

Washington Apple Health (Medicaid)

SmartHealth FAQ

What if this FAQ does not answer my questions?

- Call SmartHealth toll free: 1-855-750-8866
- Email SmartHealth: support@limeade.com
- For general questions about Apple Health (Medicaid) eligibility contact Health Care Authority (HCA):
 - **Online**
 - Phone: 1-800-562-3022

Contents

FAQ.....	1
What if this FAQ does not answer my questions?	1
Contents.....	1
Privacy.....	3
What is SmartHealth?	3
How is my information used?	3
How is my information protected?	3
Can my employer see my information?	3
Can the information I enter into SmartHealth be used against me? For example, can my BMI be used to increase my insurance copays?	3
Where is my information stored?	4
How can I access or change my information?	4
Can other users see my information?	4
Well-being Assessment	4
SmartHealth activities.....	4
Sign in name	4
Does anyone else have access to my information?.....	4
Can I delete my information if I choose to not participate in SmartHealth anymore?	5
What happens to the information I have provided to you if I stop using SmartHealth to collect points?	5
Things to know about SmartHealth	5
My earned points on my Home Page don't match the Current Points on the My Points tab. What do I do?	5

I can't do any of the Activities you offer. What can I do to qualify?.....	5
Who is Limeade?.....	5
Settings.....	6
How do I log in?.....	6
How do I change my Sign in name?.....	6
How do I change my password?.....	8
How do I change my email address?.....	9
Activities.....	9
Types of activities.....	9
How do I join an activity?.....	9
If I join an activity, will I remain anonymous?.....	10
How do I track Activities?.....	10
An Activity I was participating in has ended. Can I still go back in and track it?.....	11
What's a Leaderboard and where is it visible on the site?.....	11
How do I delete an Activity?.....	11
How do I rejoin an Activity?.....	12
What happens when I click on a link to an article or resource that leads to a webpage outside of the SmartHealth site?.....	12
About the SmartHealth Reasonable Alternative Standard.....	12
What is the Reasonable Alternative Standard?.....	12
I can't do any of the activities offered. What can I do to qualify?.....	12
Who is eligible for the Reasonable Alternative Standard?.....	12
How do I apply?.....	12
How will my request be evaluated?.....	12
Device settings.....	13
What are apps and devices?.....	13
Which apps and devices are currently supported?.....	13
How do I connect an app or device?.....	13
Why isn't my app or device supported?.....	13
Where can I find device-enabled Activities?.....	13
How do I know if my activity is being tracked?.....	14

Privacy

What is SmartHealth?

SmartHealth is a voluntary online wellness program offered as a benefit through the Washington Apple Health (Medicaid) program. The Health Care Authority (HCA) has contracted with a vendor, Limeade, to administer and provide the SmartHealth program to eligible Apple Health (Medicaid) clients. This offer is available to select Apple Health clients through June 30, 2021.

How is my information used?

Limeade has access to the information you enter into SmartHealth and collects information, such as your name and email address, to administer SmartHealth. Federal law also allows Limeade to disclose a limited amount of your information (for example, your name and participation status) to your health plan. The sponsor of the health plan must designate a limited number of employees who are authorized to receive the information from Limeade. Federal law prohibits these designated employees from using or disclosing your information for purposes other than to administer your benefits under the plan. The sponsor must also implement safeguards to prevent any unauthorized use or disclosure of your information.

HCA is your health plan sponsor and receives limited information from Limeade. For instance, Limeade sends HCA information about participation status. Your name will not be publicly released without your agreement. Limeade may also send HCA information about specific SmartHealth activities or Well-being Assessment responses. However, this information will not include information that would allow you to be personally identified. The information will only be shared after it has been de-identified so your identity will not be associated with the activities or responses. Limeade may also provide aggregated information to HCA that does not reveal your identity, such as the total number of participants in a certain activity or the average response to a particular question. Aggregated data refers to the data in SmartHealth that is compiled into data summaries for the purpose of statistical reporting.

How is my information protected?

Limeade is HCA's business associate under HIPAA. This means that Limeade has agreed to administer SmartHealth in compliance with HIPAA in the same manner that your health plan must comply with HIPAA. We are required to maintain policies and procedures ensuring compliance, and must implement administrative, physical, and technical safeguards to ensure the privacy and security of your information. We engage third-party consultants to assess our policies, procedures, and safeguards to tell us how well we are meeting these obligations. It is our goal to protect your information and to abide by all applicable laws.

