

## Healthy Emory Connect FAQs

### General Questions

- [What is Healthy Emory Connect?](#)

Healthy Emory Connect is a web application and a mobile app that will connect you to an online hub where you will be able to earn many of your health plan incentives. You will be able to complete your health risk assessment, track your health goals, connect your mobile or wearable device(s) including Fitbit, Garmin, Polar and Apple Watch, participate in the Move More Challenge and much more.

Healthy Emory Connect is also designed so you can invite Emory colleagues and up to 10 non-Emory friends and family to join you in your personal health journey. You can create personal challenges and invite your friends to join. You can create your own groups based on areas of common interest such as hiking, tennis, golf, or a lunchtime walking group. The Healthy Emory event calendar shows activities, classes, and programs near you.

- [Who is providing Healthy Emory Connect?](#)

Emory has chosen Virgin Pulse as our third-party business partner to provide Healthy Emory Connect. Founded in 2004, Virgin Pulse partners with large employers like Emory to build cultures of health designed to improve the health, well-being, and productivity of employees.

- [Who can utilize Healthy Emory Connect?](#)

All benefits-eligible Emory Healthcare and Emory University employees and pre-65 retirees (with Emory medical plan coverage) are eligible to utilize Healthy Emory Connect.

- [Is there a fee to register for Healthy Emory Connect?](#)

Healthy Emory Connect is free to eligible Emory employees.

- [How do you join Healthy Emory Connect?](#)

To join Healthy Emory Connect visit <http://healthy.emory.edu/connect>.

- [Is there a Mobile App?](#)

Yes. To download the mobile app, visit the iTunes store (Apple product users) or Google Play (Android product users) and search for "Virgin Pulse." You will not be able to login to the app until after you have registered through the web-based platform.

- What type of device do I need to download the Mobile App?

**Android Devices:** Software version required: Most of the phones running on the Android 5.0 operating system or above will work with the Virgin Pulse mobile app.

**iOS Devices:** Software version required: 10 and up. Supported devices include: ◦ iPhone ◦ iPad ◦ iPod Touch.

**Browser Support:** • Internet Explorer 11 • Google Chrome (latest version).

**Operating Software** (i.e. for laptop and desktop computers): • Windows 7 and above • MAC OS 10.6 and above.

## Platform Questions

- Is my Healthy Emory Connect "profile" important?

Yes. You can add a profile picture, connect a fitness wearable device, and set your email preferences in your profile. You can access your profile by going to the Healthy Emory Connect homepage and scrolling to the top right corner and clicking on the shaded silhouette. Scroll down to "My Profile."

- Are my Healthy Emory Connect "interests" important?

Yes. The type of health and wellbeing resources that you are shown when you log into Healthy Emory Connect is based on the interest areas you select. You can select up to nine areas. You can access your interest areas by going to the Healthy Emory Connect homepage and clicking on the shaded silhouette (top right corner). Scroll down to "My Interests."

- Are wellness challenges part of Healthy Emory Connect?

Yes. There are a wide variety of challenges that you can initiate yourself through Healthy Emory Connect. Here are just a few examples: Weekday Step-off, Weekend Rumble, Stealth Exercise, Move on the Hour, Veg Out, Fruit is Sweet, Size Matters, Pay It Forward, Listen First, Helping Hand, and many more! In addition, Emory's annual Move More Challenge is also part of Healthy Emory Connect.

- Can I sync a fitness wearable device to Healthy Emory Connect?

A variety of fitness wearables and mobile applications can be connected to Healthy Emory Connect. You can view a list of supported devices [HERE](#).

- Can my family & friends (non-Emory employees) join Healthy Emory Connect?

All Healthy Emory Connect members can invite up to 10 friends & family to join (non-Emory employees). The friends and family who accept the invitation will have access to limited portions of Healthy Emory Connect.

## Emory Medical Plan Incentive Questions

- [Can I view how much I've earned towards my Emory medical plan incentives?](#)

You will be able to view the points you have earned and the levels you have achieved (Level 1 – Level 4) on Healthy Emory Connect. To view the incentive dollars you have received, go to Aetna Navigator: [www.aetna.com](http://www.aetna.com). If you completed a colonoscopy or Cologuard test, this will only appear on Aetna Navigator.

