

Frequently Asked Questions (FAQs)

Updated May 7, 2013

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REGISTRATION FAQs

- **Q. Who can participate in the Dash?** Only Humana and Concentra associates are eligible. Contractors, temps and associate family members are not eligible to participate.
- Q. Can I join the Dash after the deadline? No. You have to register before May 31.
- **Q. Can I join a team or switch teams after the deadline?** *No. Once the registration period ends on May 31, the formation of teams is final.*
- Q. Where do I go for help with questions about the Dash? Email 100DayDash@humana.com.
- Q. Where do I go for help with pedometer questions? Email pedometer-support@humana.com or call 1.888.461.7782.
- Q. Where do I go if I have lost my HumanaFit username or password? *Visit https://www.humanafit.com/auth/login/forgot password.*
- Q. Where do I go if I have lost my HumanaVitality® username or password? *Visit https://securedlogons.humana.com/common/scripts/view.asp.*
- **Q. Can I join multiple teams?** Yes. You may join as many teams as you wish. However, you are only eligible for one "team prize." Remember, teams must be between 4 and 10 team members in order to be eligible for prizes.
- **Q. I am already a HumanaFit member. Do I need a new HumanaFit account for this event?** *No. Please do not create a new HumanaFit account.*

Q. I want to participate but I do not have a pedometer. Do I have to purchase my device from the Vitality Mall? While it is suggested that you use the Vitality Mall, you can purchase a compatible pedometer (Fitbit) through retailers such as eBay, Amazon, or Best Buy.

If you were hired after last year's Dash, you may be eligible for a free pedometer because you didn't have the opportunity to get one when they were handed out then. If you qualify, you can request one by following the instructions in the special email sent to you on May 7^{th} or you can email 100DayDash@humana.com to learn more.

Q. How do I upload my steps during the event? If you have a Humana pedometer, plug in your USB drive and your Humana pedometer (if you have the G2 pedometer the USB plug flips out from the device). A green and blue box will appear; click "OK" to close the window; importing is complete.

If you have a Fitbit, attach the Fitbit to the docking station. Then click on the "Universal Device Upload" icon located on the right-hand side of the HumanaFit homepage, and then click the "Fitbit upload" button. Importing is now complete.

You may notice a browser window that appears from Humana Gear. This is **not** where you log workouts.

Now that we've uploaded steps, let's add them to your HumanaFit calendar. Visit www.humanafit.com and log into your account. Click "My Home > My Workouts" in the top navigation menu so that you can see your workout calendar. Click the "Upload" button and voila, your steps now appear on your calendar.

- **Q. Where can I find my AIN?** Your AIN, also known as your "Humana Associate ID," can be found on your payslip or timesheet at https://hss.humana.com/formsloginsl.asp.
- **Q. What if I get an error when I enter my AIN?** *If you receive an error message when you enter your AIN, it is likely one of the following scenarios:*
 - 1. You have already registered for the event. The error message indicates the system will not allow you to register twice.
 - 2. You do not have a HumanaFit account. Create a HumanaFit account (not with your HSS username and password) and then you can join the event.
 - 3. You are a new hire and not yet in the system. AINs are uploaded on Fridays. Try to register for the event on a Monday and it should work.
 - 4. You are a contractor and are ineligible to participate in this event.

If none of the above offers a solution, email 100DayDash@humana.com

- **Q.** I am a HumanaFit member but had to order a new pedometer. Do I need to set up a new HumanaFit account to participate? No. If you have an existing HumanaFit account and order a new pedometer, please <u>do not</u> create a new HumanaFit account. Click on the "Manage Pedometer" button in the "Pedometers" box on the HumanaFit home page.
- **Q. Where can I get more information about this event?** Join the official "100 Day Dash" group on Buzz at https://buzz.humana.com/groups/ 100daydash or visit the Dash website at http://www.humanafit.com/challenges/100daydash/.
- Q. Do I have to be a HumanaFit member to participate in this event? Yes. Creating an account is free and easy.
- **Q.** Do I have to be a HumanaVitality member to participate in this event? No. Although it is not required, prizes for the Dash include Vitality PointsTM and Vitality Bucks[®].