Can my employer see my information?

No. Federal law prohibits us from disclosing your identifiable information to your employer for employment purposes. However, certain HCA employees may see limited information.

Can the information I enter into SmartHealth be used against me? For example, can my BMI be used to increase my insurance copays?

No. Federal law prohibits the use or the disclosure of your BMI and other health information about you to, among other things, change your deductibles or other cost-sharing requirements under a health plan. Limeade does not disclose your information to HCA in any identifiable form.

Where is my information stored?

Limeade is based in the United States of America, and the Information it collects about you is stored, processed, and used in the United States of America. Your Information will be maintained in secure locations at our offices or with our contractors who have agreed to adhere to privacy and security standards at least as strict as the standards Limeade follows. Access to your Information is limited to authorized employees, representatives, and agents.

How can I access or change my information?

You can self-administer key privacy settings in order to keep your Information private. You always have the ability to see the results of your Well-being Assessment, view your tracked activities from the last two weeks, and view activities you have completed. You also have the ability to view and change information such as your name, zip code, birthday, username, and certain biometrics.

You can contact us in order to request that we change or delete other information if you believe it is incorrect. We will review your request but may be restricted in our ability to change or delete information, depending on the request. If you choose to change or delete your SmartHealth activities, you may lose progress toward wellness badges. Once you have taken the Well-being Assessment you can't change your answers unless you retake the entire assessment. You can, however, "update your numbers" for certain biometrics.

Can other users see my information?

Well-being Assessment

Results from your Well-being Assessment are not public. Only you can see how you answered the questions and results from your assessment.

SmartHealth activities

When you join a SmartHealth activity at any point in time you have the option to write a comment about what you did. You can choose to make this comment private or public by using the toggle switch below the comment box. By default it is set to "Public." You also have the ability to delete comments at any time.

Sign in name

When you make a comment about the activity you are participating in, your Sign in name will be public on the site in the comments section if you have it set to "Public."

Your Sign in name will also show on any Activity Leaderboard you have joined if you are one of the top 20 participants. Activity Leaderboards appear for any tracking (more than one-time event) activity.

If you join a Tracking Activity where Leaderboards will be displayed in that activity, and you wish to remain anonymous, choose a Sign in name that won't identify you in any way. Setting the toggle switch to "Private" does not remove your name from the Leaderboard. If you wish for your name not to be on the Leaderboard you can either not join that activity or set your activity to private.

Does anyone else have access to my information?

Limeade will not disclose or sell your personal information to any third party for marketing or advertising purposes unless you have signed an authorization allowing us to share the information. We generally do not request any such authorizations because we have no desire to share your information for marketing or advertising purposes. However, in order to provide you with the most relevant health information, the SmartHealth portal provides you with the ability to link to other third-party, external websites (for example: WebMD, Mayo Clinic, or National Institutes of Health) so that you may obtain more information regarding medical needs and issues. We cannot control how these third-party, external sites collect and use information. You should review the third-party's privacy policy for information about whether it

collects any of your information and how it might use that information. Limeade may also use contractors to perform some of its functions. Those contractors agree to follow privacy and security standards that are at least as strict as the standards Limeade follows.

Can I delete my information if I choose to not participate in SmartHealth anymore?

If you want to unsubscribe from SmartHealth we will be happy to assist you in removing your personal information. We will remove as much information from our system as possible; however, we cannot remove information that may have been included in our system backups. Any information retained in those backups will be protected in accordance with federal and state laws and will not be further used or disclosed. You can see information about how we protect information about you that we might retain in our system backups in our [Privacy Policy](#).

What happens to the information I have provided to you if I stop using SmartHealth to collect points?

The information you have provided continues to exist on the website unless you deactivate your account or unsubscribe. Please contact Customer Service at 1-855-750-8866 or support@limeade.com and tell us that you want to unsubscribe. Our representatives will assist you in removing your user name, password, any information you provided in a Well-being Assessment, and any activity participation information that you may have provided from our system. If you ever change your mind and want to resubscribe, call us at the number above or email us and we can assist you in setting up your account.

Things to know about SmartHealth

My earned points on my Home Page don't match the Current Points on the My Points tab. What do I do?

