your Health Insurance Specific Biometrics	Recommended	12/31/2020	1	1	
Los Angeles County Wellness Program Tutorial	Recommended		0		

You have now self-certified the completion of your health insurance specific biometrics!



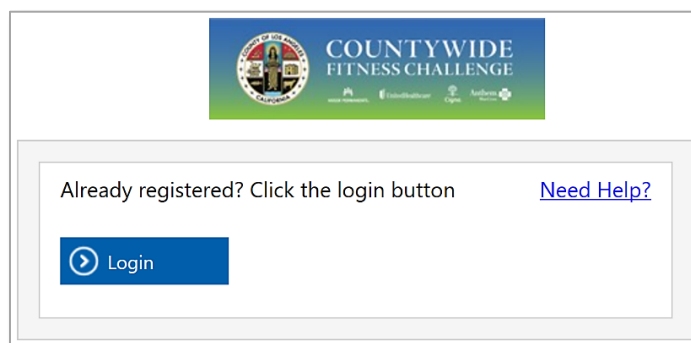
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How to Register for a Wellness Event

To register to attend a wellness event, when offered, follow these instructions. As of April 2020, in-person events are temporarily suspended, and various online events are instead being offered to employees. Periodically check the Event Registration calendar in the wellness portal or with your wellness manager to confirm when in-person events will resume.

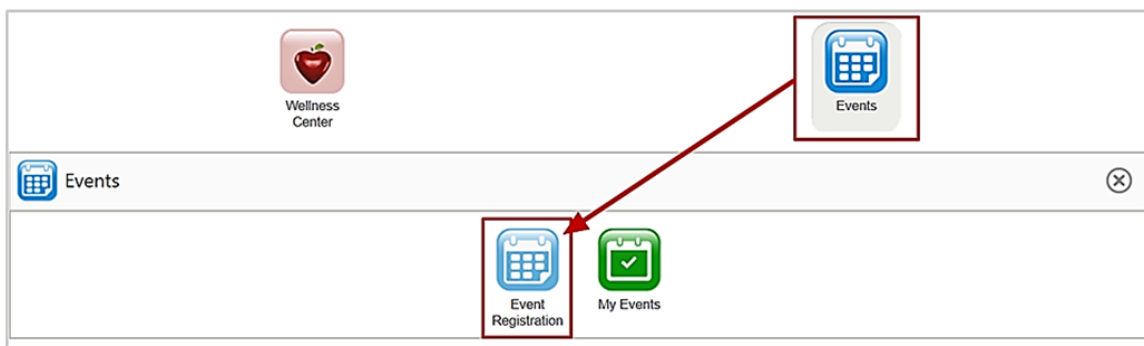
Step 1: Log in to LACountyGetsFit.com

- Go to LACountyGetsFit.com and click the blue **Login** button at the top of the page.
- Next, enter your username and password to login to your account.
- If this is your first time visiting the wellness portal, you will need to register your account.

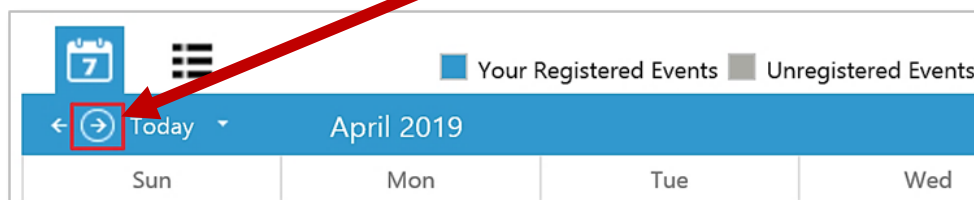


Step 2: Go to Event Registration

- On the homepage, click the **Events** icon. Next, click the **Event Registration** icon.



- In the **Events monthly calendar** view, click the white forward arrow to scroll by month to select an event you'd like to attend.





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Step 3: Select the Event

- Click on the **Event Name** for details and to register to attend. **Note:** *Unregistered events will be shaded gray on the monthly calendar; Registered events will be shaded blue.*

Events

Event Keyword:

Start Date: End Date:

Your Registered Events Unregistered Events Wait List Events

← Today → August 2020 DAY WORK WEEK MONTH

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	1 Aug
2	3	4	5	6	7	8 Wellness Event

Step 4: Enter Additional Attendees

- The **Event Information** window will open. Next, enter the number of **Additional Attendees** you will be bringing with you (0 to 15), in the field shaded light red (1). If you are not bringing anyone, enter 0 (zero). To export the event to your calendar, click the blue link *Export to Calendar* (2).

