



# Program Launch 2024

## Frequently Asked Questions (FAQ)



### General

#### What is Healthy Emory?

Emory offers various programs, resources, and services to support and promote your efforts to live healthy. The Healthy Emory initiative was established to improve employee health and well-being in physical activity, nutrition, sleep, community, stress management, and tobacco avoidance.

#### What is the purpose of Healthy Emory?

Our mission is to create and encourage individual awareness, support individuals to act related to their health, optimize accessibility, and reflect a commitment to health and well-being. With that in mind, we develop well-being programs that encourage and support all aspects of well-being, such as physical health, balanced nutrition, stress management, sleep education, community involvement/social well-being, and more. We develop enterprise well-being programs using evidence-based research and data to support and educate on positive behavior change. To encourage participation in the well-being program, we are offering medical plan well-being incentives and rewards for those who are eligible and choose to participate. We will continue to review and refine well-being programs each year based on the feedback we receive from employees, data, and analytics that highlight our successes and opportunities.

#### What is Healthy Emory Connect (Sharecare)?

Healthy Emory Connect (Sharecare) is Emory's personalized web platform and mobile app that helps participants track healthy habits. In addition to improving their overall health, Emory University and Emory Healthcare employees and their eligible spouses can earn HRA /HSA medical plan incentives and rewards when they participate in a variety of health and well-being campaigns and activities through Healthy Emory Connect (Sharecare). These activities are provided on an annual basis and are free, voluntary, and confidential. For 2024, activities will run from January 1, 2024, to November 15, 2024.

#### Who is Sharecare?

Sharecare is the digital health company Emory has partnered with to administer the Healthy Emory Connect well-being program. The Sharecare platform will help you as an Emory employee manage your well-being in one place no matter where you are in your journey. Sharecare's innovative, award-winning technology offers you a comprehensive, personal health profile where you can easily connect to information and programs to help you live your healthiest, and happiest life. The Sharecare platform is available online and via the app and is where you will go to complete well-being activities and participate in campaigns to earn medical plan incentives and rewards.

## How do I register for Healthy Emory Connect (Sharecare)?

- Before earning your medical plan incentives and rewards, you need an active Sharecare account. If you haven't already enrolled, follow the steps below. Visit [healthyemory.sharecare.com](https://healthyemory.sharecare.com) to register and create a user ID and password.
  - **Emory Employees:** [Register and create your user ID and password](#). Enter your Emory Employee ID on the Sharecare registration page. Employees can use Single Sign On after creating an account.
  - **Spouses on Emory medical plans:** [Register and create your user ID and password](#). Enter your spouse's Emory employee ID with 01 at the end (no spaces in between)
- Take your RealAge® Health Assessment.
- Download the Sharecare app from the App Store or Google Play to your mobile device.

Follow this [step-by-step guide](#) or [watch an instructional video](#) on our website for more information.

If you have already created an account, visit [healthyemory.sharecare.com](https://healthyemory.sharecare.com) and click *Sign In* in the top right corner to access your account via single sign-on.

## How do I earn incentives?

To be eligible to earn incentives and rewards, you will need to register or sign into your Healthy Emory Connect (Sharecare) account. Once signed in, navigate to *Achieve > Rewards > Healthy Emory Connect* to learn more about the campaigns and to join activities.

## Is this program mandatory?

No. The program is an additional benefit, so you are not required to participate.

## How much does it cost?

The program is offered at no cost to Emory University and Emory Healthcare employees working greater than or equal to 20 hours per week, as well as spouses and pre-65 retirees on an Emory medical plan.

## Is my health information protected?

Your privacy is ensured in compliance with the Health Insurance Portability and Accountability Act (HIPAA) of 1996. Sharecare adheres to strict security guidelines. None of your personal information will be shared with Emory without your permission. View the Sharecare privacy policy at [sharecare.com/terms/privacypolicy](https://sharecare.com/terms/privacypolicy).

