

Frequently Asked Questions (FAQ)

What if this FAQ does not answer my questions?

- For questions about using SmartHealth, contact SmartHealth Customer Service:
 - Call SmartHealth: **1-800-947-9541**
 - Online: **Contact SmartHealth**
- For questions about eligibility for the SmartHealth wellness incentive, visit HCA's website for:
 - **PEBB SmartHealth**
 - **SEBB SmartHealth**

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About

What is SmartHealth?

SmartHealth is a voluntary wellness program offered as a benefit through the Public Employees Benefits Board (PEBB) and the School Employees Benefits Board (SEBB) programs. The Health Care Authority (HCA) is your health plan sponsor. HCA has contracted with a vendor, WebMD, to administer and provide the SmartHealth program to eligible PEBB and SEBB members.

Who is WebMD?

WebMD is the company contracted with HCA to provide the SmartHealth program. As a business associate of HCA, we are legally obligated to protect any personal health information as required by HIPAA. You may see our name throughout the site, and we might ask you for verification when connecting a device.

Privacy

How is my information used?

Personal information **provided by the Health Care Authority (HCA)** is needed to:

- Authenticate you as a legitimate user of the WebMD Services;
- Establish log-in credentials to provide you with secure access to your information;
- Provide demographic data required by some WebMD Services; and
- Provide HCA with reports of aggregate information (see the **Disclosures to HCA** section below).

Personal information collected **directly** from you is needed to:

- Establish and control access to your WebMD account.
- Allow you to track your health information and health-related behavior.
- Provide personalized content, advice, and recommendations that are relevant to you and your health needs. For example, we:

- Allow you to track your health and behaviors.
- Give you personalized health assessments.
- Send you health alerts or other health-related messages, and
- Send you messages about your account.
- Produce the report of statistics and aggregate information mentioned above.
- Respond to questions or comments that you send to us.
- Allow you to communicate with others in online health topic communities.
- Communicate with you as required by law, in connection with our services and as otherwise permitted by you or HCA, and
- Find out how our services are being used to help us improve and know which tools users find most helpful.

Personal information collected **indirectly** from you is needed to assess and improve how users of the WebMD Services navigate and utilize the website. This information includes site activity, browsing patterns, and platform engagement.

Disclosures to HCA

WebMD provides the health plan sponsor, HCA, with a number of reports on an aggregate and anonymous basis. HCA may use these aggregate reports to better understand and assess the health needs and concerns of its employee population, and to consider development of programs to address these needs and concerns. For example, HCA might learn that there is significant interest in stopping smoking amongst employees in a particular geographic region and then introduce smoking cessation programs in those countries.

WebMD may tell HCA if you have registered with WebMD, if you have taken the well-being assessment, or if you've signed up for WebMD programs offered by HCA. WebMD will do so to help HCA manage incentives and analyze registration rates. WebMD will not share your personal information (such as the answers you give to the well-being assessment) in a manner that can be used to identify you.

How is my information protected?

WebMD is HCA's business associate under the Health Insurance Portability and Accountability Act (HIPAA). This means that WebMD has agreed to administer SmartHealth in compliance with HIPAA in the same manner that your health plan must comply with HIPAA.

All personal information you provide through the use of the WebMD Services is secured in transmission using encryption and passwords. We also use industry-standard encryption and hash algorithms in storing your personal information within our databases and in back-up files. WebMD uses firewalls and monitoring software to provide real-time protection for our servers, which are locked down using standard physical measures. We store identical information on servers at two separate locations to provide continuity of service.

WebMD limits access to your information to help ensure that only you, our authorized personnel, and other authorized third parties can access your information as described in this Privacy Policy. All WebMD personnel are required to complete privacy and security training on a regular and refresher basis and are subject to disciplinary action for violating WebMD's information security policies.

Can my employer see my information?

No. Federal law prohibits us from disclosing your identifiable information to your employer for employment purposes. However, certain HCA employees may see limited information as explained above under "How is my information used."

