

NO-PAY COPAY HOW-TO GUIDE

Getting started

Step One

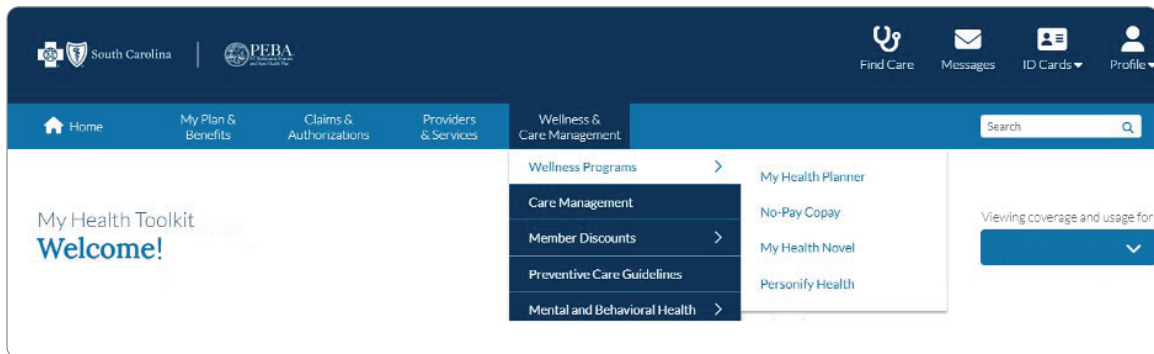
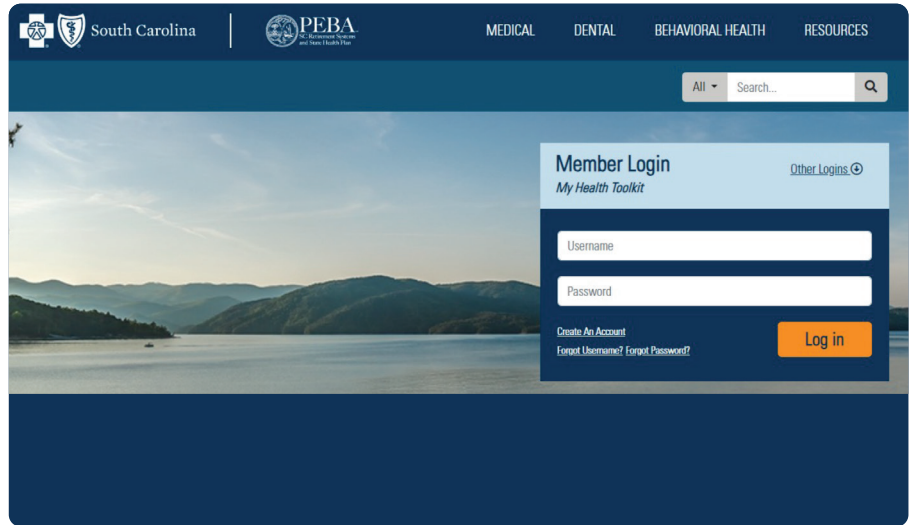
Log in to your **My Health Toolkit**® account and select **Wellness & Care Management**. Then, select **Wellness Programs** and **Personify Health** to enroll.

Step Two

Accept the terms and conditions.