EVENT INFORMATION

Group: Wellness Demo
Event: Wellness Event
Contact: Wellness Administrator wellness@mybenefitschannel.com

Event Begins: 08/08/2020 08:00 AM PT Credits: 1.00
Event Ends: 08/08/2020 12:00 PM PT Course Fee: \$ 0.00
Event Location: Los Angeles, CA Minimum Attendees:
Registration Begins: 06/22/2020 12:00 AM PT Seating Limit:
Registration Ends: 08/06/2020 12:00 AM PT Attendees Registered: 0
Presenter: Category: Wellness - General Health & We ...

Additional Guests: *

*Additional Guests count needs to be provided between 0 and 15.

Description

Join us for an exciting wellness event!



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Step 5: Complete Your Registration

- To complete your registration, click the blue **Register** button at the bottom of the page.

Description

Join us for an exciting wellness event!

Register Close

- After registering to attend the event, you'll be returned to the calendar for the month you selected. You will see that the event name will be shaded blue since you registered to attend.

■ Your Registered Events ■ Unregistered Events ■ Wait List Events

August 2020 DAY WORK WEEK MONTH

Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	31	1 Aug	
4	5	6	7	8 Wellness Event	
11	12	13	14	15	

Congratulations, you have successfully registered to attend a Wellness Event!



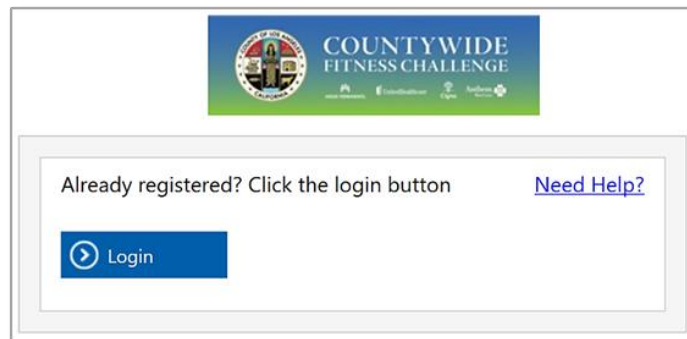
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How to Update Your Additional Attendees for a Wellness Event

If you need to update the number of additional attendees you will be bringing with you to a wellness event that you have already registered for, follow these instructions.

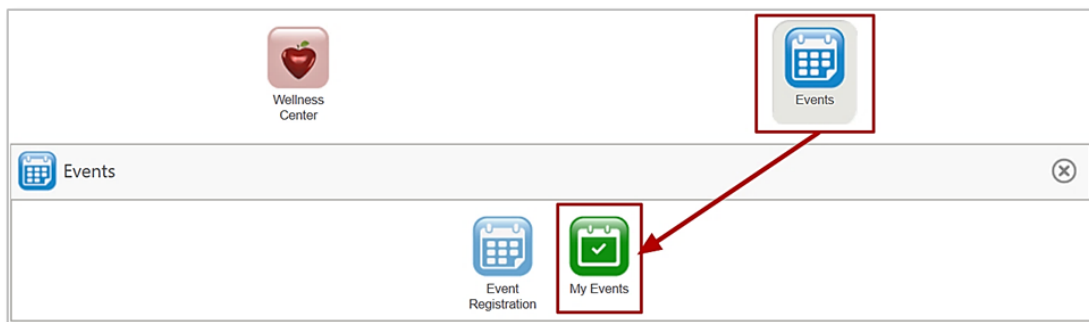
Step 1: Log in to LACountyGetsFit.com

- Go to LACountyGetsFit.com and click the blue **Login** button at the top of the page.
- Next, enter your username and password to login to your account.



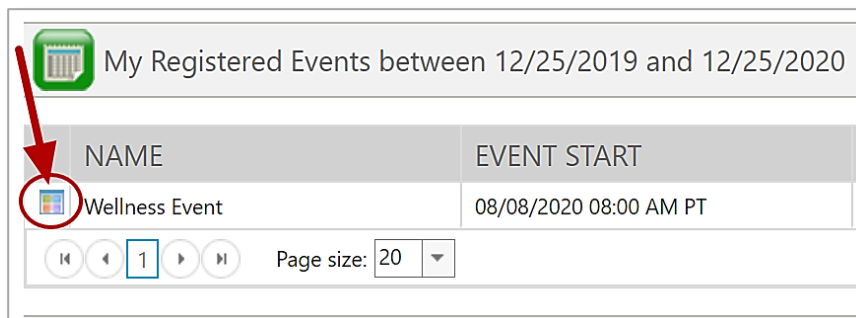
Step 2: Go to “My Events”

- On the homepage, click the **Events** icon. Next, click the **My Events** icon.