## Eligibility

### Who can receive the medical plan well-being incentive?

To receive medical plan well-being incentives earned throughout the program year, you must be a current employee or spouse enrolled in an Emory medical plan. Dependents, graduate research assistants, and temporary staff are not eligible for the medical plan incentive.

*Please note: If at any time the eligible employee's benefit status changes (leave of absence, appointment change, etc.), the employee's eligibility to participate and/or receive incentives may also change.*

If you have questions about your account, email the Health and Well-being team at [healthyemory@emory.edu](mailto:healthyemory@emory.edu).

### When can I register for Healthy Emory Connect (Sharecare) if I am a new employee?

New employees should allow 2 - 3 weeks before creating an account with Healthy Emory Connect (Sharecare). See above for instructions on how to create an account, or [visit the Healthy Emory Connect \(Sharecare\) webpage](#).

### Do I need to be a current employee to earn the medical plan incentive?

Yes. You must remain employed and on an Emory medical plan or your earnings will be forfeited.

### Can I still participate in well-being activities if I waive Emory's medical plans?

Yes. If you are a benefit-eligible employee who waives Emory medical plans, you can still access the Healthy Emory Connect (Sharecare) platform and participate in programs, campaigns and activities.

If you are not eligible for the medical plan well-being incentive (i.e., not enrolled in an Emory medical plan), you are still encouraged to participate and will be entered into a raffle drawing for activities completed throughout the program year. The Health and Well-being team will host quarterly raffle drawings for those employees who have chosen to waive an Emory medical plan but are still participating in Healthy Emory Connect (Sharecare) campaigns and activities. [View raffle prizes and rewards](#).

Emory employees who are part-time, full-time, and not on an Emory medical plan can participate in all Healthy Emory online programs and [Healthy Emory live events](#).

## Incentives

### What is a medical plan well-being incentive, and why is it offered?

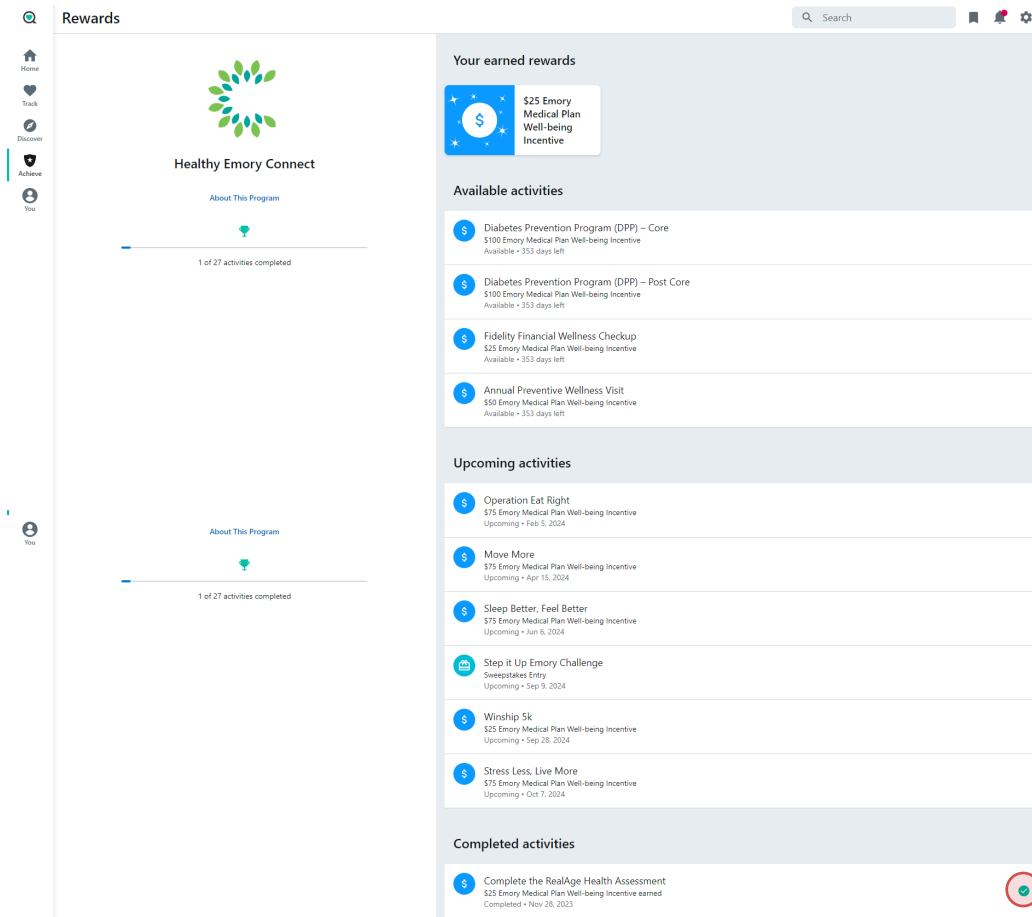
The medical plan well-being incentive is a monetary reward for completing activities throughout the program year. The incentive is to encourage employees and spouses enrolled in an Emory medical plan to participate in well-being programs. This incentive helps eligible participants learn about well-being and then take steps to improve or maintain it.