Can the information I enter in SmartHealth be used against me? For example, can my BMI be used to increase my insurance copays?

No. Federal law prohibits the use or the disclosure of your body mass index (BMI) and other health information about you to, among other things, change your deductibles or other cost-sharing requirements under a health plan. With the exception of information shared to award wellness incentives, WebMD does not disclose your Information to HCA in any identifiable form.

Where is my information stored?

The personal information you provide when using WebMD Services is stored and maintained on servers owned by WebMD in data centers located in the United States.

All personal information you provide through the use of the WebMD Services is secured in transmission using encryption and passwords. We also use industry-standard encryption and hash algorithms in storing your personal information within our databases and in back-up files. We use firewalls and monitoring software to provide real-time protection for our servers, which are locked down using standard physical measures. We store identical information on servers at two separate locations to provide continuity of service.

We limit access to your information to help ensure that only you, our authorized personnel, and other authorized third parties can access your information as described in this Privacy Policy. All WebMD personnel are required to complete privacy and security training on a regular and refresher basis and are subject to disciplinary action for violating WebMD's information security policies.

How can I access or change my information?

When you log in to the WebMD website, you can view, change, and delete personal information that you have entered on this website. Once you have taken the well-being assessment, you can't change your answers unless you retake the entire assessment. You can, however, update your numbers for certain biometrics. You always have the ability to view the results of your well-being assessment and the activities you have completed on the portal.

You can contact HCA to request that we change or delete other information if you believe it is incorrect. We will review your request but may be restricted in our ability to change or delete information, depending on the request.

Does anyone else have access to my information?

WebMD will not disclose or sell your personal information to any third party for marketing or advertising purposes unless you have signed an authorization allowing us to share the information. We generally do not request any such authorizations because we have no desire to share your information for marketing or advertising purposes. However, to provide you with the most relevant health information, the SmartHealth portal provides you with the ability to link to other third-party, external websites (for example: WebMD, Mayo Clinic, or National Institutes of Health) so you may obtain more information regarding medical needs and issues. We cannot control how these third-party, external sites collect and use information. You should review the third-party's privacy policy for information to see how it collects any of your information and how it might use that information. WebMD may also use contractors to perform some of its functions. Those contractors agree to follow privacy and security standards that are at least as strict as the standards WebMD follows.

Can other users see my information?

Well-being assessment

Results from your well-being assessment are not public. Only you can see how you answered the questions and results from your assessment.

Community feature

When you make a comment in the Community feature, the display name you choose will be visible on the site.

Challenges

When you join a Challenge, you will enter a display name. The display name for a Challenge will show on the challenge's Individual leaderboard, along with your ranking. If you join a Challenge and you wish to remain anonymous, choose a display name that won't identify you in any way. If you join a Team Challenge, your team name will also display on the Team leaderboard, along with the team's ranking in the challenge. Display names chosen for a Challenge are not shared anywhere else in SmartHealth. If you have previously set up a Profile display name, that display name will continue to persist in the Community groups you are participating in.

Can I delete my information if I choose not to participate in SmartHealth anymore?

If you want to unsubscribe from SmartHealth we will be happy to assist you in removing your personal information. WebMD will remove as much information from our system as possible; however, they cannot remove information that may have been included in our system backups. Any information retained in those backups will be protected in accordance with federal and state laws and will not be further used or disclosed. You can see information about how we protect information about you that we might retain in our system backups in [SmartHealth's Privacy Policy](#). If you choose to delete your personal information and no longer participate in the SmartHealth program, you may lose your eligibility to receive wellness incentives.

You may close your WebMD account and remove personal information from your account. To do this, you can either:

- Go to the "Account Deletion" tab under "Settings" on this website's home page and follow the on-screen instructions to delete your account.

- Send a signed statement with your name, address, email address, and birth date that directs WebMD to close your account and remove your personal information, to the address below.
- Call SmartHealth Customer Service at 1-800-947-9541.

