



Virtual Edition

FAQs and Instructions for LA County 2021 Countywide Fitness Challenge (CFC) Virtual Edition

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Virtual Edition

About Rewards

Q: Who is eligible for the Countywide 2021 Virtual CFC Incentives?

The wellness reward incentives are only available for County employees enrolled as a direct subscriber in a County-sponsored medical plan, while supplies last between **7/21/2021 and 12/31/2021** (see next question for steps).

In accordance with applicable tax law, all 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 the Employee Wellness Portal at LACountyGetsFit.com and create an account. If you have already created an account, then skip to step 2.
2. Between July 21 and October 15, 2021, listen to four hours (=240 credits) of wellness webinars to earn one \$50 reward card.
3. Between October 16 and December 31, 2021, listen to four hours (=240 credits) of wellness webinars to earn one \$50 reward card.
4. Up to two reward cards (\$100 total value) are available for employees who participate in wellness webinars.
5. Hurry! Rewards are only available while supplies last. Find the complete rules on the Wellness Tutorial page in the Employee Wellness Portal at LACountyGetsFit.com.

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 will be from “**County of Los Angeles**” and the subject will be “**Your 2021 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 your reward online by choosing from a catalog of more than 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 instead of your inbox.

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

Q: I completed 4 hours of online content. When will I receive my reward card?

Rewards are processed and distributed on a monthly cycle (normally at the end of the month) after your account at LACountyGetsFit.com is verified and your health insurance carrier has verified your eligibility. Verification from your carrier may not occur in the same month as your completion of the requirements. Therefore, it may take several monthly cycles to verify eligibility before the reward is distributed to you via email.

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
 my Benefits Channel



Virtual CFC Reward Email Notification Example

From: County of Los Angeles <noreply@tanqocard.com>
Sent: Date
To: Your email address
Subject: Your 2021 Wellness Incentive Reward



Your Name

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

\$50.00



Code: ABCD-EFGH-HIJK

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.

If you have any problems or questions, please visit help.tanqocard.com.

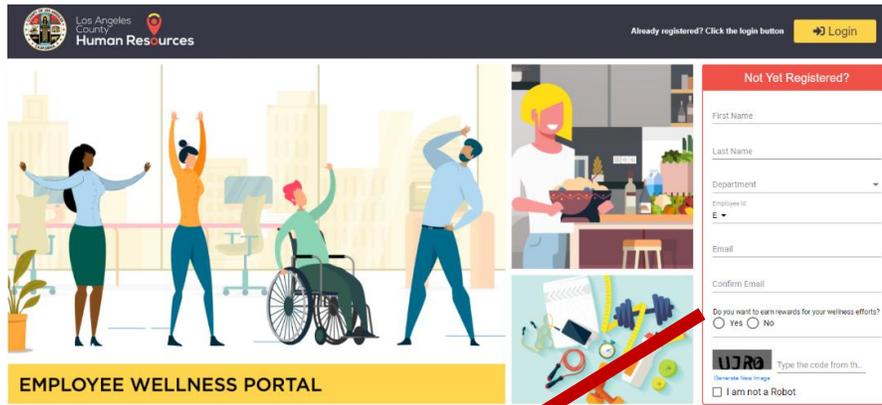
Rewards Powered By
TANGO
CARD

How to Create a Wellness Portal Account and Earn Rewards

Creating a wellness portal account gives consent for you to receive the CFC, Virtual Edition wellness incentive reward. The wellness portal is HIPAA-compliant and encrypted with the same Transport Layer Security 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.

NOTE: If you have already created an account, you do not need to create another one.

Step 1 - Go to LACountyGetsFit.com to begin registration.



Not Yet Registered?

First Name _____

Last Name _____

Department _____ ▼

Employee ID _____ E ▼

Email _____

Confirm Email _____

Do you want to earn rewards for your wellness efforts?
 Yes No

 Type the code from th...
[Generate New Image](#)

I am not a Robot

Enter your First Name and Last Name.

Click the dropdown arrow to select Department.

Click the dropdown arrow to select E or C, then enter your Employee ID.

Enter your email in this field.

Enter your email again in this field.

Select Yes to Earn Rewards.

Type in the code shown on your screen, then check the box "I am not a Robot". Click the Continue button when it is displayed.