### When will I receive my incentive after completing all the requirements in Healthy Emory Connect (Sharecare)?

Incentives can take up to 8 weeks to be applied to your medical plan member portal after the activity completion.

## How will I know once my incentives have been awarded?

Once you complete the RealAge, a challenge, or an activity in Healthy Emory Connect (Sharecare), you'll see a green checkmark appear next to the completed item on your *Rewards* page. For activities completed outside the Sharecare App (includes DPP, Winship 5K, and the Fidelity Financial Well-being Checkup), it can take up to 8 weeks for a green checkmark to appear on your Rewards page.



The screenshot displays the 'Rewards' page in the Healthy Emory Connect app. The page is titled 'Rewards' and features a sidebar with navigation options: Home, Track, Discover, Achieve, and You. The main content area is divided into several sections:

- Your earned rewards:** A card showing a \$25 Emory Medical Plan Well-being Incentive.
- Available activities:** A list of four activities with their respective incentives and availability:
  - Diabetes Prevention Program (DPP) – Core: \$100 Emory Medical Plan Well-being Incentive, Available + 353 days left.
  - Diabetes Prevention Program (DPP) – Post Core: \$100 Emory Medical Plan Well-being Incentive, Available + 353 days left.
  - Fidelity Financial Wellness Checkup: \$25 Emory Medical Plan Well-being Incentive, Available + 353 days left.
  - Annual Preventive Wellness Visit: \$50 Emory Medical Plan Well-being Incentive, Available + 353 days left.
- Upcoming activities:** A list of seven activities with their respective incentives and upcoming dates:
  - Operation Eat Right: \$75 Emory Medical Plan Well-being Incentive, Upcoming + Feb 5, 2024.
  - Move More: \$75 Emory Medical Plan Well-being Incentive, Upcoming + Apr 15, 2024.
  - Sleep Better, Feel Better: \$75 Emory Medical Plan Well-being Incentive, Upcoming + Jun 6, 2024.
  - Step it Up Emory Challenge: Sleepstakes Entry, Upcoming + Sep 9, 2024.
  - Winship 5k: \$25 Emory Medical Plan Well-being Incentive, Upcoming + Sep 28, 2024.
  - Stress Less, Live More: \$75 Emory Medical Plan Well-being Incentive, Upcoming + Oct 7, 2024.
- Completed activities:** A list of one completed activity: 'Complete the RealAge Health Assessment' with a \$25 Emory Medical Plan Well-being Incentive earned, completed on Nov 28, 2023. A green checkmark icon is visible next to this activity.

You may also log into your medical plan member portal to confirm completion. **The only incentive that will not appear in the Healthy Emory Connect (Sharecare) app and web portal is the Annual Preventive Wellness Exam (Well Adult or Well Woman).** Follow the steps below to confirm completion of your medical plan incentive.