If you want to write to us to have your account deleted, or to make changes to your information, send it to:

- **Mail:**
WebMD Health Services Group, Inc.
Attn: Privacy Office
9229 Delegates Row, Suite 400
Indianapolis, IN 46240
- **Email: privacy@webmd.com**
- **Online: [Contact SmartHealth](#)**

If you delete your account and personal information, you may not be eligible for incentives and your account access will end immediately.

What happens to the information I have provided if I stop using SmartHealth to collect points towards incentives?

The information you have provided continues to exist on the website unless you deactivate your account. To do this, you can:

- Go to the "Account Deletion" tab under "Settings" on this website's home page and follow the on-screen instructions to delete your account; or
- Send a signed statement with your name, address, email address, and birth date that directs WebMD to close your account and remove your personal information, to the address below.
- Call SmartHealth Customer Service at 1-800-947-9541.

If you want to write to us to have your account deleted, or to make changes to your information, do one of the following:

- **Mail:**
WebMD Health Services Group, Inc.
Attn: Privacy Office
9229 Delegates Row, Suite 400
Indianapolis, IN 46240
- **Email: privacy@webmd.com**
- **Online: [Contact SmartHealth](#)**

If SmartHealth requires you to participate to earn any wellness incentive points, your ability to earn points will also be discontinued, and any points you may have earned through your participation will be permanently lost. If you change your mind and want to participate again, you will need to set up your WebMD account again.

Things to know about SmartHealth

Where do I learn more about deadlines and details for wellness incentives?

- **PEBB SmartHealth**
- **SEBB SmartHealth**

How do I know if I've received the wellness incentive for the previous program year?

The wellness incentive is distributed by January 31 the year after you qualify for it. To see if you have received it, you can:

1. **Log in to SmartHealth** (or through the Wellness at your Side app) and join the "How do I find my \$125?" activity. The activity will offer you detailed instructions on how to find your \$125 through your medical plan.
2. Sign into your medical plan's member portal.
3. Contact your medical plan.
4. If you have a consumer-directed health plan (CDHP) or a high deductible health plan, look at the amount of your "Employer contribution" for January. It will be \$125 more than usual if you have received the wellness incentive.

I can't do any of the activities you offer. What can I do to qualify?

Please read our **Reasonable Alternatives Standards FAQ**.

Can I visit the SmartHealth website while at work?

Workplace policies vary, so it's best to check with your employer and your supervisor first.

Settings

How do I log in?

Note: Google Chrome is the preferred browser for SAW, but the latest versions of Edge and Firefox will also work. You may need to disable compatibility mode if you are using Edge.

Using a computer

1. Use SecureAccess Washington (SAW) when logging into SmartHealth. This is a requirement of the State Office of Cybersecurity. If you have not done so already, create a **SAW** account. Skip to step 6 if you already have a SAW account.
2. Go to **SAW** and click Sign up.
3. Enter your name, email address, create a username, and password. Tip: Save your username and password in a safe place so you don't forget them the next time you log in.
4. Check the box to indicate you're not a robot, click **Create my account**, and click **Submit**.
5. Open your email and click the link to activate your account. You will be taken to the SAW login portal. Follow the instructions on the screen to finish creating your account.

6. Navigate to **SmartHealth** and select the button labeled **Continue with SecureAccess Washington (SAW)**. You will be directed to SAW.
7. Enter your SAW username and password on the SAW Login screen.
 - If you can't remember your SAW username or password, select **Get Help** and follow prompts.
 - If you do not have a SAW account, select **Sign Up!** and follow prompts.Choose the method in which to receive a verification code for Multi-Factor Authentication.
Example: Email.
8. Enter the last six numbers of the code sent to you and select the **Submit** button.
9. Select the **Submit** button on the SAW **Remember Device?** screen. You will be taken to the SmartHealth portal.
10. On the registration page, enter your First Name, Last Name, Date of Birth, and the last 4 of your Social Security Number (SSN). Provide an email address where you want to receive communications from SmartHealth.
11. You must then accept the Terms of Service and Privacy Policy statements. Read, accept, and then click **Go**.
12. You will be presented with the WebMD ONE Welcome screen, which is part of the SmartHealth onboarding process. Click **Next** to be taken to the next screen.
13. The **Topics of Interest** screen will then appear. You must select at least one topic. Click **Next** to be taken to the next screen.
14. Select one or more **Conditions** you have interest in, or click **Skip** to be taken to the **ADA Notice** page.
15. You must review and **Agree** to the accept the notice before you can continue to the SmartHealth portal.