Step 2 - Continue Registration

Los Angeles County Human Resources

Already registered? Click the login button [Login](#)

Continue Registration

Only employees in a County-sponsored medical plan are eligible for rewards. The following union-sponsored medical plans are NOT eligible: CAPE Blue Shield (any plan), ALADS/Anthem Blue Cross (any plan) and Fire Fighters 1014. The information being requested is required to confirm eligibility and for tax purposes. It will be kept secure.

Date Of Birth

SSN#

Select Medical Plan

Medical Plan ID

[Back](#) [Continue](#)

Continue Registration

Only employees in a County-sponsored medical plan are eligible for rewards. The following union-sponsored medical plans are NOT eligible: CAPE Blue Shield (any plan), ALADS/Anthem Blue Cross (any plan) and Fire Fighters 1014. The information being requested is required to confirm eligibility and for tax purposes. It will be kept secure.

Date Of Birth

SSN#

Select Medical Plan

Medical Plan ID

[Back](#) [Continue](#)

Enter your Date of Birth.

Enter your Social Security Number.

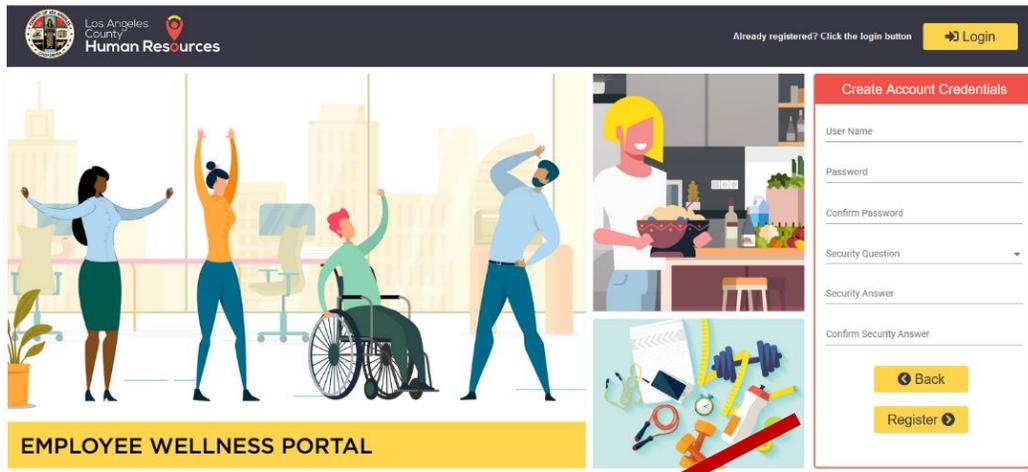
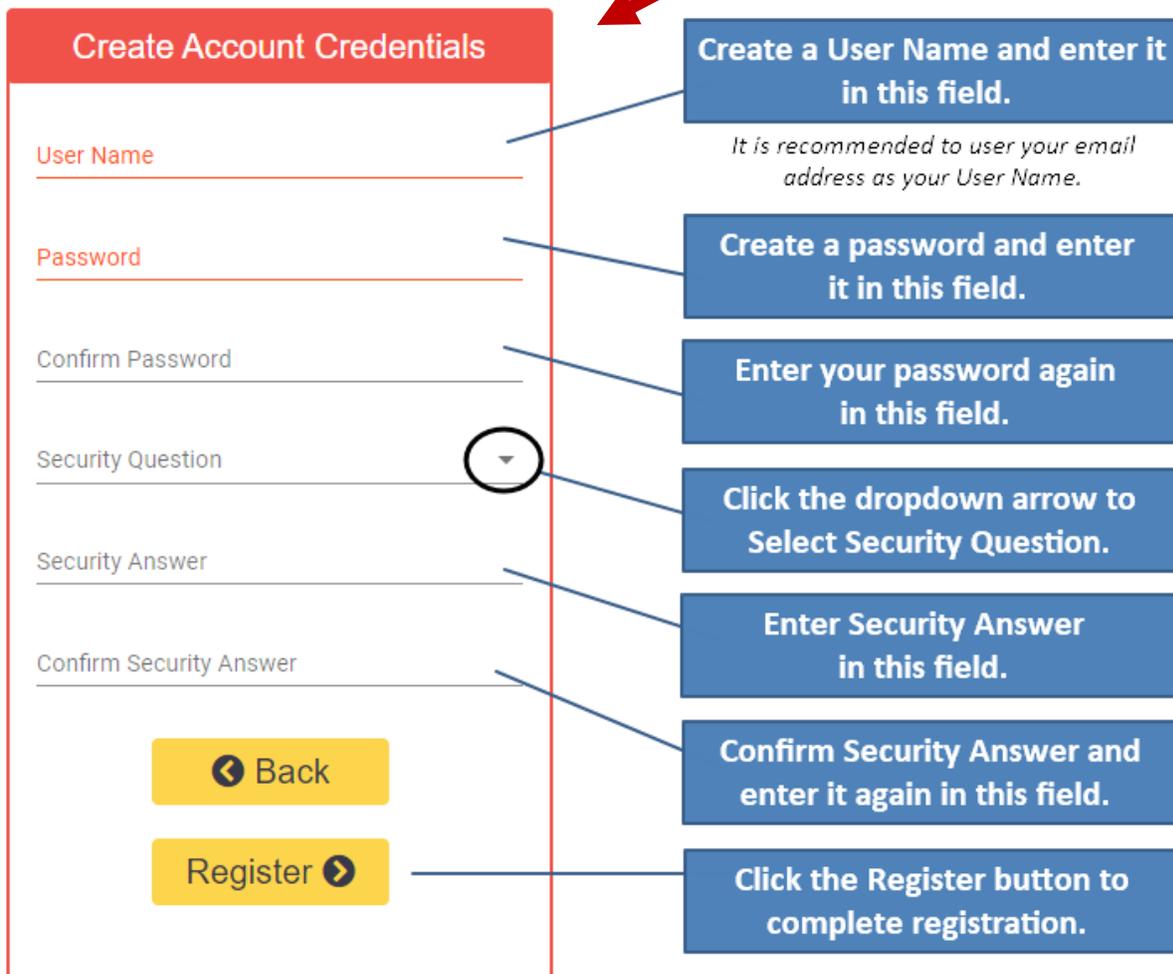
Click the dropdown arrow to select your Medical Plan.