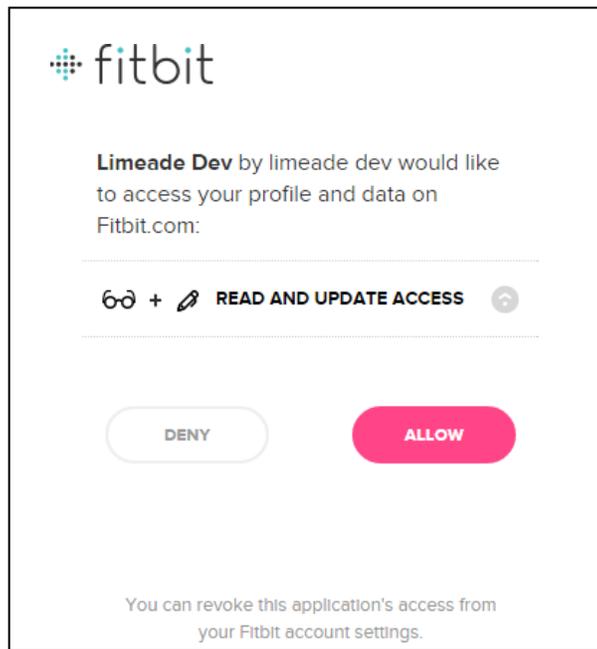
Sometimes it takes some time for each section of the SmartHealth site to recalibrate. If your points don't match, try refreshing the page on your web browser. If there is still a points discrepancy, call SmartHealth Customer Service toll free at **1-855-750-8866** or email support@limeade.com.

I can't do any of the Activities you offer. What can I do to qualify?

Please read our [Reasonable Alternatives Standards FAQ](#).

Who is Limeade?

Limeade is the company contracted with HCA to provide the SmartHealth program. As a business associate of HCA, a covered entity, Limeade is legally obligated to protect any personal health information as required by HIPAA. You may see the name Limeade throughout the site and they might ask you for verification when connecting a device.



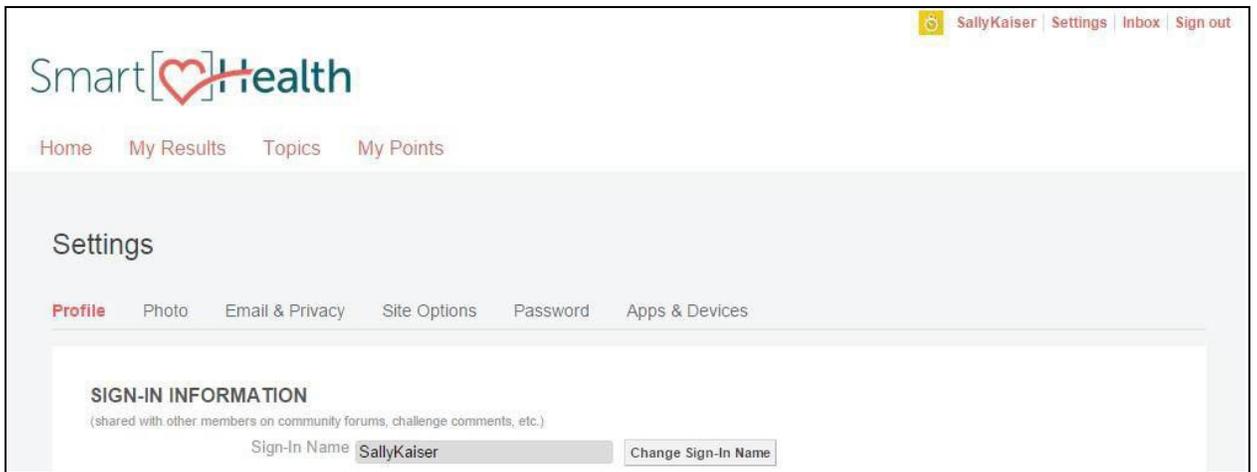
Settings

How do I log in?

1. **If you have online access**, visit smarthealth.hca.wa.gov. You will be prompted to enter your information to set a Sign in name and password and be directed to the site. On all subsequent visits, you will be asked to provide your Sign in name and password to access the site.
2. When you create a Sign in name in the site, you can be anonymous if you'd like. Your Sign in name does not have to disclose who you are, unless you want it to. You may change your Sign in name at any time in your *Settings*.
3. **If you don't have online access**, call SmartHealth Customer Service at **1-855-750-8866** to participate by phone. One of our Customer Service representatives will be able to assist you. Our hours of operation are 7 a.m. to 7 p.m., Monday through Friday.