- **Q. Do I have to take the Health Assessment**? No. You would only need to take the HumanaVitality Health Assessment if you do not already have a pedometer and are planning to order your pedometer through the Vitality Mall.
- Q. I do not want to join a team. Can I participate in this event as an individual? Yes.
- **Q. Last year I signed up and received motivational text messages. Is that feature available again?** *No, instead of weekly text messages we will be posting motivational stories and encouragement throughout the competition on HOWIE and in the 100 Day Dash Buzz group at https://buzz.humana.com/groups/ 100daydash.*
- **Q, I have a personal success story and/or pictures that I would like to share. Who do I contact?** Contact the 100 Day Dash team at 100DayDash@humana.com or share on our Buzz Group at https://buzz.humana.com/groups/ 100daydash.
- Q. I accepted a Team Request/Invitation in HumanaFit. Does that mean I am automatically registered for the Dash? No. You must personally register prior to the deadline in order to participate.
- **Q.** What is the process for ranking teams and individuals? Team and individuals are ranked based on their average number of steps per day throughout the 100 days.
- **Q.** Is there a limit on the number of steps I can walk/run each day during the event? Steps will be capped at 30,000 steps per day on the leaderboards for the Dash. However, there is no limit to the daily number of steps in regards to HumanaFit and/or HumanaVitality.
- **Q.** How often is the leaderboard updated? The leaderboard is constantly updated in real-time.

PEDOMETER FAQS

- **Q. What pedometers/devices are eligible for the Dash?** Humana g1/g2 pedometers or any Fitbit.
- **Q. What is GearSync?** GearSync is a computer application that allows your Humana Gear Pedometer to send data to HumanaFit and HumanaVitality. It's free to download and will automatically run when you turn your computer on.
- **Q. I already have GearSync. Do I really need to download it again?** Maybe. You'll need the most up-to-date software to connect your pedometer to the website. Upgrading is easy. Just plug your Humana Gear Pedometer into your computer and it will automatically send you to the upgrade page if not already upgraded. If this does not occur, visit www.humanafit.com and log into your account. Click "My Home" in the top navigation menu; select "Register." The Registration Tool will check your version and prompt you to upgrade.
- **Q. Can I use the pedometer I already have?** Yes, if you have a pedometer from last year's event or another compatible pedometer you will not need to purchase a new device for this event.
- **Q. I plugged in the pedometer after I downloaded GearSync but nothing happens. What should I do?** Try disconnecting your pedometer from the USB port and plugging it back in. If you still have trouble, make sure the cord is connected to both the computer and the pedometer. Check that the plastic battery tab is removed and the pedometer's LCD display is working. Finally, try a different USB port on your computer. If you continue to have trouble contact <u>pedometer-support@humana.com</u> or call 1.888.461.7782.

- **Q. What if my pedometer becomes lost or broken during the event?** If your pedometer becomes lost or broken during the event you will need to purchase a new device through the Vitality Mall or outside vendor. Humana is not responsible for any steps not uploaded prior to the misplacement or breakage of your pedometer.
- Q. I ordered a new pedometer from the Vitality Mall and it has not arrived. Who should I contact? Contact <u>pedometer-support@humana.com</u> or call 1.888.461.7782.
- **Q. My pedometer has stopped counting steps. Why?** It's important to regularly upload the data from your pedometer to the website. If you don't regularly upload your steps, the pedometer memory will become too full and stop recording. If you notice that the LCD display has stopped counting your steps, it's a warning that the memory is nearly full and you should upload the current data as soon as possible.
- **Q. I just received my new pedometer. What do I do now?** First make sure you have a HumanaFit account set up and synced with your HumanaVitality account. To sync your accounts:

Register your pedometer with HumanaFit:

- 1. Visit www.humanafit.com and log into your account.
- 2. Click "My Home" in the top navigation menu; select "Register."
- 3. Follow the steps to register your Pedometer.

Connect your HumanaFit account with your HumanaVitality account

- 1. Log into your MyHumana member portal.
- 2. Click the HumanaVitality tab.
- 3. Scroll down and click the "View My Dashboard" button.
- 4. Go to Get Healthy > Fitness & Exercise > Fitness Devices.
- 5. Go to "Sync Your Device." There should be a success message after completion.

Please note: You may see a Security Warning window. HumanaFit is a trusted site. Click "Yes."

Q. How do I upload my steps? Plug in your USB drive and your Humana pedometer (if you have the g2 pedometer the USB plug flips out from the device). A green and blue box will appear; click "OK" to close the window; importing is complete. If you have a Fitbit, attach the Fitbit to the docking station. Then click on the "Universal Device Upload" located on the right-hand side of the HumanaFit homepage, and then click the "Fitbit upload" button.

You may notice a browser window that appears from Humana Gear. This is **not** where you log workouts.

Now that we've uploaded steps, let's add them to your HumanaFit calendar. Visit www.humanafit.com and log into your account. Click "My Home > My Workouts" in the top navigation menu so that you can see your workout calendar. Click the "Upload" button and voila, your steps now appear on your calendar.