- **Aetna Members:** To review completion of this incentive, [visit your member portal](#) or [follow this step-by-step guide](#).
- **Kaiser Permanente Members:** To review the completion of this incentive, visit your member portal by clicking on the appropriate link below and following the prompts or [follow this step-by-step guide to review completion](#). If you have questions, contact Kaiser Permanente's Health Payment Services Team at 877-750-3399.
  - [Healthcare Employees learn more](#)
  - [University Employees learn more](#)

## How do I confirm completing my Annual Preventive Wellness Exam (Well Adult or Well Woman Visit)?

The Annual Preventive Wellness Exam (Well Adult or Well Woman Visit) incentive will not appear as completed on the Healthy Emory Connect (Sharecare) site. It will only appear as completed on your healthcare member portal.

These exams identify potential health issues in the early stages when they may be easier and less costly to treat. Early detection of medical problems, illnesses, and diseases helps your doctor provide proactive care and treatment. It is more important than ever to prioritize your health and not delay this important wellness screening. Your primary care provider can also help you coordinate what tests and vaccinations are right for you.

- **Aetna Members:** To review completion of this incentive, [visit your member portal](#) or [follow this step-by-step guide](#).
- **Kaiser Permanente Members:** To review the completion of this incentive, visit your member portal by clicking on the appropriate link below and following the prompts or [follow this step-by-step guide to review completion](#). If you have questions, contact Kaiser Permanente's Health Payment Services Team at **877-750-3399**.
  - [Healthcare Employees learn more](#)
  - [University Employees learn more](#)

Earn a **\$50 Emory Medical Plan Well-being Incentive** when you complete your 2024 Annual Preventive Wellness Exam (Well Adult or Well Woman Visit). Medical plan well-being incentives can take up to 8 weeks after the activity completion before the incentives are applied to your healthcare member account.

## How do I use my medical plan well-being incentives?

- **Aetna HSA members:** Your medical plan well-being incentives will be processed through payroll and deposited into your HSA account. Then you may use your HSA card to pay for medical costs.
- **Aetna POS members:** Your medical plan well-being incentives will populate on your Explanations of Benefits (EOB). The medical plan incentives are only available to be used after they appear on your EOB. You will get a credit toward your deductible or co-insurance. You do not have to do anything to use your incentives, they will be automatically used toward future medical costs. Medical plan incentives cannot be used for co-pays.
- **Kaiser Permanente members:** Your medical plan well-being incentives will be deposited into your Health Reimbursement Arrangement (KP HRA) and can be used towards your medical and pharmacy co-pays. [Learn more about the KP HRA.](#)

## My spouse and I are both employees at Emory and on an Emory medical plan. Who will receive the medical plan incentive?

The primary policyholder will receive the medical plan incentive earned for both themselves and/or their spouse.

## Can I complete the same activity more than once and earn the medical plan incentive?

No. Employees have one opportunity to earn each rewardable activity per year.

## Do my incentives carry over from year to year?

Yes. Your incentives will carry over from year-to-year as long as you remain in the same medical plan or have an Aetna HSA account.

- **Aetna HSA Members:** You will get a deposit into your Health Savings Account (HSA). Your medical plan well-being incentives count toward your HSA contributions. This means that if you choose to contribute the maximum amount allowable for the calendar year, you should consider all contributions provided by Emory, including incentives, to ensure you don't exceed the annual limit. Additionally, if you should decide to move to a different medical plan, any unused funds will remain in your HSA account. See the following table for an example:

Plan	Maximum Annual Contribution	Emory Annual Contribution	Medical Plan Well-being Incentives	Employee Annual Contribution	Employee Monthly Contribution
Individual	\$4,150	\$300	\$425	\$3,425	\$285.41
Family	\$8,300	\$600	\$825	\$6,875	\$572.91

For more information, [visit your member portal](#).