How do I change my Sign in name?

1. **Login to your SmartHealth account.**
2. Click *Settings* in the upper-right corner of the home page.
3. The first option under the *Profile* tab is *Sign in information*. Here, you will see your current sign in name. To the right of this is *Change sign in name*.



4. When you click on the *Change sign in name*, you will be prompted to enter your new, desired sign in name, along with your current account password, for security.

Change Sign-In Name

Change your sign-in name below.

Your sign-in name is visible to others in public areas of the site, such as forums and challenges. As such, you may prefer a sign-in name that doesn't explicitly identify you.

Current Sign-In Name: SallyKaiser

New Sign-In Name:

Confirm Password: *

[Change Sign-In Name](#)

5. If the sign in name is already taken you will see an error message and the system will prompt you to enter a different name. It will also suggest alternatives.

Change Sign-In Name

Change your sign-in name below.

Your sign-in name is visible to others in public areas of the site, such as forums and challenges. As such, you may prefer a sign-in name that doesn't explicitly identify you.

Current Sign-In Name: Ibmbunce2

New Sign-In Name:

Confirm Password:

Available sign-in names: Ibmbunce3

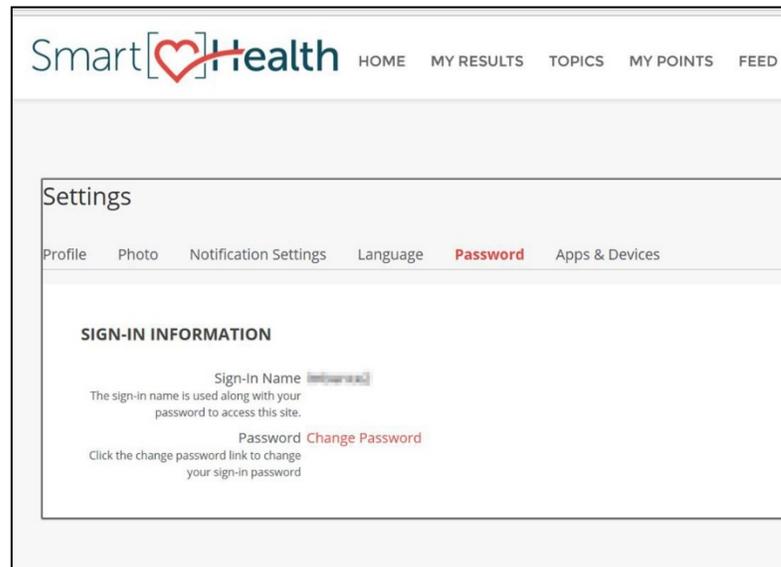
Error Message: This sign-in name is not available. Try another or pick a suggested one.

[Change Sign-In Name](#)

6. If you choose a new sign in name successfully, the page will refresh with your new name displayed.

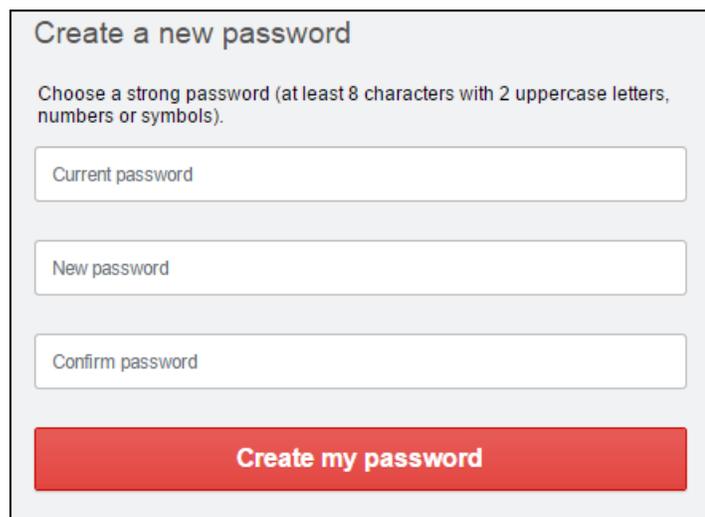
How do I change my password?

1. Login to your SmartHealth account.
2. Select *Settings* in the upper-right corner of the Home Page.
3. Select on the tab labeled *Password*.
4. Select *Change Password*.