Using a mobile device

1. From the **Apple App Store** or **Google Play**, search for Wellness at your Side.
2. After downloading and opening the app center enter the program connection code: **SmartHealth** (not case sensitive).
3. Select **Sign in using Company's SSO**. You will be redirected to SAW to log in.
4. Enter your SAW username and password on the SAW Login screen.
 - If you can't remember your SAW username or password, select the **Get Help** button.
 - If you do not have a SAW account, select **Sign Up!** and follow prompts.
5. Choose the method in which to receive a verification code for Multi-Factor Authentication.
Example: Email.
6. Enter the last six numbers of the code sent to you.
7. Select the **Submit** button on the SAW Remember Device? screen. You will return to SmartHealth.

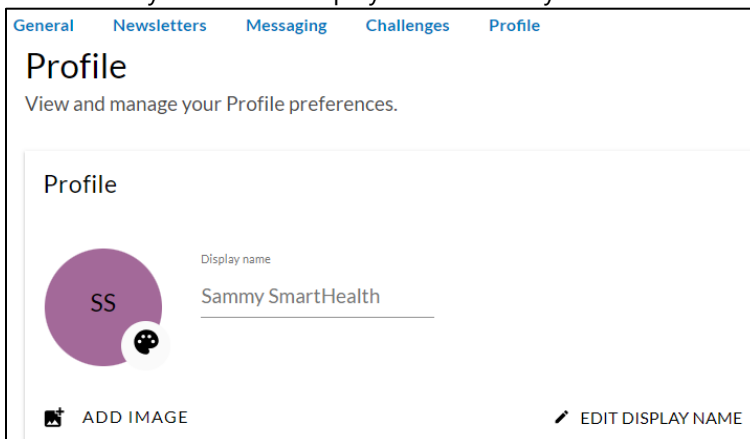
If you don't have online access, call SmartHealth Customer Service at **1-800-947-9541** to participate by phone. A Customer Service representative will be able to assist you. Hours of operation are 7 a.m. to 7 p.m. (Pacific), Monday through Friday.

How do I change my display name?

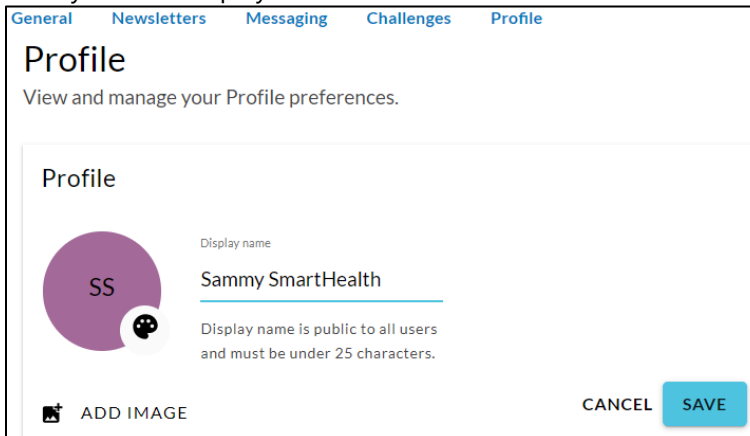
1. Log in to your SmartHealth account.
2. Click on the "INITIALS/PROFILE" section at the top of the page