Enter your Medical Plan ID

Click the question mark icon to open a new browser tab of a graphic showing where to find your Medical Plan ID on your health insurance card.

The information being requested is required to confirm eligibility and for tax purposes. It will be kept secure.

Step 3 – Create Account Credentials

Create Account Credentials

User Name

Password

Confirm Password

Security Question ▼

Security Answer

Confirm Security Answer

← Back
Register →

Create a User Name and enter it in this field.
It is recommended to use your email address as your User Name.

Create a password and enter it in this field.

Enter your password again in this field.

Click the dropdown arrow to Select Security Question.

Enter Security Answer in this field.

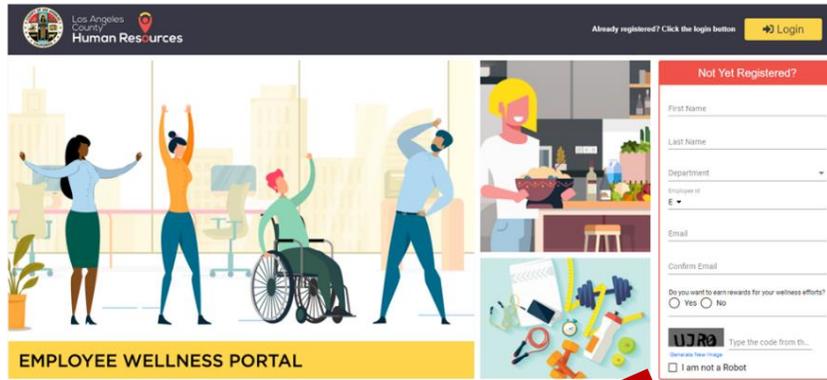
Confirm Security Answer and enter it again in this field.

Click the Register button to complete registration.

How to Create a Wellness Portal Account and Opt Out of Rewards

BY USING THIS REGISTRATION METHOD, YOU WILL NOT BE ELIGIBLE TO EARN CFC, VIRTUAL EDITION WELLNESS REWARDS. If you do not want to share the required personal information for reward eligibility when creating an account, you can register using the method below. If you change your mind, you can update your personal information at a later date to become eligible for the reward.