- **Aetna POS Members:** You will get a credit toward your deductible or co-insurance. Incentives can't be used for co-pays. If you should decide to move to a different medical plan, any unused funds will be forfeited at the end of the calendar year.
- **Kaiser Permanente Members:** Your incentives will be added to your Kaiser Permanente Health Reimbursement Arrangement (KP HRA) and can be used towards your medical and pharmacy co-pays. If you move to a different medical plan, any unused funds will be forfeited at the end of the calendar year.

## Participation

### How do I participate in earning medical plan well-being incentives and rewards?

You will earn medical plan well-being incentives and rewards by completing well-being activities throughout the year. Your 2024 rewardable activities are listed in the table below. You can also find them on the [Healthy Rewards and Incentives webpage](#).

Timeframe	Activity	Medical Plan Incentive	Benefits-eligible, Non-Medically Enrolled Reward
Jan 1 - Nov 15	Take the RealAge® Health Assessment in the <a href="#">Healthy Emory Connect (Sharecare) platform</a>	\$25	Complete RealAge and earn a raffle entry for a chance to win one of the following: <ul style="list-style-type: none"> <li>• 1 Swedish/Therapeutic massage (30 minutes)</li> <li>• 1 personal training session (30 minutes)</li> <li>• \$25 gift card</li> <li>• 1 month membership to participating Emory fitness facility</li> </ul> 2 winners for each prize per entity (University and Healthcare).
Jan 1 - Nov 15	<a href="#">Complete Annual Wellness Visit (Well Adult or Well Woman)</a>	\$50 (Note: This incentive will not populate in Healthy Emory Connect (Sharecare))	None — only employees and spouses enrolled in an Emory Medical Plan can participate

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Timeframe	Activity	Medical Plan Incentive	Benefits-eligible, Non-Medically Enrolled Reward
Jan 1 - Nov 15	<a href="#">Complete the Fidelity Financial Wellness Checkup</a>	\$25	<p>Complete the Fidelity Financial Wellness Checkup and earn a raffle entry for a chance to win 1 of the following:</p> <ul style="list-style-type: none"> <li>• 1 Swedish/Therapeutic massage (30 minutes)</li> <li>• 1 personal training session (30 minutes)</li> <li>• \$25 gift card</li> <li>• 1 month membership to participating Emory fitness facility</li> </ul> <p>2 winners for each prize per entity (University and Healthcare).</p>
Jan 1 - Nov 15	<a href="#">Complete the Faculty Staff Assistance Program (FSAP) Well-being Check-in</a>	None — individuals who complete the check-in are eligible for rewards (see next column)	<p>Complete the Well-being Check-in with FSAP and then <a href="#">complete this form</a> to earn a raffle entry for a chance to win 1 of the following:</p> <ul style="list-style-type: none"> <li>• 1 Swedish/Therapeutic massage (30 minutes)</li> <li>• 1 personal training session (30 minutes)</li> <li>• \$25 gift card</li> <li>• 1 month membership to participating Emory fitness facility</li> </ul> <p><b>1 winner for each prize. Available to Emory University employees only.</b></p>
Jan 1 - Nov 15	<a href="#">Participate in BHS Webinar Series</a>	None — individuals who participate in the programs are eligible for rewards (see next column)	<p>Participate in at least one of the BHS Cafe Series Webinars each quarter and <a href="#">complete this form</a> to receive 100 eRecognize points. Proof of completion is required. <a href="#">View instructions</a> for accessing the webinars and providing proof.</p> <p>This reward will not appear in Healthy Emory Connect. <b>Available to Emory Healthcare employees only.</b></p>
Jan 1 - Nov 15	<a href="#">Complete the Diabetes Prevention Program - Core</a>	\$100	None — only employees and spouses enrolled in an Emory Medical Plan can participate
Jan 1 - Nov 15	<a href="#">Complete the Diabetes Prevention Program - Post Core</a>	\$100	None — only employees and spouses enrolled in an Emory Medical Plan can participate.
Feb 5 - Mar 31	<a href="#">Participate in Operation Eat Right</a>	\$75	<p>Complete all activities and earn a raffle entry for a chance to win 1 of the following:</p> <ul style="list-style-type: none"> <li>• 1 Swedish/Therapeutic massage (30 minutes)</li> <li>• 1 personal training session (30 minutes)</li> <li>• \$25 gift card</li> <li>• 1 month membership to participating Emory fitness facility</li> </ul> <p>2 winners for each prize per entity (University and Healthcare).</p>
Apr 15 - May 26	<a href="#">Participate in the Move More Challenge</a>	\$75	<p>Complete all activities and earn a raffle entry for a chance to win 1 of the following:</p> <ul style="list-style-type: none"> <li>• 1 Swedish/Therapeutic massage (30 minutes)</li> <li>• 1 personal training session (30 minutes)</li> <li>• \$25 gift card</li> <li>• 1 month membership to participating Emory fitness facility</li> </ul> <p>2 winners for each prize per entity (University and Healthcare).</p>
Jun 24 - Aug 5	<a href="#">Participate in Sleep Better, Feel Better</a>	\$75	<p>Complete all activities and earn a raffle entry for a chance to win 1 of the following:</p> <ul style="list-style-type: none"> <li>• 1 Swedish/Therapeutic massage (30 minutes)</li> <li>• 1 personal training session (30 minutes)</li> <li>• \$25 gift card</li> <li>• 1 month membership to participating Emory fitness facility</li> </ul> <p>2 winners for each prize per entity (University and Healthcare).</p>