The screenshot shows the SmartHealth website interface. At the top, the logo "SmartHealth" is displayed with a heart icon, followed by navigation links: HOME, MY RESULTS, TOPICS, MY POINTS, and FEED. Below the navigation is a "Settings" section with a horizontal menu containing: Profile, Photo, Notification Settings, Language, Password (highlighted in red), and Apps & Devices. Under the "Password" tab, there is a "SIGN-IN INFORMATION" section. It includes a "Sign-In Name" field with a redacted value and a note: "The sign-in name is used along with your password to access this site." Below this is a "Password" section with a red "Change Password" link and a note: "Click the change password link to change your sign-in password."

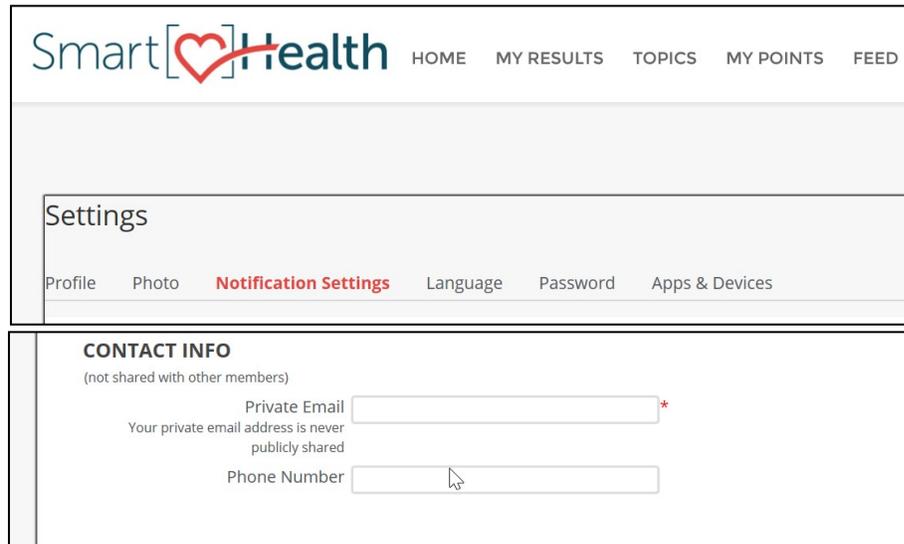
5. You will be directed to a screen where you will be instructed to enter your current password (for security purposes) and your new password, twice. After you select Create my password, your Home Page will refresh and you will receive an email notification about your password change.



The screenshot shows a form titled "Create a new password". Below the title is a instruction: "Choose a strong password (at least 8 characters with 2 uppercase letters, numbers or symbols)." There are three input fields: "Current password", "New password", and "Confirm password". At the bottom of the form is a red button labeled "Create my password".

How do I change my email address?

1. Login to your SmartHealth account.
2. Select *Settings* in the upper-right corner of the Home Page.
3. Select the *Notification Settings* tab.



The screenshot shows the SmartHealth website interface. At the top, the logo "Smart[Heart]Health" is displayed, followed by navigation links: HOME, MY RESULTS, TOPICS, MY POINTS, and FEED. Below the navigation is a "Settings" section with tabs for Profile, Photo, Notification Settings (highlighted in red), Language, Password, and Apps & Devices. The "CONTACT INFO" section is visible, with a note "(not shared with other members)". It contains two input fields: "Private Email" (with a red asterisk) and "Phone Number". A mouse cursor is positioned over the "Phone Number" field.

4. Scroll down to *Contact Info* and enter your updated email address in the Private Email field.

Activities

Types of activities

1. Weekly. Meet the goal to earn points every week.
2. Device-enabled. Sync your device to track your activity.
3. Manually tracked. Enter your results to track your activity.
4. One-time. Meet the goal to earn points one-time.

How do I join an activity?

1. Select the activity tile. This will open the activity.
2. Then select Get Started.

JUN 1 - AUG 31 400 pts

Walk in Washington's Parks

To complete this challenge, exercise at least 200 miles.

About this activity

Join the Walk in a Washington Park challenge by virtually visiting 25 Washington State parks. Each park takes 8 miles of activity to advance to the next. Your first park will be Alta Lake in Okanogan County, and you'll finish in Wallace Falls in Snohomish County. If you finish by August 31, 2019, you will earn 400 points!