Step Three

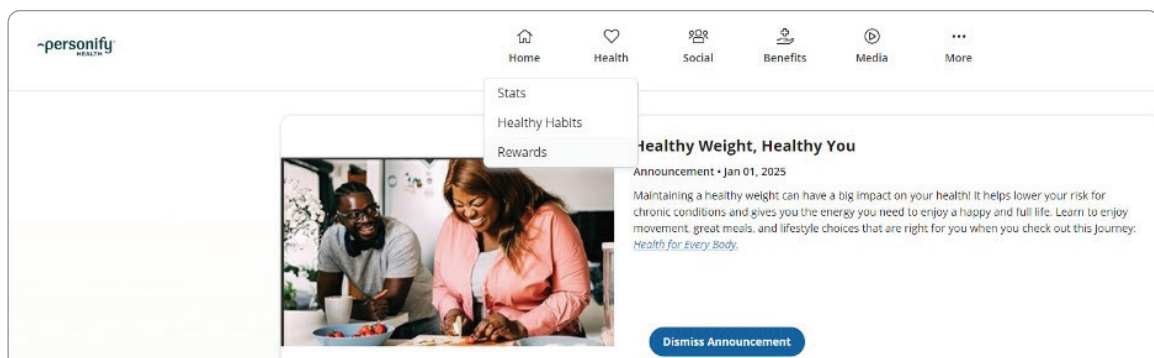
Once your account is set up, you'll begin with the **Personal Health Assessment**. This is a short, confidential survey.



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 HEALTH

Home Health Social Benefits Media More

REWARDS

Reward Progress

Credits

Maximum reward: 2

0 Earned

What's in it for you:

- Earn 2 Rewards Credits to be compliant

REASONABLE ALTERNATIVE:

Not sure if you can fully participate in this program because of a disability or medical condition? You may be eligible for alternative ways to participate. For more information, check out our Support page answers or send us an e-mail!

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.

How to Earn My Earnings

357 days left to earn rewards

Personal Health Assessment

HOW TO EARN:

Completed

ACTION:

Complete the Personal Health Assessment

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 shots

No-Pay Copay Activities

HOW TO EARN:

0/4 Complete 4 Actions
1 Credits

ACTIONS:

- 0/2 Care Management Coaching
Complete 2 times
- My Health Planner Program
- Eye Exam
- Flu Shot
- Dental Exam
- Weight Management Program: Wondr Health
- Hello Heart
- Virta
- Tobacco Cessation

PRIORITY

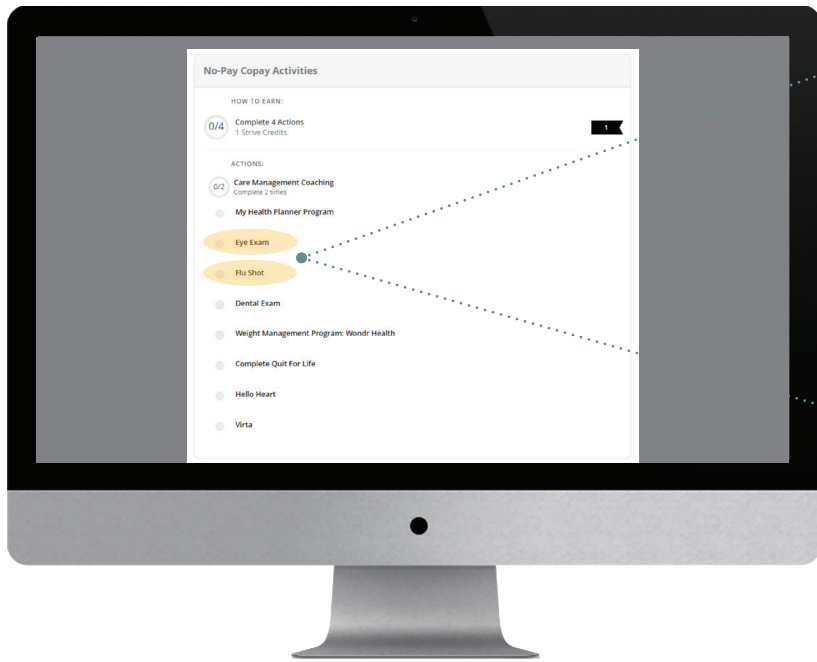
Gated Activity

HOW TO EARN:

0/1 Complete 1 Action

ACTION:

Complete the Personal Health Assessment



Flu Shot

Reduce your risk of getting the flu and enjoy better health with your family this season by getting vaccinated. To confirm you got your flu shot, complete the Flu Shot form.