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Timeframe	Activity	Medical Plan Incentive	Benefits-eligible, Non-Medically Enrolled Reward
Sep 9 - Oct 5	<a href="#">Participate in the Step It Up Emory Challenge</a>	<b>None</b> — individuals who complete the challenge are eligible for rewards (see next column)	Individuals who complete the challenge are eligible for winning the following rewards*: <ul style="list-style-type: none"><li>• <b>Winning team:</b> Chair massages for the team and healthy lunch</li><li>• <b>Best team name:</b> Chair massages for the team and healthy breakfast</li><li>• <b>Winning individual:</b> FitBit</li><li>• <b>Individuals who reach 7K steps/day**:</b> Complete the challenge and be entered in a raffle for the chance to win a 30-min Swedish/therapeutic massage, 30-min personal training session, \$25 gift card, or 1 month membership to participating Emory fitness facility</li></ul> <p>*2 winners for each prize per entity (University and Healthcare) ** Individuals who reach &gt;10K steps per day can earn 2 raffle entries</p>
Sep 28 - Oct 6	<a href="#">Participate in the Winship 5K</a>	<b>\$25</b>	Complete the Winship 5K and earn a raffle entry for a chance to win 1 of the following: <ul style="list-style-type: none"><li>• 1 Swedish/Therapeutic massage (30 minutes)</li><li>• 1 personal training session (30 minutes)</li><li>• \$25 gift card</li><li>• 1 month membership to participating Emory fitness facility</li></ul> <p>2 winners for each prize per entity (University and Healthcare).</p>
Oct 8 - Nov 8	<a href="#">Participate in Stress Less, Live More</a>	<b>\$75</b>	Complete all activities and earn a raffle entry for a chance to win 1 of the following: <ul style="list-style-type: none"><li>• 1 Swedish/Therapeutic massage (30 minutes)</li><li>• 1 personal training session (30 minutes)</li><li>• \$25 gift card</li><li>• 1 month membership to participating Emory fitness facility</li></ul> <p>2 winners for each prize per entity (University and Healthcare).</p>

## What is the deadline to complete an activity?

All activities for all eligible employees must be completed during the 2024 program year, which runs January 1 to November 15. To ensure you receive your incentive or reward, please [sign into your Healthy Emory Connect \(Sharecare\) account](#) and navigate to *Achieve > Rewards* before November 15 to make sure your completed activities are up to date. Any activities completed after November 15, incentives and rewards will not be earned. If you need help, contact Sharecare customer service at 855-428-1708 or email Healthy Emory at [healthyemory@emory.edu](mailto:healthyemory@emory.edu).