Step 1 - Go to LACountyGetsFit.com to begin registration.



Not Yet Registered?

First Name

Last Name

Department ▼

Employee ID E ▼

Email

Confirm Email

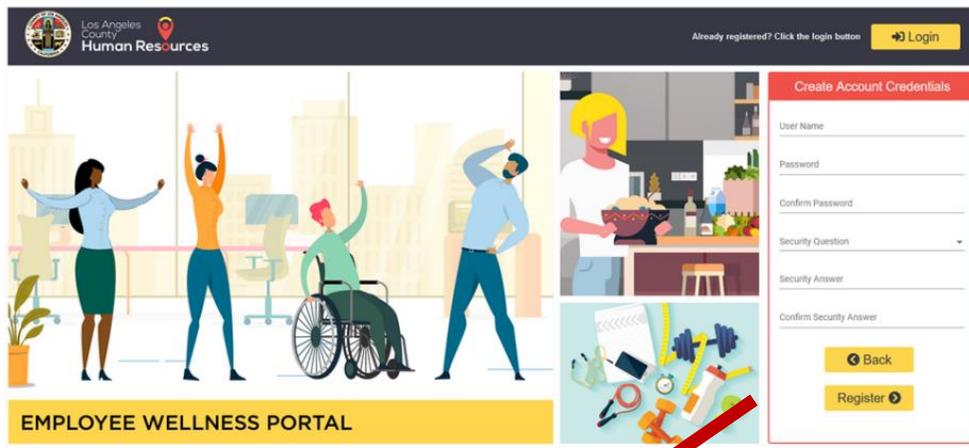
Do you want to earn rewards for your wellness efforts?
 Yes No

 Type the code from th...
[Generate New Image](#)

I am not a Robot

- Enter your First Name and Last Name.
- Click the dropdown arrow to select Department.
- Click the dropdown arrow to select E or C, then enter your Employee ID.
- Enter your email in this field.
- Enter your email again in this field.
- Select No to Opt Out of Rewards.
- Type in the code shown on your screen, then check the box "I am not a Robot". Click the Continue button when it is displayed.

Step 2 – Create Account Credentials



Create Account Credentials

User Name

Password

Confirm Password

Security Question

▼

Security Answer

Confirm Security Answer

← Back

Register →

Create a User Name and enter it in this field.

It is recommended to use your email address as your User Name.

Create a password and enter it in this field.

Enter your password again in this field.

Click the dropdown arrow to Select Security Question.

Enter Security Answer in this field.

Confirm Security Answer and enter it again in this field.

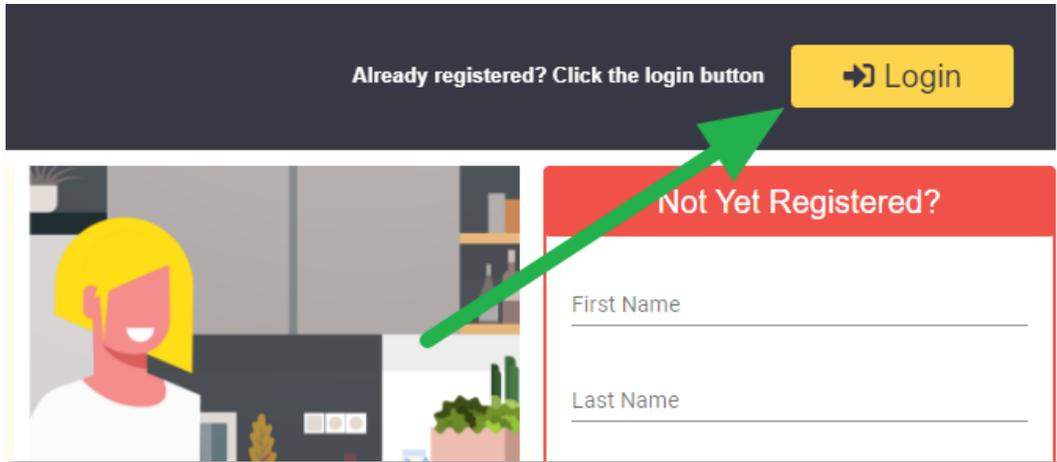
Click the Register button to complete registration.