- Q. What if I see my steps on HumanaFit but not on the Dash website? Contact <u>pedometer-support@humana.com</u>; or call 1.888.461.7782.
- **Q. My pedometer is not working properly. Who do I contact?** *Contact <u>pedometer-support@humana.com</u>; or call 1.888.461.7782.*
- **Q. Can I upload steps on a computer other than the one I used to register my pedometer?** *Yes, provided you have Humana GearSync installed on the computer you are attempting to use.*

- **Q.** How do my steps earn Vitality Points? Be sure you have a HumanaFit account and a HumanaVitality account and be sure they are synced.
- Q. My new pedometer did not arrive in time for the event's opening. Can I still get credit for steps accumulated before my device arrived? No. Only steps recorded and uploaded via pedometer, during the event, will be credited to individual and team totals.

TEAMS FAQs

- **Q. How do I join a team?** First of all, you must know the exact team name of the team you wish to join. This can be obtained from the team captain. Also, registration for the Dash is still required prior to the deadline in order to participate.
 - 1) Log into your HumanaFit account on HumanaFit.com.
 - 2) Go to "DISCOVER" in the top navigation and click "Groups."
 - 3) Under "SEARCH GROUPS", type the exact name of the team you want to join (note this feature is case- and space-sensitive). Click the "SEARCH" button.
 - 4) Locate your desired team and select "Join Group."

You can also join a team by accepting a Team Request/Invitation from the team captain via email from HumanaFit.

- **Q. Can I join multiple teams?** Yes. You may join as many teams as you wish. However, you are only eligible for one "team prize" for the duration of the event.
- **Q. Can I join a new team after the registration deadline?** *No. Once the registration period ends the formation of teams is final.*
- **Q. Can I switch teams after the registration deadline?** *No. One the registration period ends the formation of teams is final.*
- **Q. Can I be removed from a team(s) after the registration deadline?** Once the registration period ends, associates may only be removed from the event for the following reasons: illness, injury, cheating, or leaving the company. After the registration period ends all requests for removal should be directed to 100DayDash@humana.com.
- **Q. How do I form a team?** Please visit the Dash website at http://www.humanafit.com/challenges/100daydash/ to download our teams guide from the "Important Links" section.
- **Q. Can I form multiple teams?** Yes. You may form as many teams as you like; just remember that all teams must have at least four (4), but no more than ten (10), members and all teams must be officially formed and registered before the deadline.
- Q. I am a team captain and one of my team members became ill, injured, or left the company during the event. How do I remove them from our team roster? After the registration period has expired, any requests for removal should be submitted to 100DayDash@humana.com.
- **Q. I am a team captain. Can I remove one of our team members for non-participation?** No. Team members can only be removed because of illness, injury, cheating, or leaving the company. Direct any questions to 100DayDash@humana.com.

- **Q.** How many associates are required to form a team? Teams must have at least four (4) members in order to be eligible for team prizes.
- **Q.** Is there a limit to the number of team members? Teams can have no more than ten (10) members in order to be eligible for team prizes.
- **Q.** How can a team with four (4) members compete against a team with ten (10) members? Since teams are ranked based on "average steps per participant" and **not total steps**, smaller teams are at no distinct advantage against larger ones.
- **Q. I would like to join a team of associates from another city. Is that allowed?** *Yes, as long as you have been invited to join that particular team.*

PRIZES FAQs

- **Q. How do I win prizes?** By participating in the Dash and actively uploading your steps, you can earn HumanaVitality points and win great prizes in any of the following ways:
 - 1. Earn Vitality points for total steps taken by the end of the Dash. Any associate reaching level 3 and logging 1 million steps during the Dash will receive 500 Vitality Points.
 - Level 1: 500,000 Steps ... (250 points)
 - Level 2: 750,000 Steps... (350 points)
 - Level 3: 1,000,000 Steps... (500 points)
 - 2. Members of the top five teams (as ranked by average daily steps) will win Vitality Bucks to spend in the Vitality Mall. In order to be eligible for team prizes, your team must have between 4 and 10 associates. Individuals can only win a team prize as part of one team.
 - 3. All associates can earn 15 Vitality Points for each day they log at least 10,000 steps. Plus, your first 10,00 stepday of each week gets you another 15 Vitality Poins and your fifth day of 10,000 steps in a week earns you an additional 40 Vitality Points.
 - 4. Win great prizes from the Vitality Mall by joining the 100 Day Dash Buzz group and participating in our weekly contests and challenges.

Check out the Prizes page on the Dash website for full details. Any questions about prizes can be emailed to 100DayDash@humana.com.

- **Q.** How will I be notified if I win a prize? You will receive an email notification from 100DayDash@humana.com.
- **Q. Will I have to pay taxes if I win a prize?** All prizes are considered taxable income and may be taxed at your current tax rate.