## I see there are medical plan well-being incentives for participating in the Diabetes Prevention Program. What is this program, and how do I sign up?

The Diabetes Prevention Program (DPP) is for individuals at high risk of developing diabetes. DPP is a one-year, small group program that teaches you how to eat healthy, increase physical activity, and manage stress to prevent type 2 diabetes. To be eligible for the program, you must meet all the following criteria:

- Have a body mass index (BMI) of 25 or greater
- Not be previously diagnosed with type 1 or type 2 diabetes
- Not be pregnant



And meet at least 1 of the following:

- Have prediabetes diagnosed by a blood test
- Have a history of gestational diabetes
- Screen positive for prediabetes using the American Diabetes Association risk test

To find out if you are eligible, [complete the Diabetes Prevention Program \(DPP\) Eligibility Form](#). The Eligibility form will require all employees to login with their Emory Network ID and password to access. Emory Healthcare employees: this may require the use of your “n” number (for example: n#####). You will receive an email with your results within 3-4 business days.

You can earn a **\$100 Emory medical plan well-being incentive** when you complete the Diabetes Prevention Program (DPP) Core and **\$100 Emory medical plan well-being incentive** when you complete the Diabetes Prevention Program Post-Core Phase. Incentives can take up to 8 weeks after the activity completion before the incentives are applied to your health plan member account.

There are 2 phases of the DPP:

- **Core Phase:** The lifestyle change program is an initial 6-month core phase during which a minimum of 16 weekly sessions are offered.
- **Post-Core Phase:** The initial 6-month phase must be followed by a second 6-month core maintenance phase during which a minimum of one session is delivered each month.

Eligibility for DPP can be assessed year-round, but registration for a cohort is only offered twice a year:

- **February 2024** - Registration opens January 8, 2024
- **September 2024** - Registration opens August 5, 2024

## Tracking

### What happens if I don't have a device?

While using a device will allow for an automatic syncing of steps, and/or sleep, you can also manually input your data into Healthy Emory Connect (Sharecare).

### Can I manually enter information for past events, such as if I miss a day of tracking steps?

Yes. You can manually enter information up to 7 days after the event. If you begin a campaign in the middle of its duration, you will only backlog up to 7 days (i.e., you will not be able to enter information starting at the beginning of the event).

### Can I edit the steps entered after I hit save?

Yes, you can correct the steps by navigating to the *Home* tab > *Track* > *Steps* > *Add Entry* > Click today's date and then toggle to the desired date and re-enter the value. Please note you can manually enter or back log steps up for up to 7 days.

### I have an activity device synced but I don't see that my steps have updated. How can I fix that?

Most wearable devices use apps to sync data, so accessing the Healthy Emory Connect (Sharecare) platform via the web ([healthyemory.sharecare.com](https://healthyemory.sharecare.com)) won't initiate the sync. Just open your app once every few days to ensure all your steps sync and are applied.

You can sync your app using your mobile device or the website:

#### Mobile App

- Sign into the Sharecare app
- On iOS, select Track, then select the gear icon. On Android, select the 3 vertical dots and then select Settings.
- Select Connect next to your device.

#### Web

- Sign into your Sharecare account
- Select Track, then select the gear icon
- Select Tracker, then select the Connect button next to Fitbit

If your apps are not syncing appropriately, please contact Sharecare at [support.you.sharecare.com](https://support.you.sharecare.com) or call 855-428-1708.