3. You will see your current display name. Directly under this is **Edit Display Name**.



4. Enter your new display name and **Save**.



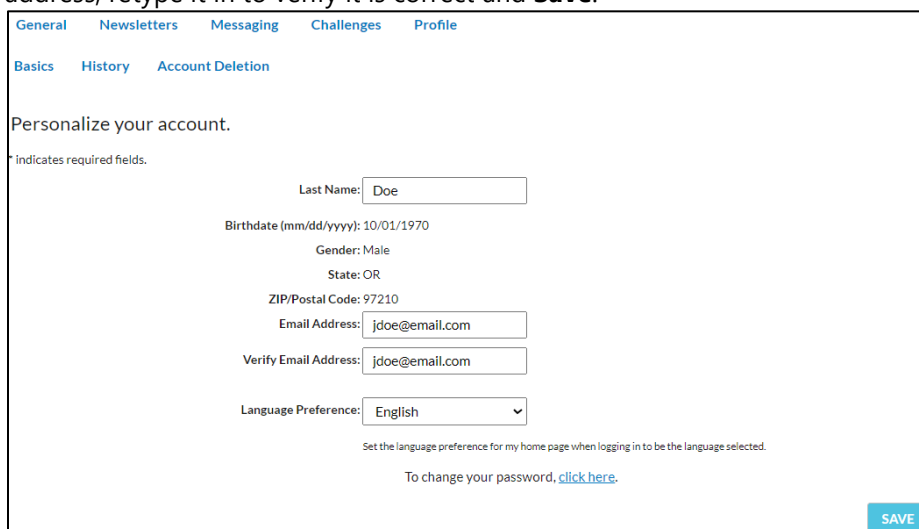
5. The page will refresh with your new display name.

How do I change my email address?

1. Log in to your SmartHealth account and click Settings in the upper-right corner of the homepage.



2. Under the *General* tab, you will see your current email address. Type in your updated email address, retype it to verify it is correct and **Save**.



The screenshot shows the "General" tab of the account settings page. The page has tabs for "General", "Newsletters", "Messaging", "Challenges", and "Profile". Under "General", there are sub-tabs for "Basics", "History", and "Account Deletion". The "Personalize your account." section contains the following fields and information:

- Last Name:
- Birthdate (mm/dd/yyyy): 10/01/1970
- Gender: Male
- State: OR
- ZIP/Postal Code: 97210
- Email Address:
- Verify Email Address:
- Language Preference: (dropdown menu)

Below the fields, there is a note: "Set the language preference for my home page when logging in to be the language selected." and a link: "To change your password, [click here](#)." A blue "SAVE" button is located at the bottom right of the form.

Incentive activities

Where can I find activities that will count towards my wellness incentive?

1. Click the menu in the top right corner of your dashboard, then click "Wellness Incentive"


The screenshot shows the SmartHealth dashboard. At the top, there are two tabs: "My Health" and "Activities and Resources". Below the tabs is a "Welcome to SmartHealth" message and a "CORE ACTIVITIES" section with three cards: "Well-being Assessment" (800 POINTS, GO NOW), "Daily Habits" (150 POINTS, START A PLAN), and "Sync Your D" (50 POINTS). On the right side, a navigation menu is open, listing various options, with "Wellness Incentive" highlighted in yellow.

2. Completing the well-being assessment is required in order to qualify for your wellness incentive. Once you complete it, you unlock the full program and will be able to see the points you have earned across several categories.

The screenshot shows the "REQUIRED ACTIVITY" section. It includes a sub-section for "MORE ACTIVITIES" with a table listing various activity categories and their point values.

Activity Category	Points Earned
Overall Well-being	Earn up to 1,400 Points
Physical Well-being	Earn up to 300 Points
Social Well-being	Earn a maximum of 300 Points
Kaiser Permanente WA Activities	Earn up to 1,150 Points
MetLife Activities	Earn up to 350 Points


- To see your overall progress, click the “View Milestones” tab to see more details around how close you are to earning your Wellness Incentive.

Smart[]Health

My Activities [View Milestones](#)


NEXT MILESTONE

Required activity incomplete ★ 800


Step 1: Complete the Well-being Assessment to earn 800 points. 