Step 3: Select your Registered Event

- In **My Registered Events** find the name of the event you registered to attend. Next, click the **icon** next to the event name.





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Step 4: Unregister from the Event

- The **Event Information** pop-up window will open. Click the blue **Unregister** button.

EVENT INFORMATION Export to Calendar


Group: Wellness Demo
Event: Wellness Event
Contact: Wellness Administrator wellness@mybenefitschannel.com

Event Begins: 08/08/2020 08:00 AM PT	Credits: 1.00
Event Ends: 08/08/2020 12:00 PM PT	Course Fee: \$ 0.00
Event Location: Los Angeles, CA	Minimum Attendees:
Registration Begins: 06/22/2020 12:00 AM PT	Seating Limit:
Registration Ends: 08/06/2020 12:00 AM PT	Attendees Registered: 1
Presenter:	Category: Wellness - General Health & We ...
Additional Guests: 5	

**Additional Guests count needs to be provided between 0 and 15.*

Description

Join us for an exciting wellness event!

 **Unregister** Close

- After unregistering from the event, **you will need to re-register to attend the event** as instructed in **“How to Register for a Wellness Event”** beginning on page 10 of this document.



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How to Verify Wellness Event Attendance in the Portal

To verify you received credit for attending a wellness event, follow these instructions. You can view your marked attendance in both the Wellness Center app and Events app.

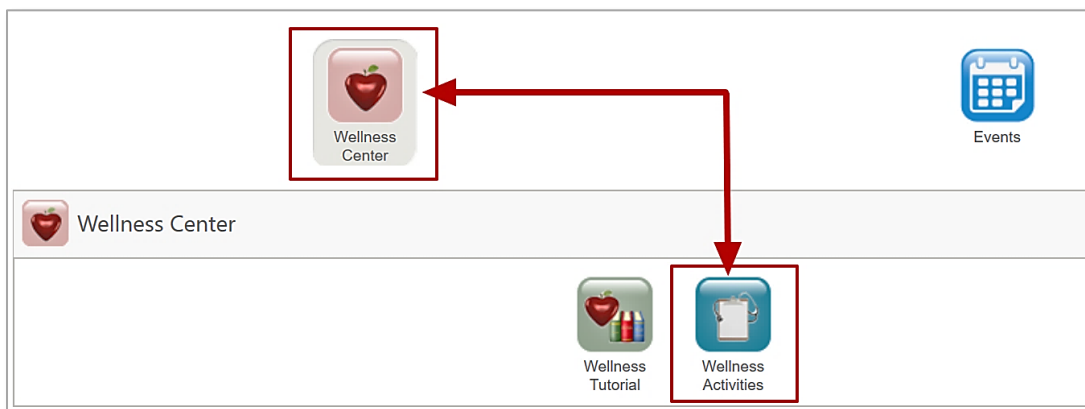
How to verify attendance in the Wellness Center app

Step 1: Log in to LACountyGetsFit.com

- Go to LACountyGetsFit.com and click the blue **Login** button at the top of the page. Enter your username and password to login to your account.

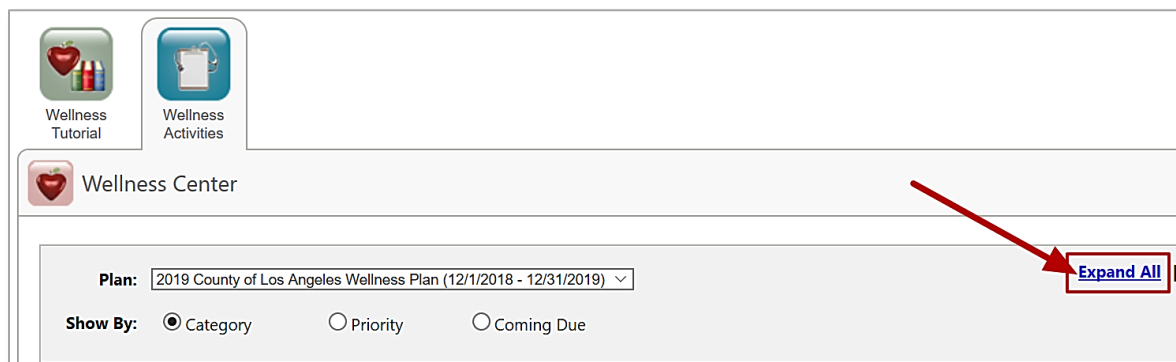
Step 2: Go to Wellness Activities

- On the homepage, click the **Wellness Center** icon. Next, click the **Wellness Activities** icon.