## RealAge®

### What is the RealAge®?

Up to 70% of overall health depends on how well you take care of yourself, so you have a lot of control over how young you feel. The RealAge® is Sharecare's clinically validated health risk assessment that tells you how old your body really thinks you are based on your health habits and is offered as part of the Healthy Emory's well-being program. It guides you through a series of questions designed to gauge how fast you're aging based on your lifestyle and medical history as well as some often overlooked risk factors like relationships and stress. RealAge® is your first step to help you understand which of your good and bad habits are impacting your health. From there, the Sharecare platform provides you with content and programs to help you improve your overall health and obtain a younger RealAge®.

### How do I access the RealAge®?

To access the RealAge®, [log into the Healthy Emory Connect \(Sharecare\) platform](#) > click on the *YOU* tab > *Take Your RealAge® Test*.

### Am I required to complete the RealAge®?

No, the RealAge® is optional, but you will earn a **\$25 medical plan well-being incentive** or an entry to the raffle for completion once each year.

### If I don't finish taking the RealAge®, do I have to start over?

No, you can pause the RealAge® at any time and all your answers are automatically saved so you can complete the RealAge® later.

## Privacy and Confidentiality

### Is my health information protected?

Your privacy is ensured in compliance with the Health Insurance Portability and Accountability Act (HIPAA) of 1996. Sharecare adheres to strict security guidelines. None of your personal information will be shared with Emory without your permission. [View the Sharecare privacy policy.](#)

### Does Sharecare share information with other third parties?

Sharecare does not sell or rent your protected health information (PHI) to third parties. Sharecare does not use your PHI to market, sell, or otherwise promote goods or services that are not health-related benefits provided by your health plan, employer, or provider. [View the Sharecare privacy policy.](#)

### How does Emory use information from the Health Assessment?

The information is used to provide you with a customized experience with personalized recommendations. Beyond that, Sharecare provides a de-identified aggregate report of the number and percent of participants who report healthy/unhealthy eating habits, physical activity levels, etc. The information is used for the planning and development of programs to promote and support employee well-being. Your personal information is confidential and never shared.

## Technical Support

### What are the preferred browsers for the Healthy Emory Connect (Sharecare) well-being platform?

The preferred browsers are Google Chrome, Firefox, and Safari. The Healthy Emory Connect (Sharecare) will use Microsoft Edge and the Microsoft Operating System. The Healthy Emory Connect (Sharecare) is compatible with the latest browser available on operating systems supported by Microsoft, which includes the following:

- Google Chrome (latest version)
- Microsoft Edge (latest version)
- Mozilla Firefox (latest version)

### Can I use Sharecare on my mobile devices?

Sharecare has an app available in the App Store or Google Play for easiest use on mobile devices. You can also access your Sharecare account via the internet with a computer. The following QR code can help you quickly access the Sharecare website using your mobile device.



### What other Healthy Emory Well-being resources are available?

Several additional resources are available outside of the Healthy Emory Connect (Sharecare) platform. [Check out the health and well-being website for all details.](#)

### Who should I contact if I am having trouble accessing the Healthy Emory Connect (Sharecare) platform or have further questions?

Emory has partnered with Sharecare for well-being services. Contact Sharecare at 855-428-1708.

- **Phone support:** Monday – Friday, 8 a.m. to 10 p.m. ET, Saturday, 9:00 a.m. to 5:30 p.m.
- **Chat/digital support:** Monday – Friday, 8:00 a.m. to 10:00 p.m.

For other questions about health and well-being programs, email [healthyemory@emory.edu](mailto:healthyemory@emory.edu).

Sharecare, Inc. administers the Healthy Emory Connect well-being program on behalf of Emory Healthcare and Emory University and is available to all benefits-eligible Emory employees, spouses and pre-65 retirees on an Emory medical plan. Before you download Sharecare, you must register from a web browser on your computer or mobile device at [healthyemory.sharecare.com](https://healthyemory.sharecare.com). Then, create your user ID and password to use when you sign in to Sharecare. Otherwise, you won't get the added benefits available to you from Healthy Emory Connect. © 2024 Sharecare, Inc. All rights reserved.