

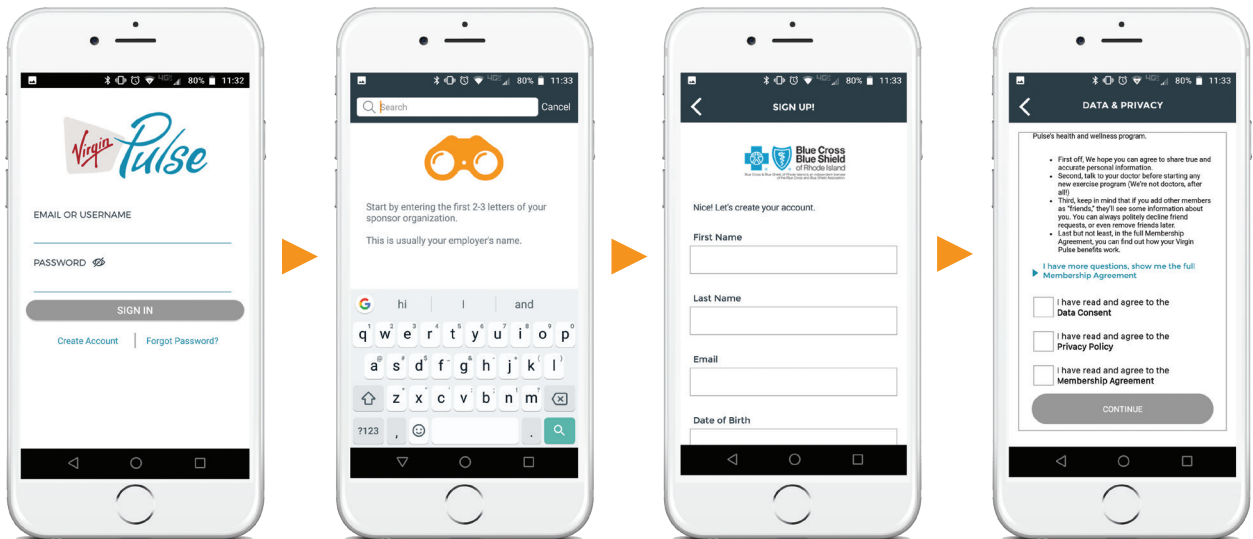
# Virgin Pulse® Wellness Program

## Member FAQ



### How do I register for the Virgin Pulse® wellness program platform?

Go to [join.VirginPulse.com](http://join.VirginPulse.com) or download the free Virgin Pulse app\* and choose Blue Cross & Blue Shield of Rhode Island (BCBSRI) as your sponsor. You will be asked to read and consent to the data privacy terms as well as fill in some basic information such as your name and date of birth.



### Is there an additional cost to participate?

No, the BCBSRI wellness program and Virgin Pulse platform are included with your plan. Standard mobile phone carrier and data usage charges apply.



### How do I connect a wearable device?

Once you have registered and are logged into your Virgin Pulse app, find the profile icon at the bottom left, tap **“Devices and Apps,”** and select your wearable device. Please note that you can also sync a smart phone.





## How much can I earn through wellness participation?

You can earn up to \$50 in rewards per quarter (\$200 annually) by completing well-being challenges and activities. The wellness program is a points system. You can earn points through wellness activities and these points translate into rewards as follows:

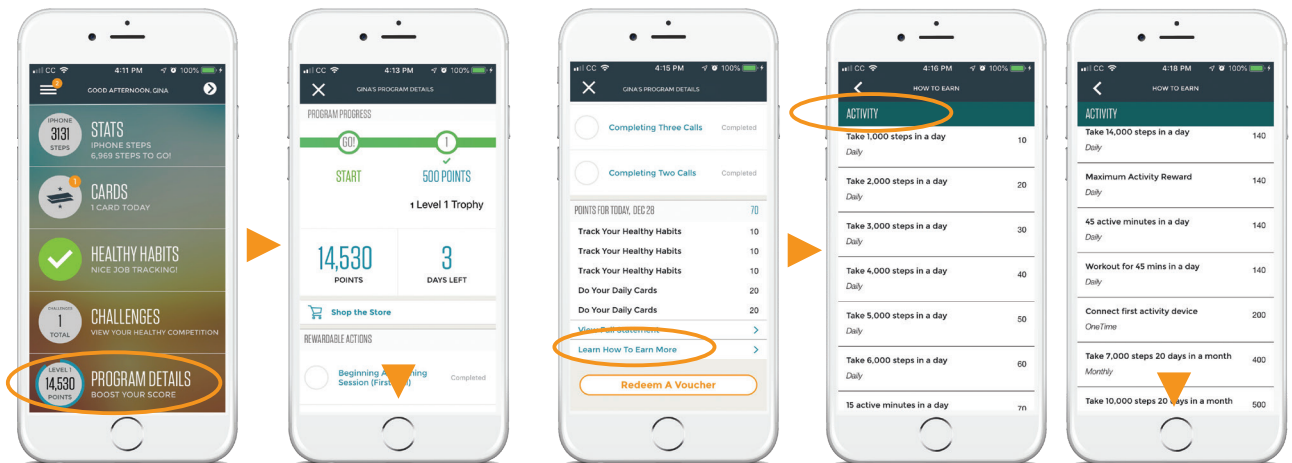
| QUARTERLY PAYOUT | \$5 | \$15  | \$25   | \$50     |
|------------------|-----|-------|--------|----------|
| POINTS EARNED    | 500 | 5,000 | 10,000 | 15,000 + |