 This activity can be tracked by a device. EDIT

More information

To get started download [this Excel spreadsheet](#) to convert your activities into miles.

There are two Excel worksheets to choose from. If you use an activity tracker use the worksheet called Steps Log. If you don't, then use the worksheet called [Activity Log](#).

 Set your default privacy settings for this activity. You can always change it from the tracking section. EVERYONE

[GET STARTED >](#)

If I join an activity, will I remain anonymous?

1. Your sign in name will be public on the site in the comments section, if you enter comments that you have not set to Private. If you don't want anyone to see comments you post, set the Public button to Private.
2. Your sign in name will also show on any activity leaderboard if you are one of the top 20 participants. Activity leaderboards appear for any tracking (more than one-time event) activity. If you join a Tracking Activity where Leaderboards will be displayed for the top 20 leaders in that Activity, and you wish to remain anonymous, choose a Sign In Name that won't identify you in any way. You can change your Sign In Name at any time in your Settings. You also have the option not to join that tracking Activity if you so choose.

How do I track Activities?

1. Weekly. Select the day that you completed the Activity and click "I did this". Repeat for every day that you completed the Activity.
2. Device-enabled. Sync your device to track your activity.
3. Manually tracked. Select the day that you completed the Activity, manually enter the information requested into the box provided, and click "I did this". Repeat for every day that you completed the Activity. To edit, click "... " next to the day's entry that you want to edit and click Delete Activity. You can then follow the step above to re-enter information for that date.
4. One-time. Select the day that you completed the Activity and click "I did this." Your points will be awarded.

An Activity I was participating in has ended. Can I still go back in and track it?

Yes, you will still have access to an Activity for up to three days after it has ended to track the previous two weeks' information. You will receive an email at the close of each Activity to remind you of this grace period.

What's a Leaderboard and where is it visible on the site?

Leaderboards will display the top 20 participants in all "tracking" Activities (example below) on the Leaderboard tab in the Activity tile. Tracking Activities are any Activity that include an event that occurs more than one time (i.e., eat a good breakfast twice a week). If you do not wish to be seen on a Leaderboard, you can choose not to join that Activity or be anonymous by choosing a Sign In Name that does not identify you.

The screenshot shows an activity page for "Enjoy Outdoors with Your Spouse/Domestic Partner" from June 3 to September 1, worth 25 points per week. The tracking goal is to complete at least 30 minutes each week. The page is split into two tabs: "TRACKING" and "LEADERBOARD". The "LEADERBOARD" tab is active, showing a "TOP 20" list of participants with their names, icons, and scores.

Rank	Participant	Score
1st	smithallanf	6,010
2nd	dparkerkc5	5,185
3rd	Str8Jacket	5,160
4th	Lizzaa	4,830
5th	Fischermom03	4,644
6th	trekmadone	4,496
7th	WDMWDM	4,490
8th	claudbrown	4,267
9th	amandakappelman	4,000

How do I delete an Activity?

To delete an Activity, open the Activity tile and click the three vertical dots in the upper right corner of the Activity screen. A *Remove from Your Plan* button will appear for you to click to leave the Activity.

The screenshot shows an activity page for "Champions of Wellness - The Gift of Time" from August 1 to August 31, worth 25 points per week. The tracking goal is to give the gift of time on at least 1 day each week. The page is split into two tabs: "TRACKING" and "LEADERBOARD". The "TRACKING" tab is active, showing a calendar view for the week of August 19-25. A "REMOVE FROM YOUR PLAN" button is visible in the upper right corner of the tracking view. Below the calendar is a comment section with a "TRACK" button.

How do I rejoin an Activity?

To rejoin an Activity, go back to the Home Page, find the Activity tile, open and rejoin the Activity the same way you would join an Activity.

What happens when I click on a link to an article or resource that leads to a webpage outside of the SmartHealth site?

Some links within the SmartHealth site lead to outside resources that may be helpful for a Topic you would like to learn more about or an Activity that you're participating in. It is not required to click on any links that lead outside of SmartHealth to complete any Activity.

About the SmartHealth Reasonable Alternative Standard

What is the Reasonable Alternative Standard?

For members deemed eligible for Reasonable Alternative Standard, the SmartHealth team, via its partner ADURO Life, will create a program tailored to meet the unique needs and abilities of approved subscribers. After completing the reasonable alternative program, you will earn 2,000 points.

In order to qualify for SmartHealth badges, reasonable alternative participants must meet all program requirements, including completing the Well-being Assessment.