- [What are our 2019 Emory Medical Plan incentives?](#)

You can save money on your medical expenses by doing things that help you live a healthier lifestyle. The following incentives are offered for 2019: • Healthy Emory Connect: platform registration (\$25 – first time users only) • Healthy Emory Connect: health risk assessment completion (\$25) • Healthy Emory Connect: rewards level completion (up to \$350) • Diabetes Prevention Program (DPP) completion (up to \$200) • Know Your Numbers biometric screening completion (\$75) • Colonoscopy or Cologuard (\$100). The Know Your Numbers biometric screenings and the Colonoscopy/Cologuard incentives are available to both spouse and employees.

- [Can I earn my Emory medical plan incentives through HE Connect?](#)

Yes. You can earn points and medical plan incentives by registering on the Healthy Emory Connect platform (first-time users), completing the health risk assessment (HRA) and by completing a variety of activities in the areas of physical activity, nutrition, learning, sleep and stress management. These points will be translated to medical plan incentive dollars.

- [How much time will it take once I have completed activities on Healthy Emory Connect and they appear in my medical plan account?](#)

Please allow up to 6 weeks from the time you complete activities on Healthy Emory Connect. They will then be documented in your Emory medical plan account on Aetna Navigator under "Stay Healthy" and then "Incentives."

## Privacy Questions

- [How does Healthy Emory Connect protect my personal information?](#)

Emory has chosen Virgin Pulse as our third-party business partner to provide Healthy Emory Connect as our health management platform. Please view the Virgin Pulse Inc. privacy policy [HERE](#).

- [What type of data is contained in Healthy Emory Connect?](#)

Healthy Emory Connect will contain individual-level registration data (name, employee number, email and work location), information collected through connected apps & devices (step counts, distance, active minutes), record of your participation in activities and challenges, and your rewards. Aggregate (group-level) data will be used for program evaluation. You are under no obligation to provide any personal information at any time. However, if you should choose to withhold specific information, you may be unable to utilize certain services.

- [Who can view the individual-level data contained in Healthy Emory Connect?](#)

Access to individual-level data is restricted to Virgin Pulse employees on a need-to-know basis and is used primarily for customer service and for incentive administration purposes.

- [How will my data be used by the Emory administrators of Healthy Emory Connect?](#)

Only aggregate (group-level) data & reports will be available to Emory administrators and will be used for program evaluation. For the Move More Challenge & other programs, Emory administrators will have access to the names of individuals who meet certain step or participation thresholds for the purposes of prize distribution.

- [What is Aetna's role?](#)

Aetna is Emory's business partner who administers our health plan incentives. Aetna will receive information that indicates if an individual has reached a specific reward level in Healthy Emory Connect for the purposes of administering the health plan incentives. Aetna protects all employee data through secure processes, procedures and protocols to ensure confidentiality.

## Customer Service Questions

- [How do I contact Customer Support for Healthy Emory Connect issues?](#)

Contact them by clicking the green "Support Tab" along the right side of your computer screen or going to <https://virginpulse.zendesk.com/hc/en-us>. Type your question in the search field, or you can submit a request by selecting the "Submit a Request" button from the menu across the top of the screen. Another option is the Chat function. Contact them by clicking the green "Chat Tab" along the right side of the screen. Lastly, you can also contact Customer Support via telephone at 833-532-6896.

- [My question is not on this list. How can I get it answered?](#)

Contact the Emory Health and Wellness team at [HealthyEmory@emory.edu](mailto:HealthyEmory@emory.edu) or 404-712-3775.

## Single Sign On Questions

### **What is “SSO?”**

“SSO” or single sign on is a technology service that permits a user to have one user name and password to access more than one application. This service authenticates the user for all the applications the user has been given rights to and eliminates the need for different user names and passwords for multiple applications.

### **Why is SSO being used for Healthy Emory Connect?**

SSO has been added to the Healthy Emory Connect internet app and to the mobile app to enhance security. SSO is also being implemented as a convenience for Healthy Emory Connect users, so employees have one less user name and password to remember.

### **Who is making this change to Healthy Emory Connect?**

This change is a cooperative effort between Emory Human Resources Technical Services and Virgin Pulse’s technology team.

### **If I have questions about SSO, who should I contact?**

You can contact Virgin Pulse’s customer support team at: <https://virginpulse.zendesk.com/hc/en-us/requests/new>, or telephone support is available from 8am-9pm ET Monday – Friday at **1-833-532-6896**.