UPCOMING MILESTONES


Achieve at 2,000 Points ★ 2,000

Step 2: Earn an additional 1200 points to qualify for a \$125 Wellness Incentive in 2025. 

Achieve at 4,000 Points ★ 4,000

Step 3: Leading the Way! Earn an additional 2000 points! 

- You can also earn points for participating in other activities found in the **Activities and Resources** section.

Smart[]Health

My Health [Activities and Resources](#)


Welcome to SmartHealth

CORE ACTIVITIES




Well-being assessment
Complete the well-being assessment to unlock your incentive program

800 POINTS GO NOW




Daily Habits
Start and track to completion, one of several Daily Habit Plans.

150 POINTS START A PLAN




Sync Your Device
Keep track of activity! Sync your device with WebMD and earn 50 Points

50 POINTS LET'S GO!



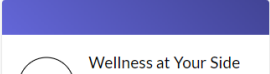
Join a Community Group
Join a Community Group and interact with your peers by posting comments

25 POINTS GO NOW



Join the Million Steps Challenge
Track 1 Million Steps in 2024

200 POINTS SEE YOUR PROGRESS



Wellness at Your Side
Download the WAYS app to access your SmartHealth account on your mobile device!

50 POINTS DOWNLOAD NOW

What happens when I click on a link to an article or resource that leads to a webpage outside of the SmartHealth site?

Some links within the SmartHealth site lead to outside resources that may be helpful for a topic you would like to learn more about or an activity that you're participating in.

Device settings

What are apps and devices?

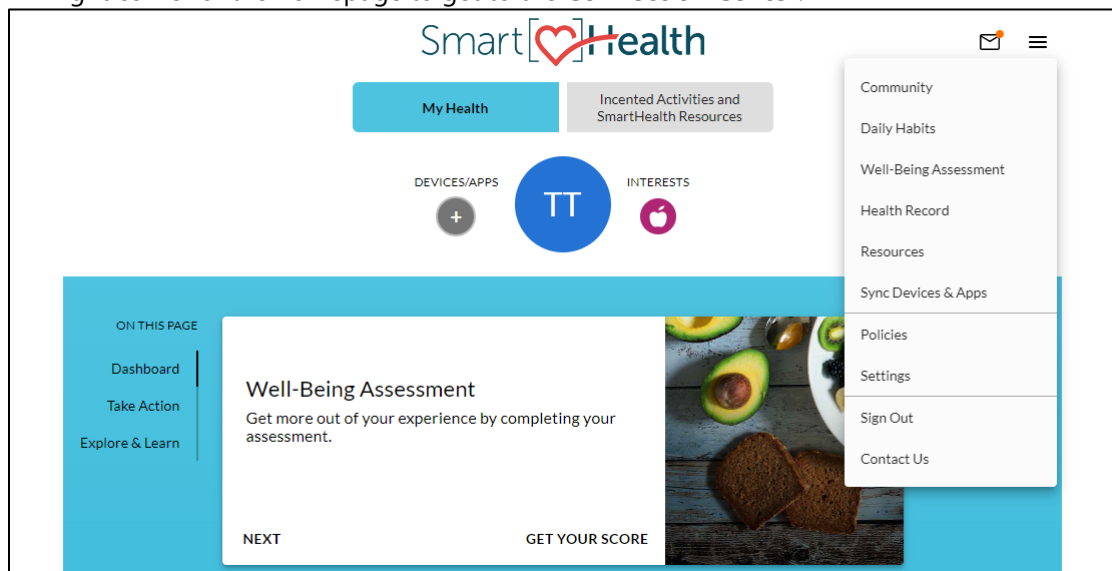
Apps and devices are an easy way to track progress and to stay engaged without having to sign in to the SmartHealth site. Start by choosing a device that's right for you. After connecting your device, the activity tracking your physical activity is automatically updated every night.