Up to **\$200**/Annually



## What types of activities can I do to earn rewards?

The most common ways to earn points are by tracking steps, accumulating active minutes, going to your annual well-visit, or taking a health assessment. There are multiple options regardless of your fitness level or abilities. For a full list of activities and point levels, open your Virgin Pulse app in the “Program Details” screen, navigate to the bottom, and tap “Learn How to Earn More”.



## What are active minutes?

Active minutes are measured when you take at least 135 steps per minute. This activity is tracked through your connected wearable device.



## How many points do I have?

When you log into Virgin Pulse, your points for the quarter will be visible. Please note that points reset every quarter (at the beginning of April, July, and October).



## Can my spouse participate in the wellness program?

Yes, the wellness program is available for spouse dependents, but your spouse will not earn rewards for wellness participation.



### What if I am unable to participate due to a medical condition?

Not all challenges are activity-based, and there are online modules available for all members to participate in, regardless of physical ability.



### What is a voucher?

A voucher may be given to you for participating in a BCBSRI-sponsored program. You can redeem this voucher by submitting the voucher code through "My Rewards" in the "Program Details" screen.



### I had my well-visit. When will my points be reflected in the portal?

If you had a well-visit, you will automatically receive points for one of these services. Due to the time it takes to process claims, please be aware that you may not receive points for these services right away, and the delay could be as long as six months.



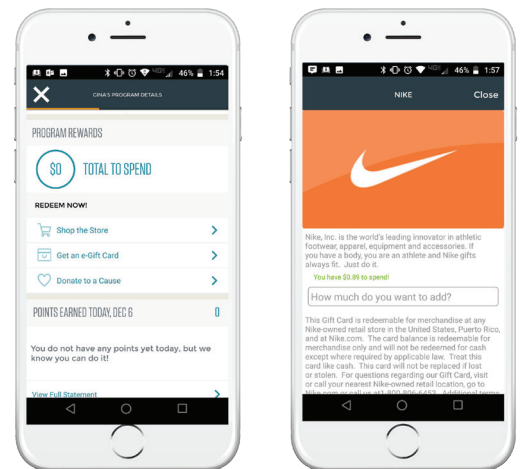
### Will my employer have access to the health information I provide to Virgin Pulse?

No, Virgin Pulse would only ever share summary aggregated information with your employer, or information that would be needed to make sure you received the rewards you earned. For more information, see the Virgin Pulse privacy policy at [virginpulse.com/privacy-policy](http://virginpulse.com/privacy-policy).



### How do I redeem my rewards?

In your Virgin Pulse app, tap "Program Details." Scroll down to "Program Rewards" to see how much you've earned. If you have enough points for a reward, you can redeem your reward for a gift card to various retailers, for an item in the Virgin Pulse store, or you can donate your reward to a charity.



### Do my rewards expire?

No, your rewards do not expire while you are enrolled in your health plan. If you terminate from your employer or from BCBSRI medical insurance, you will have 30 days to redeem your rewards. If you maintain BCBSRI coverage through COBRA, your rewards will be available while you have coverage, and will expire 30 days after your COBRA coverage ends.



### I forgot my password. How do I reset it?

You can go to the Virgin Pulse member login screen and tap "Forgot Password." You will be asked to type in your username in order to receive an email from Virgin Pulse to reset your password.



### I'm having technical issues; who can I call?

You can call the Virgin Pulse customer service line at 1-888-671-9395 or go to [support@virginpulse.com](mailto:support@virginpulse.com). Phone support representatives are available 8:00 a.m. – 9:00 p.m. Eastern Time, Monday through Friday, and on-platform chat representatives are available 2:00 a.m. – 9:00 p.m. Eastern Time, Monday through Friday.

*\*Standard mobile phone carrier and data usage charges apply. The downloading and use of the Virgin Pulse mobile app is subject to the terms and conditions of the app and the online stores from which it is downloaded*



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Blue Cross & Blue Shield of Rhode Island is an independent licensee of the Blue Cross and Blue Shield Association.  
Virgin Pulse® is an independent wellness company, contracted by Blue Cross & Blue Shield of Rhode Island to provide wellness services.