

# sharecare Program Tips

1. Members must use the below link when registering for Sharecare the first time:

<https://bluecrossmn.sharecare.com>

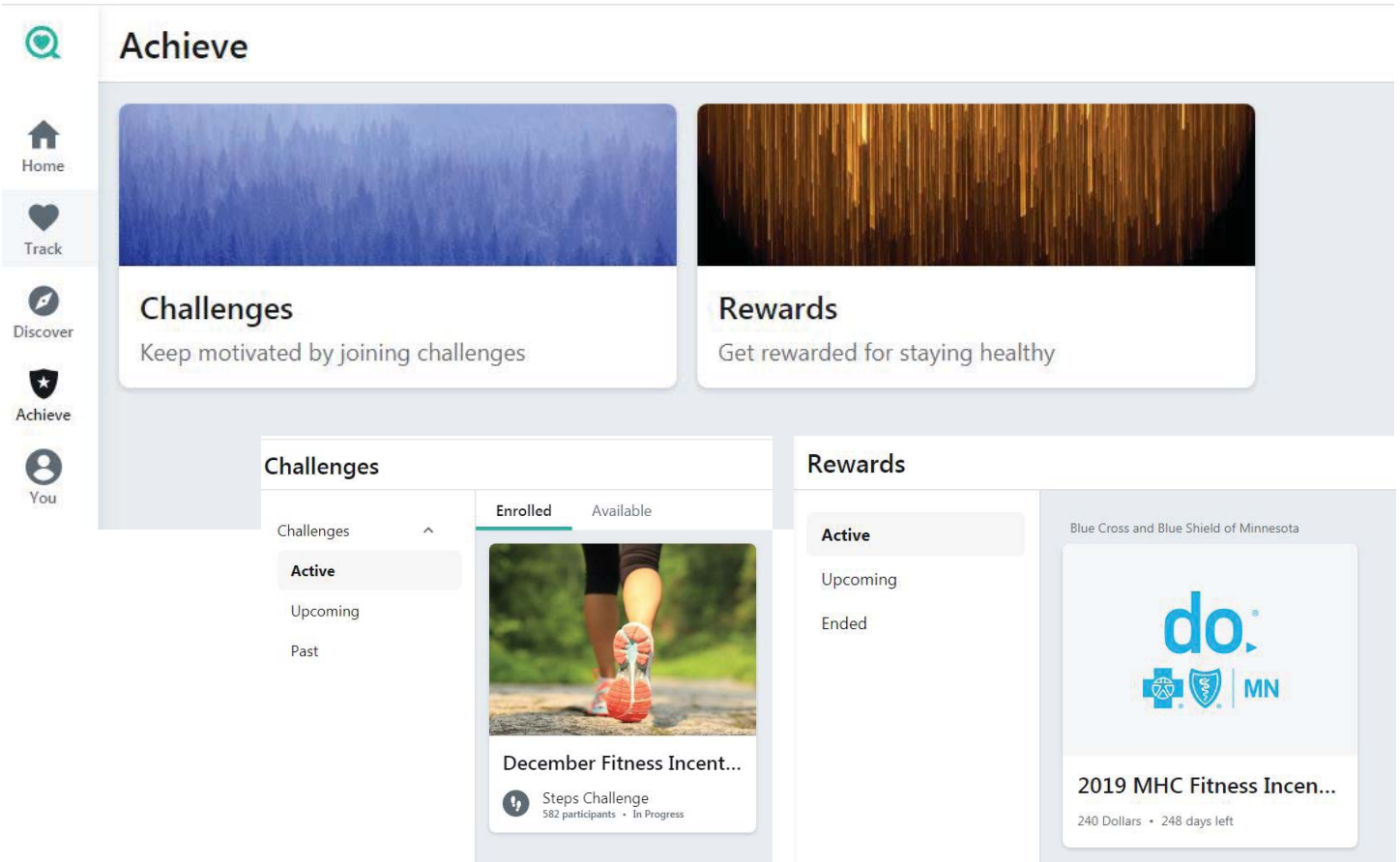
IF a member uses any other link such as [www.sharecare.com](http://www.sharecare.com) OR if they register for the first time using the Sharecare App, they will not be connected with their BCBS Insurance resulting in no Fitness Incentive rewards. If this has happened, sign out of the Sharecare program and sign in again using the <https://bluecrossmn.sharecare.com> link and choose “Already a Sharecare User” Sign In.

**After** the initial registration and set-up with the program, a member can sign in to the program through an App on their smartphone or by going to Sharecare.com.

2. The RealAge Assessment must be completed during initial registration and updated yearly. You **must update your RealAge** on your insurance renewal date to activate the new plan year benefits.
3. Accept ALL challenges. Once the registration and program set up is complete, a member must accept the challenges. It is easiest if ALL challenges are accepted vs. month by month. If a member has been tracking their steps within the Sharecare program during a month but did not accept a challenge, they can accept the challenge prior to the end of the month and steps should transfer to the challenge.
4. Two challenges must be met each month:
  - a. A TOTAL of 210,000 steps in a month
  - b. Engage with the program at least 21 days out of the month. Engaging includes:
    - i. Syncing your tracking device to the Sharecare App – tracking steps automatically.
    - ii. Entering steps in manually – you can retroactively add steps for seven (7) days. Important note: All steps must be entered by the last day of the month.
    - iii. Reading an article or watching a video.
    - iv. Working on your Green Days.
5. All rewards are redeemable in the Sharecare Marketplace. The Sharecare Marketplace offers 80+ e-gift options along with the option to purchase items in the Marketplace.
6. End of Plan year points options:
  - a. Do nothing and receive a visa e-gift card for the balance. A member will need to “redeem” the email sent by Sharecare customer service within 30 days.
  - b. A member has 30 days to choose how they want to spend the dollars after the plan year is done. They can choose to purchase an item/gift card within that time.
  - c. If a member would like to choose what to purchase with their dollars/points that remain in the “old” plan year, they must select Rewards (within the Achieve section of Sharecare), and select “Ended” as noted in the image. .
7. Although working on your Green Days is encouraged and focuses on your health and wellness – it is not a required action step to earn the fitness incentive.
8. Technology isn’t perfect. If you link your tracking device (i.e. Fitbit) to the Sharecare App, make sure to check that it is syncing often.
9. Questions? Contact BCBS Customer Service at 1-866-537-7702.



New and Existing users should see this home page when registering.



Images above and below show current challenges and rewards along with the option to review upcoming and past events.