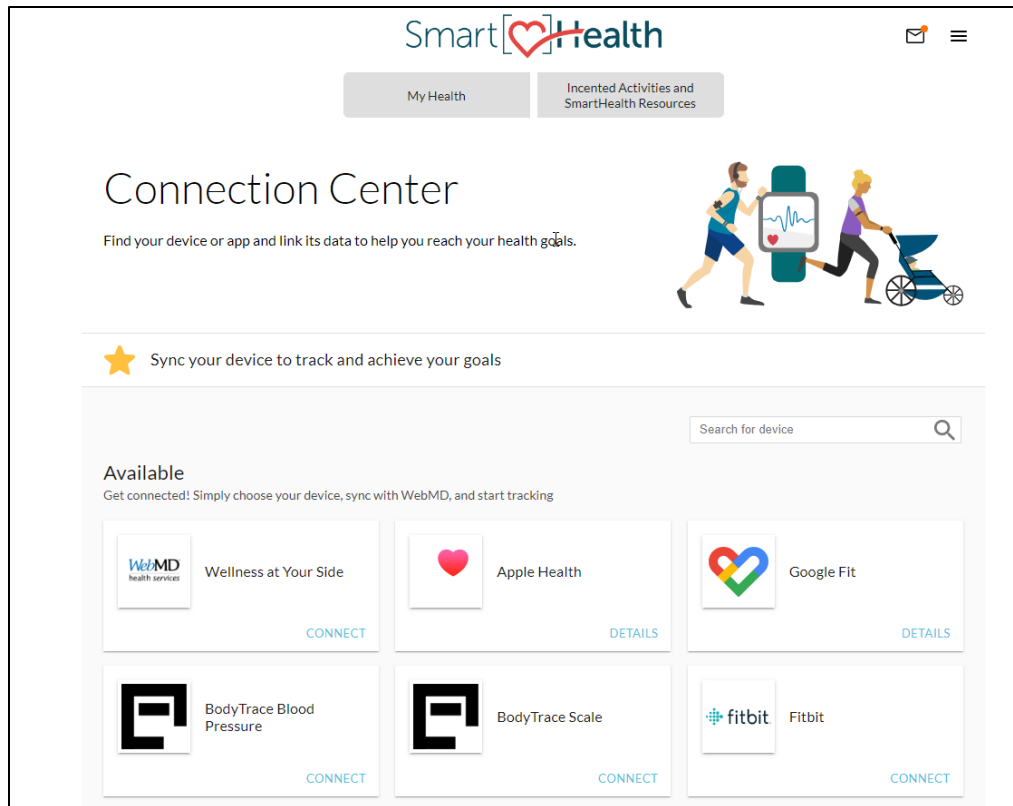
Which apps and devices are currently supported?

Our goal is to support the devices and smartphone apps that best fit your exercise and budget. Some of these work with popular mobile phones and can be downloaded from your favorite app store; others can be purchased directly from their manufacturer. We currently support many devices including FitBit, Apple Health (for iPhone and Apple Watch), Under Armour (MapMyRun, MapMyWalk, etc), RunKeeper, and Garmin.

How do I connect an app or device?

1. Click on the "+" under **Devices/Apps** or click **Sync Devices & Apps** in the menu in the upper-right corner of the homepage to get to the **Connection Center**.





2. Select **Details** or **Connect** and follow the instructions to connect your device.

Note: You will need to be logged in to your online device site (or have your login information readily available) or have your app ready to enter the activation code as the connection process will request this information.

Why isn't my app or device supported?

We're a firm believer in choice and preference. We may be able to support your app or device in future upgrades.

How do I know if my activity is being tracked?

Once you've linked your device, we'll automatically update your activity every night. Your **Health Trackers** will be displayed on the homepage.

ON THIS PAGE

- Dashboard
- Take Action
- Explore & Learn

Well-Being Assessment

Get more out of your experience by completing your assessment.

NEXT

GET YOUR SCORE



Daily Habits

Take control of your well-being today!
Start a Plan to start building Daily Habits!



START PLAN

Health Trackers

 Exercise

 Hours of Sleep/Day

 Steps

 Weight