Step 3: Go to Group Sponsored Activities

- In Wellness Activities, wellness events are listed in the Group Sponsored Activities category. To view the list of Group Sponsored Activities, you may need to click the **Expand All** blue link.





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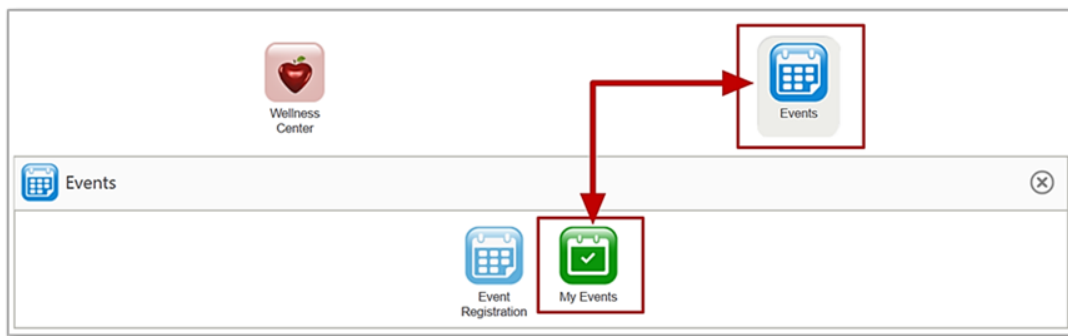
- In the Group Sponsored Activities category, a **green check mark** will be displayed in the **Status** column of the event you were verified as attending.

ACTIVITIES	TYPE	DUE DATE	AVAILABLE CREDITS	EARNED CREDITS	STATUS
Wellness Event	Recommended	12/31/2020	1	1	

How to verify attendance in the Events app

Step 1: Go to My Events

- After logging in with your username and password to the wellness portal, click the **Events** icon on the homepage. Next, click the **My Events** icon.



Step 2: Go to My Completed Events

- Find the section titled **My Completed Events (1)**. The events you've been marked as attending will be listed here along with your earned credits.

My Registered Events between 12/25/2019 and 12/25/2020
My Pending Events between 12/25/2019 and 12/25/2020
1 My Completed Events between 12/25/2019 and 12/25/2020

NAME	EVENT START	EVENT END	CREDITS EARNED
Wellness Event	05/16/2020 08:00 AM CT	05/16/2020 12:00 PM CT	1.00

Page size: 20 1 items in 1 pages



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How to Unregister from Attending a Wellness Event

To unregister from a wellness event you have registered to attend, follow these instructions.

Step 1: Log in to LACountyGetsFit.com

- Go to LACountyGetsFit.com and click the blue **Login** button at the top of the page. Next, enter your username and password to log in to your account.

Step 2: Go to My Registered Events

- On the homepage of the portal, click the **Events** icon, then click **My Events**.



- A list of events you've registered for will be displayed in the section titled **My Registered Events**.

Event Registration My Events Facilitator Dashboard

Events

Start Date: 12/25/2019 End Date: 12/25/2020

Search Reset

Download Results

My Registered Events between 12/25/2019 and 12/25/2020

NAME	EVENT START	EVENT END	REGISTERED DATE
Wellness Event	08/08/2020 08:00 AM PT	08/08/2020 12:00 PM PT	06/25/2020

Page size: 20 1 items in 1 pages



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- Click the icon next to the Event Name that you want to unregister from attending.

NAME	EVENT START
Wellness Event	08/08/2020 08:00 AM PT

Page size: 20

- The **Event Information** window will open. To unregister from attending the event, click the blue **Unregister** button at the bottom of the window.

EVENT INFORMATION Export to Calendar

Group: Wellness Demo
Event: Wellness Event
Contact: Wellness Administrator wellness@mybenefitschannel.com

Event Begins: 08/08/2020 08:00 AM PT Credits: 1.00
Event Ends: 08/08/2020 12:00 PM PT Course Fee: \$ 0.00
Event Location: Los Angeles, CA Minimum Attendees:
Registration Begins: 06/22/2020 12:00 AM PT Seating Limit:
Registration Ends: 08/06/2020 12:00 AM PT Attendees Registered: 1
Presenter: Category: Wellness - General Health & We ...
Additional Guests: 5

**Additional Guests count needs to be provided between 0 and 15.*

Description
Join us for an exciting wellness event!

Unregister **Close**

You have now successfully unregistered from attending an event!