

NO-PAY COPAY HOW-TO GUIDE

Getting started

Step One

Log in to your **My Health Toolkit®** account and select **Wellness & Care Management**. Then, select **Wellness Programs** and **Personify Health** to enroll.

Step Two

Accept the terms and conditions.

Step Three

Once your account is set up, you'll begin with the **Personal Health Assessment**. This is a short, confidential survey.





How to participate in No-Pay Copay

Step One

On your Personify Health homepage, select Home. Then, select Rewards.



Step Two

If you're enrolled in No-Pay Copay, you will see **Reward Progress** on the left side of the screen and a bar indicating how many personal health credits you have earned so far.

- While enrolled in No-Pay Copay, you have two options:
 - Take the Personal Health Assessment under Health, then Surveys. Identify your conditions in the survey.
 - Navigate to the My Care Checklist under Health to manage and update your health conditions.

~personify		යි Home	♥ Health)오 Social	ی Benefits) Media	 More	
$\langle \rangle$		REWARDS						
	Reward Progress Credits Maximum reward: 2	Earn your No-Pay Copay waiver If you are eligible, complete certain activities each year to receive certain generic drugs related to your condition at no cost. Scroll to see your No- Pay Copay activities below and complete them to earn your copay waiver for the remainder of the year and for the following year. Your progress will automatically update based on claims data unless you must attest you have completed it. Keep in mind some activities could take longer to show as complete.						
	What's in it for you: Earn 2 Rewards Credits to be compliant	How to Earn My Ea	arnings		357 davs left tr	earn rewards		
	REASONABLE ALTERNATIVE: Not sure if you can fully participate in this program because of a disability or medical condition? You	Personal He	ealth Asses	sment				
	may be eligible for alternative ways to participate. For more information, check out our Support page answers or send us an e-mail!	HOW TO Comple	EARN:					
		ACTION:	te the Personal	Health Assess	ment			

Step Three

Scroll down to see your No-Pay Copay activities.

Step Four

Complete activities on the platform to receive credit. Select the activity name to complete it:

- Personal Health Assessment
- Eye exam and flu shot attestation

No-Pay Copay Activities	
HOW TO EARN: Complete 4 Actions 1 Credits	
ACTIONS:	PRIORITY
©2 Care Management Coaching Complete 2 times	Gated Activity
My Health Planner Program	
Eye Exam Attestation	HOW TO EARN:
Flu Shot Attestation	. 0/1 Complete 1 Action
Dental Exam	
 Weight Management Program: Wondr Health 	ACTION:
Hello Heart	A CHOM
Virta	Complete the Personal Health Assessment
Tobacco Cessation	
-	



Step Five

To earn your copay waiver, you must complete the Personal Health Assessment **and** earn two personal health credits by completing four of nine No-Pay Copay activities **and** one of five additional No-Pay Copay activities. Green check marks indicate activities have been completed. Your progress will automatically update based on claims data unless you must attest you have completed it. Keep in mind, some activities could take longer to show as complete.

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	Reward Progress	Earn your No-Pay Copay wait	ver					
	Credits Maximum reward: 2	If you are eligible, complete certain Pay Copay activities below and com will automatically update based on show as complete.	activities eac plete them t claims data	ch year to receive certa to earn your copay wai unless you must attest	ain generic drugs related iver for the remainder of t you have completed it. I	to your condition at the year and for the keep in mind some	no cost. Scroll to see your No- following year. Your progress activities could take longer to	
-	What's in it for you: • Earn 2 Rewards Credits to be	How to Earn My Earnings	How to Earn My Earnings					
	compilant			355 days let	ft to earn rewards			
REASONABLE ALTERNATIVE: Not sure if you can fully participate In this program because of a disability or medical condition? You	Cipate Personal Health Ass	Personal Health Assessment						
may be eligible for altern to participate. For more li check out our Support pa or send us an e-mail!		HOW TO EARN:	·····	How TO EAR	Activities			1
				1 Credits				
Additional No-Pay	Copay Activities			ACTIONS:	ement Coaching			
HOW TO EARN:				My Health Pl	lanner Program			
Completed 1 Strive Credits			1	Eye Exam Att	testation			
ACTIONS:				Flu Shot Atte	estation			
Health Check-U	p			Dental Exam				
📀 Lipid Panel				Weight Mana	agement Program: Wond	r Health		
A1c Blood Test				Hello Heart				
Diabetes Neuro	pathy Screening			 Virta 				
Diabetes Serum	Creatinine Test			Tobacco Cess	sation			

Activities for credits

Priority activity — You must complete this activity to unlock your personal health credits.						
Activity	Additional information	When it will show as completed				
Personal Health Assessment	Complete this activity on the platform by navigating to Health, then Surveys. It will take about 10 minutes.	Immediately after you complete the assessment				
No-Pau Conquiactivities — Cor	nolate four of ning					
Activity	Additional information	When it will show as completed				
ACTIVITY		when it will show as completed				
Care Management Coaching	You need to complete two coaching interactions. This means you either complete one telephonic coaching call or three bidirectional messages via My Health Planner [™] with your care management coach.	Up to 14 days after completion				
My Health Planner Program Completion	Complete a foundational or supplemental My Health Planner program. Contact your care management coach for more information.	Up to 14 days after completion				
Eye Exam Attestation	Complete this on the platform by entering the date you received an eye exam.	Immediately after you enter the date				
Flu Shot Attestation	Complete this on the platform by entering the date you had your flu shot.	Immediately after you enter the date				
Dental Exam	Your dentist will send verification to BlueCross® BlueShield® of South Carolina.	Up to 14 days after your dentist files the claim				
Tobacco Cessation	Enroll in the Tobacco Cessation program.	Up to 30 days after you complete the program				
Wondr Health™ Program	Complete five sessions of the Wondr Health program.	Up to 30 days after you complete your fifth session				
Virta	Claims-based; participate in Virta for one month and a claim will be sent to BlueCross.	Up to 30 days after activity completion				
Hello Heart	Participate in Hello Heart for one month.	Up to 30 days after activity completion				

Additional No-Pay Copay activities — Complete one of five.						
Activity	Additional information	When it will show as completed				
Health Checkup	Your doctor will send verification to BlueCross.	Up to 14 days after your physician files				
Lipid Panel		the claim				
A1C Blood Test						
Diabetes Neuropathy Screening						
Diabetes Serum Creatinine Test						

How do I get my copay waiver?

Once you complete your two credits, BlueCross will notify Express Scripts to activate your copay waiver for you to receive certain generic drugs related to your condition at no cost. It can take up to 45 days for the incentive to activate, depending on when you complete your two credits.

The copay waiver is valid for the remainder of the year and the following year. Next year, complete the program activities again to ensure your copay waiver continues.

Have questions about Personify Health?

- Check out the live chat at Support.PersonifyHealth.com Monday–Friday, 2 a.m.–9 p.m. Eastern Standard Time.
- Give Personify Health a call at 855.944.2058 Monday-Friday, 8 a.m.-9 p.m. EST.
- Send an email to Support@personifyhealth.com.

Personify Health mobile app

Step One

Once you've created your Personify Health account, you can download the Personify Health app and take Personify Health on the go. When you log in, you will see your home dashboard. To see No-Pay Copay activities, choose **Rewards**.





Step Two

activities.

Scroll down past Action Rewards to see the No-Pay Copay









BlueCross BlueShield of South Carolina is an independent licensee of the Blue Cross Blue Shield Association. Personify Health is an independent company that provides a health and wellness platform on behalf of the State Health Plan. Express Scripts is an independent company that contracts directly with the State Health Plan.