I can't do any of the activities offered. What can I do to qualify?

All SmartHealth subscribers, regardless of their health condition, have the opportunity to participate in the SmartHealth program and qualify for the wellness badges.

If you are unable to participate in the activities included in the SmartHealth program, you have the opportunity to complete a Reasonable Alternative Standard (RAS). The RAS ensures subscribers who have a health-related inability to participate in the program can earn points to meet the point requirement for the wellness badges.

Who is eligible for the Reasonable Alternative Standard?

You may be eligible for the reasonable alternative program if you are a subscriber and cannot complete SmartHealth activities due to a health-related inability to participate.

How do I apply?

Contact SmartHealth customer service at 1-855-750-8866.

How will my request be evaluated?

The SmartHealth program, with its partner ADURO Life, will work directly with you to determine if you are eligible for the reasonable alternative program. The SmartHealth program offers a wide variety of activities for all eligible members to participate in. In reviewing reasonable alternative standard requests, SmartHealth and ADURO Life will consider all activities offered and determine if the requestor can participate in them. After considering all written and verbal details of the request, ADURO Life will decide within 60 days of when the request was received.

If the request is approved, ADURO Life will work with the requestor to create a reasonable alternative program.

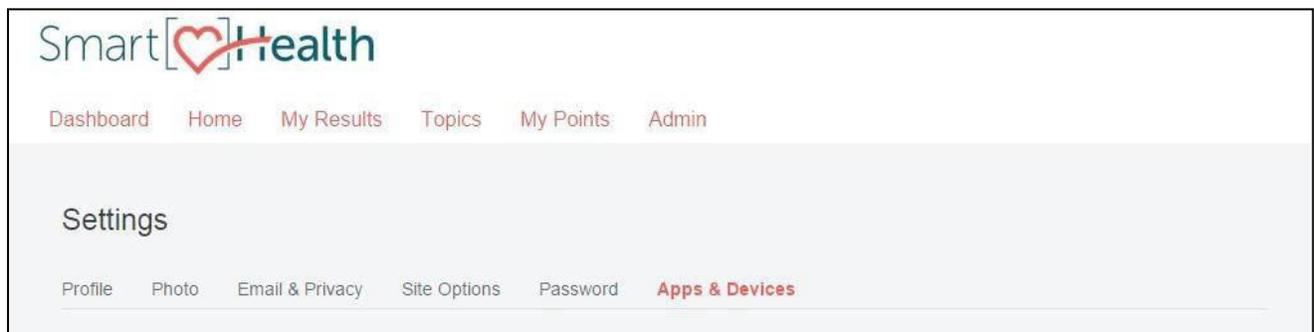
Device settings

What are apps and devices?

Apps and devices are an easy way to track progress and to stay engaged without having to sign in to the SmartHealth site. Start by choosing a device that's right for you. After connecting your device, the Activity tracking your physical activity is automatically updated every night.

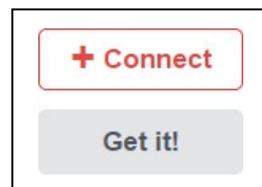
Which apps and devices are currently supported?

Our goal is to support the devices and smartphone apps that best fit your exercise and budget. Some of these work with popular mobile phones and can be downloaded from your favorite app store; others can be purchased directly from their manufacturer. We currently support many devices including FitBit, MapMyRun, RunKeeper, and Garmin. For a full list of supported apps and devices, go to the *Apps & Devices* tab in your *Settings*.



How do I connect an app or device?

1. Connect or disconnect your device under the *Apps & Devices* tab in your *Settings*.
2. Select Connect and follow the instructions to connect your device, or select Get it to learn more about any device or app.



Note: You will need to be logged into your online device site (or have your login information readily available), or have your app ready to enter the activation code as the connection process will request this information.

Why isn't my app or device supported?

We're a firm believer in choice and preference. That's why we're working hard to integrate as many apps and devices as we can to fit everyone's needs. Stay tuned for updates.

Where can I find device-enabled Activities?

When you open an Activity, the option to sync a device in applicable Activities will appear under the description.

How do I know if my activity is being tracked?

Once you've joined an Activity and linked your device, we'll automatically update your activity every night, or any time you display the Activity page. Some Activities only include specific activities – for example, running or biking. These Activities will have a Leaderboard for the top 20 participants.