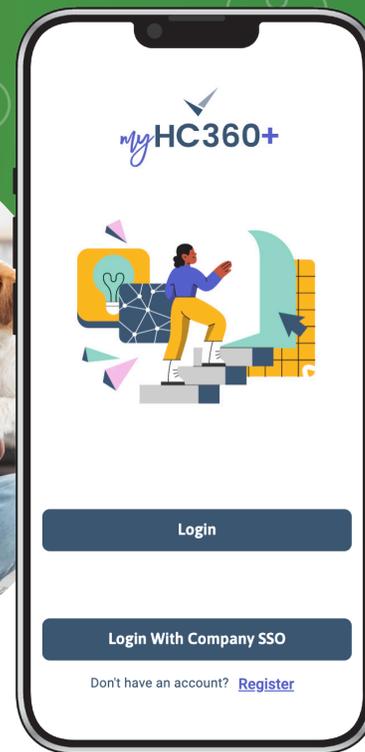


# myHC360+ for MY HEALTH REWARDS



## myHC360+ Frequently Asked Questions

### Download the Mobile App

Ensure you have the current myHC360+ app downloaded!

- Open the App Store (Apple User) or Google Play Store (Android User).
- Search **myHC360+**.
- Select the purple icon.
- Select **Get**.



### ■ TERMS OF SERVICE AND PRIVACY POLICY

#### Q: How do I access the Terms of Service and Privacy Policy?

- Select the **Profile** icon in the upper right-hand corner.
- Select **Settings**.
- Select **Terms of Service** to read our terms of service information or select **Privacy Policy** to read our privacy policy statement.

#### Q: How is the information I provide in the HRA used, and who has access to it?

The information provided in the Health Risk Assessment (HRA) is used to support biometric data and enhance coaching call efforts. This helps create a meaningful connection between an individual's perceived health status and their biometric data. All information given to HealthCheck360 is protected by HIPAA, ensuring no Personal Health Information (PHI) is shared with UAB. The HealthCheck360 internal team, including health coaches, clinicians, account managers and customer support, undergo intensive HIPAA training. This information is only accessible to the specific resources supporting the participant on their well-being journey.

**UAB** The University of  
Alabama at Birmingham.

Employee Wellness

## ■ SUBMITTING ACTIVITIES & EARNING POINTS

### Q: How do I upload proof of a doctor's visit?

- Login to the myHC360+ app.
- Select the activity that requires proof of upload (i.e. Preventative Care Visit, Doctor Visit).
- Select **Upload Image/File**.
- Select the source of your document (documents, gallery or camera).
- Select **Submit**.

### Q: What counts as proof?

Proof of a completed Doctor Visit must include the participant's name and the specific doctor they saw. Acceptable forms of proof are a primary care physician form, Explanation of Benefits (EOB), doctor's note, physician letterhead with the name and date of service, or an after-care summary. These documents should indicate the participant's name, doctor's name, date of visit, and any labs completed during the visit.

### Q: How are activities awarded?

#### 1) Participant Submission

Participants can earn points by completing tasks on their to-do list or available activities, which can be required, recommended, or honor based. Honor-based activities automatically earn points upon completion. If approval is needed from HealthCheck360/UAB, points are awarded once approved.

#### 2) Claims-Based Submission

The HealthCheck360 team works with the UAB team to set up file feed from your health plan carriers to receive biometric screening data, preventive care visits, flu shots etc, ensuring points for completed activities.

### Q: How far back can I log exercise/activity?

You are welcome to log exercise/activity if it falls within your program measurement period. For example, if your program starts on Jan. 1, 2025, and ends on Dec. 31, 2025, you can log exercise/activity anytime within this period. This ensures that all activities are recorded and counted towards your program goals.

