



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 by downloading the 2020 Wellness Incentive Instructions [HERE](#)
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 the following page.

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](#).

****Please allow 2 to 8 weeks after qualifying for the reward to receive the reward email notification.***

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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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, and 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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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.

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Create your account credentials

Username [Click here for requirements](#)

Password [Click here for requirements](#)

Confirm Password

Security Question

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.

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Invitation Code

First Name

Last Name

Department
AGRICULTURAL COMMISSIONER/M

Employee ID
E -

Email

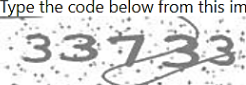
Confirm Email

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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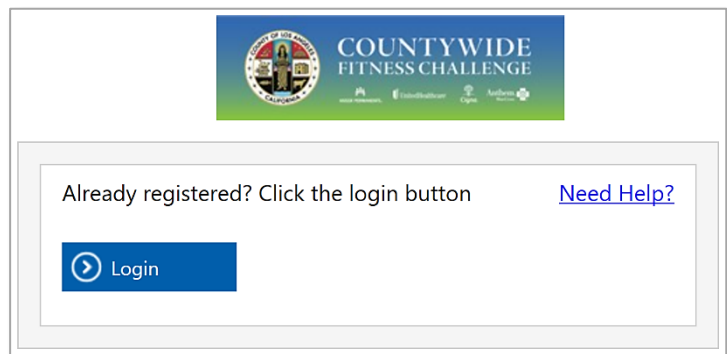
How to Confirm Completion of Your Health Insurance Specific Biometrics

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.

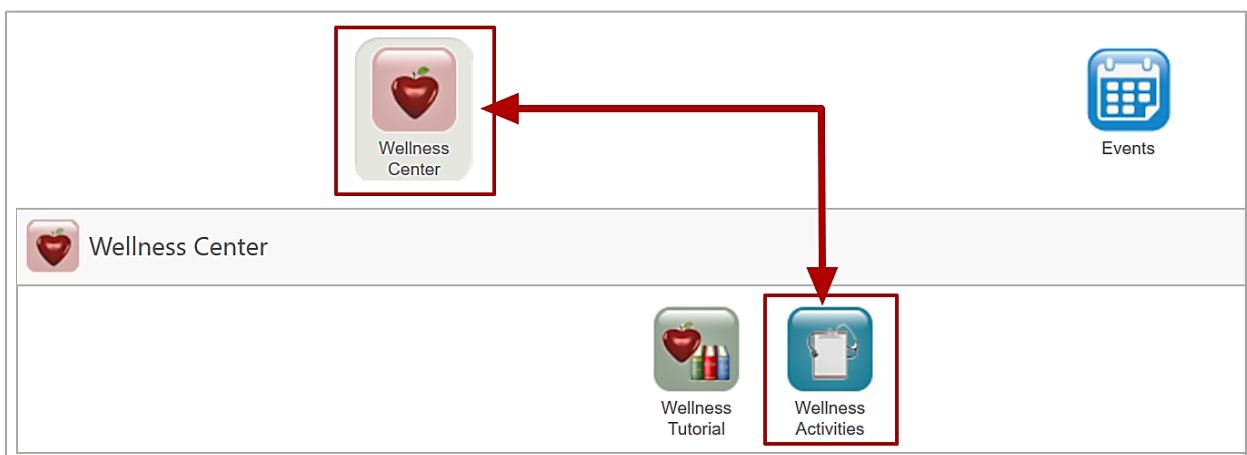
Step 1: Log in to LACountyGetsFit.com

- 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.



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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.

Wellness Center

Plan: 2019 County of Los Angeles Wellness Plan (12/1/2018 - 12/31/2019) [Expand All](#) | [Collapse All](#)

Show By: Category Priority Coming Due

Group Sponsored Activities

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

Plan: 2020 County of Los Angeles Wellness Plan (1/1/2020 - 12/31/2020) [Expand All](#) | [Collapse All](#)

Show By: Category Priority Coming Due

Group Sponsored Activities

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

- 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 any and all rewards earned up to this point will result in disqualification.

Certify Close

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	<input checked="" type="checkbox"/>
Los Angeles County Wellness Program Tutorial	Recommended		0		

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