How to Register to Attend Live Webinars

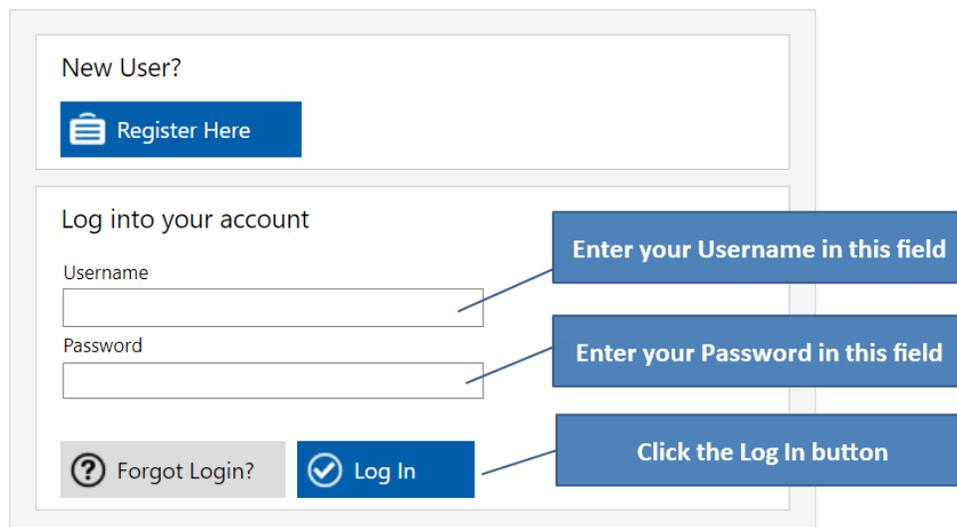
To register to attend a live webinar, follow the instructions below.

Step 1 – Log in to your wellness portal

- Click the yellow Login button at LACountyGetsFit.com.



- Enter your username and password in the appropriate field and click the blue **Login** button.

The screenshot shows a login form with the following elements:

- A "New User?" section with a blue "Register Here" button.
- A "Log into your account" section with "Username" and "Password" input fields.
- A "Forgot Login?" link with a question mark icon.
- A blue "Log In" button with a checkmark icon.

Callouts with blue boxes and arrows point to:

- The "Register Here" button.
- The "Username" input field.
- The "Password" input field.
- The "Log In" button.

Step 2 – Go to Wellness Education

- Click the Wellness Education icon to view the list of live webinars.



- Webinars are listed by category (Active Fitness, Body/Physical, Financial, Mental/Self-Care, and Nutrition/Food). Click **Expand All** to view the list of webinars in each category.

CATEGORY	TYPE	DUE DATE	AVAILABLE CREDITS
6/30 - Guided Mindful Approach to Walking - 30 credits (Live)	Recommended	6/30/2021	0
8/25 - Guided Daily Microbreak Stretches At Your Desk - 30 Credits (Live)	Recommended	8/25/2021	0
9/22 - Guided Chair Yoga and Breathing Exercises - 30 credits (Live)	Recommended	9/22/2021	0

CATEGORY	TYPE	DUE DATE	AVAILABLE CREDITS
11/18 - Managing Diabetes-Understanding What Makes Blood Sugar Go Up and Down - 60 credits (Live)	Recommended	11/18/2021	0
7/07 - Colorectal Cancer Awareness - 60 credits (Live)	Recommended	7/7/2021	0

Step 3 – Select the webinar

- Click on the title to read the description and register to attend. The webinar date will be listed just before the webinar title.

Financial		
CATEGORY	TYPE	DUE DATE
10/14 - Don't Let that Degree Cost More Than Your Home - 60 credits (Live)	Recommended	10/14/2021
10/26 - Raising Money-Savvy Kids - 60 credits (Live)	Recommended	10/26/2021
11/04 - Stop Doing the Credit Card Shuffle-Eliminating Debt - 60 credits (Live)	Recommended	11/4/2021

- Click the **Start Course** button. Please note that “Start Course” leads to registration. Once registered, you must take the additional step of joining the webinar at the time it is offered.

10/14 - Don't Let that Degree Cost More Than Your Home - 60 credits (Live) [Help](#)

Note: Using the browser forward/back buttons will not save your progress, so they have been disabled. Please use the gray or blue Back/Next buttons in the bottom right of each page of the course to navigate. [Click here](#) here for more help navigating the course.