## ■ COMMUNITY & SUPPORT

### Q: What does it mean to friend someone on the myHC360+ app?

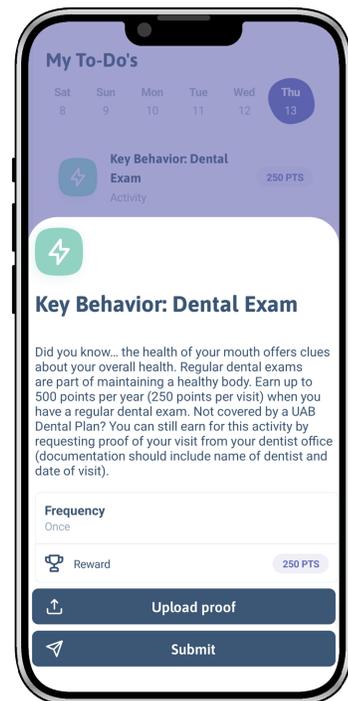
When you invite or accept a friend request on the myHC360+ app for My Health Rewards, you are inviting someone to be a part of your community. This allows you to connect with colleagues, offer support, and soon, challenge each other. Building a network of friends creates a supportive community, enhancing your wellness experience through connection and shared goals.

### Q: What is the Community page?

The Community page is your go-to section for staying updated with HealthCheck360 and UAB Employee Wellness news. The Feed tab acts like a personalized social media feed, offering wellness calendars, healthy recipes, program spotlights and more. The Friends tab helps you build a community of accountability by connecting with colleagues, allowing you to invite and accept friend requests for peer support and challenges. Lastly, the Groups Tab lets you join interest-based groups such as Give Back Crew, Money Masters, Weight Loss Support, First Moms, and many more to foster social connectivity and motivation on your wellbeing journey.

### Q: Who do I reach out to if I have questions?

Participants can speak to a live person by contacting HealthCheck360 Member Services, available Monday-Thursday from 7 a.m. to 7 p.m. CT, and Friday from 7 a.m. to 5 p.m. CT. For support, please email support@healthcheck360.com or call 1-866-511-0360.



## ■ DEVICE SYNCING & TRACKING

### Q: How do I connect a device or tracking app?

Get the most from your MyHC360+ experience by connecting a device like FitBit or Garmin, or a tracking app like Apple Health. *Please note, the first time you connect your device, it may take several hours for data to populate.*

- Select the **Profile** icon in the upper right-hand corner.
- Select **Connect a Device**.
- Find your fitness device or app (Apple Health, Garmin Connect, FitBit) and select **Connect**.
- Follow the prompts to log into your app or device's account and follow the instructions. If prompted, select the data you want to share and then select **Allow**.
- You will see "Connected" under your respected app (Apple Health, Garmin Connect, FitBit).

### Q: How do I manually track my health if I don't have a device?

- Select the **Plus** icon (+) on your dashboard.
- Select the health category you'd like to track.
- Enter your tracking data and select the date you completed the activity.
- Select **+ Log It** to submit

*Note: Users can track back to the start of their program start date. Backtracking data before your program start date is not available.*

### Q: How do I view my historical tracking data?

- Select the **Profile** icon in the upper right-hand corner.
- Select **My Path**.
- Select **My Progress** and scroll down to the tracking activity you wish to view the history for.
- Any historical tracking (from your current program) will display below the area to track.
- You can select the data box to toggle between a weekly, monthly, annual or transaction history list.

## Troubleshooting Common Syncing & Connection Issues

### Ensure your device and/or app is connected:

- Log in to the myHC360+ app.
- Select the **Profile** icon in the upper right-hand corner.
- Select **Connect a Device**.
- You will see "Connected" under any of the options already selected.
- If your device and/or app is NOT connected, follow the steps in the FAQs above to connect a device.

### If your data is not syncing:

- If your device/app and smartphone are already connected but do not sync:
  - » Turn off Bluetooth technology from your smartphone settings, exit out of the app, and turn it back on.
  - » Remove the device from your account, and pair it again. Ensure your device is within range of your smartphone.
- If the device/app you have connected has permission settings to access data, ensure you have allowed MyHC360+ access.
- Ensure you connect the same device account to your MyHC360+ as you have your device connected to.
- Once you pair your device with your MyHC360+ account, the device only sends data to myHC360+ when you open up the app. Data will back track, but you should occasional open up the app and device account to ensure ongoing data.
- If activity tracked through the Apple Health App is not syncing, open the Apple Health App on your device then re-open myHC360+.