Time Remaining: 286 days

TAKE ME THERE

[View My Earnings](#)

Flu Shot

First Name *

Last Name *

Date of Shot *

* By clicking the box, I confirm that all of the information provided is correct and truthful.

SUBMIT

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 confirm you have completed it. Keep in mind, some activities could take longer to show as complete.

REWARDS

Reward Progress

Credits

Maximum reward: 2

0 Earned

What's in it for you:

- Earn 2 Rewards Credits to be compliant

REASONABLE ALTERNATIVE:

Not sure if you can fully participate in this program because of a disability or medical condition? You may be eligible for alternative ways to participate. For more information, check out our [Support page](#) answers or send us an e-mail!

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 confirm attest you have completed it. Keep in mind some activities could take longer to show as complete.

[How to Earn](#) [My Earnings](#)

355 days left to earn rewards

Personal Health Assessment

HOW TO EARN:

Completed

Additional No-Pay Copay Activities

HOW TO EARN:

Completed
1 Strive Credits

ACTIONS:

- Health Check-Up
- Lipid Panel
- A1c Blood Test
- Diabetes Neuropathy Screening
- Diabetes Serum Creatinine Test

No-Pay Copay Activities

HOW TO EARN:

Complete 4 Actions
1 Credits

ACTIONS:

- Care Management Coaching
Complete 2 times
- My Health Planner Program
- Eye Exam
- Flu Shot
- Dental Exam
- Weight Management Program: Wondr Health
- Hello Heart
- Virta
- Tobacco Cessation

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-Pay Copay activities — Complete four of nine.

Activity	Additional information	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 SM 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	An eye exam is an important part of health care. Early diagnosis and treatment of eye and vision problems are important for maintaining good vision.	Immediately after you enter the date
Flu Shot	Reduce your risk of getting the flu and enjoy better health with your family this season by getting vaccinated.	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 TM	Complete five sessions of Wondr Health.	Up to 30 days after you complete your fifth session
Virta	Participate in Virta for one month.	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 the claim
Lipid Panel		
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 Caremark 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.

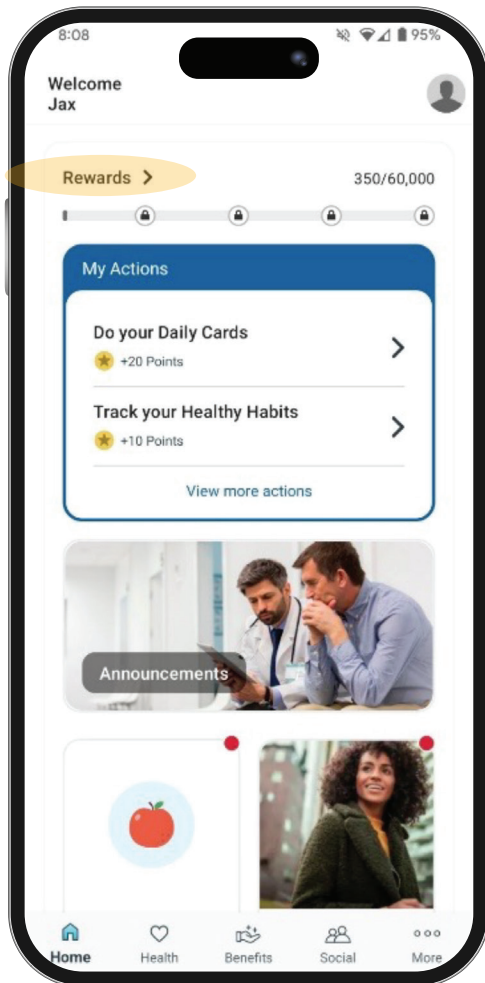
Have questions about Personify Health?

- ◆ Check out the live chat at [Support.PersonifyHealth.com](https://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

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