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Going to college can be very expensive. You may not need to spend as much as you think. Do your research before stepping foot in the classroom to find money to help pay for your degree.

Thu, Oct 14, 2021 12:00 PM - 1:00 PM PDT

To register for the live webinar, press the blue "Start Course" button above.

To return to the previous page, press the gray "Exit" button.

Exit Course Start Course



Financial

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Virtual Edition

- Click on the link “Click here to register for the webinar.”

10/14 - Don't Let that Degree Cost More Than Your Home - 60 credits (Live) [Help](#)

Menu Webinar Registration Save & Exit Section

[Click here to register for the webinar](#)

A confirmation email with attendee link to join the webinar will be sent to you.

Once you have viewed the webinar, please return to this page and press the blue "Finish Course" button below to self-report this webinar as attended.

Once your attendance has been verified by the webinar host and completion has been uploaded to the portal, you will be able to see the credits earned on your Wellness Activities page under "Group Sponsored Activities".

- You will be directed to the webinar registration site. Complete the required fields. Then, click the **Register** button at the bottom of the page to complete your registration. You will NOT be redirected back to www.LACountyGetsFit.com; separately log back in to return.

register.gotowebsinar.com/register/4101792310887201296



LA County - Don't Let That Degree Cost More Than Your Home

Thu, Oct 14, 2021 12:00 PM - 1:00 PM PDT
[Show in My Time Zone](#)

Going to college can be very expensive. You may not need to spend as much as you think. Do your research before stepping foot in the classroom to find money to help pay for your degree.

*Required field

First Name* Last Name*

Email Address*

Step 4 – Self-report your attendance

- After you have attended the live webinar, return to the webinar course page and press the blue “**Finish Course**” button to self-report your attendance.

10/14 - Don't Let that Degree Cost More Than Your Home - 60 credits (Live) [Help](#)

Menu Webinar Registration Save & Exit Section

[Click here to register for the webinar](#)

A confirmation email with attendee link to join the webinar will be sent to you.

Once you have viewed the webinar, please return to this page and press the blue "Finish Course" button below to self-report this webinar as attended.

Once your attendance has been verified by the webinar host and completion has been uploaded to the portal, you will be able to see the credits earned on your Wellness Activities page under "Group Sponsored Activities".

Financial

Finish Course ✓

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- Once your attendance has been verified by the webinar host and completion has been uploaded to the portal, you will be able to view your earned credits on your **Wellness Activities** page under **Group Sponsored Activities**. You will see your earned credits and a green check mark in the status column.

Wellness Tutorial Wellness Activities My Wellness Plan Wellness Education

Wellness Center

Group Sponsored Activities

ACTIVITIES	TYPE	DUE DATE	AVAILABLE CREDITS	EARNED CREDITS	STATUS
6/22 Attendance Verified: Relationships & Money (Live)	Recommended	12/31/2021	60		
6/23 Attendance Verified: Emotional Intelligence-4 Must Skills to Develop your EQ (Live)	Recommended	12/31/2021	60	60	✓
Confirm Your Completion of 2021 Biometrics	Recommended	12/31/2021	1	1	✓

How to Track Reward Progress & Confirm Credits

You can view the number of credits you have earned and track your progress towards earning your wellness reward on the My Wellness Plan page of the portal.

View your earned credits

- From the Wellness Tutorial page, click **My Wellness Plan**. To view your earned credits, you may need to click **Expand All**. You may also click the “Download Credit Details” link at the bottom of the page to export your earned wellness credits into a .CSV file.

Wellness Center

PLAN: 2021 COLA Test Wellness Plan (1/1/2021 - 12/31/2021) [Expand All](#) | [Collapse All](#)

Credits Earned

Your Wellness Credits Earned

Activity Type	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Required	0	0	0	0	0	0							0
Recommended	0	0	0	0	0	60							60
Elective	0	0	0	0	0	0							0
Total	0	0	0	0	0	60							60

[Download Wellness Credit Details](#)

You have reached the end of the FAQs and Instructions for “LA County 2021 Countywide Fitness Challenge (CFC) Virtual Edition.” Thank you for your interest in the L.A. County employee wellness program.