What if this FAQ does not answer my questions?

- For questions about using SmartHealth:
  - Call SmartHealth toll free: **1-855-750-8866**
  - Email SmartHealth: **support@limeade.com**
- For questions about eligibility for the SmartHealth wellness incentive, visit HCA’s website for:
  - PEBB SmartHealth
  - SEBB SmartHealth

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About

What is SmartHealth?

SmartHealth is a voluntary wellness program offered as a benefit through the Public Employees Benefits Board (PEBB) and the School Employees Benefits Board (SEBB) programs. The Health Care Authority (HCA) has contracted with a vendor, Limeade, to administer and provide the SmartHealth program to eligible PEBB and SEBB members.

Who is Limeade?

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

How is my information used?

Limeade has access to the information you enter in 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 a health plan sponsored by your employer for the purpose of administering your benefits. 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 for purposes of awarding incentives and other prizes or awards. You may be contacted if you win a prize, such as if you win a random drawing, but 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 deidentified 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 the Health Insurance Portability and Accountability Act (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 as explained above under “How is my information used.”
Can the information I enter in 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 body mass index (BMI) and other health information about you to, among other things, change your deductibles or other cost-sharing requirements under a health plan. With the exception of information shared to award wellness incentives, 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 collected about you is stored, processed, and used in the United States of America. Your information will be maintained in secure locations at HCA 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 to keep your information private. You always have the ability to view the results of your well-being assessment, your tracked activities from the last two weeks, and activities you have completed. You also can view and change information such as your name, zip code, birthday, username, and certain biometrics.

You can contact HCA 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 incentives. 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.

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, 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 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 to see how 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 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 can delete comments at any time.

**Activity display name (formerly sign-in name)**
When you make a comment about the activity you are participating in, your activity display name will be public on the site in the comments section if you have it set to “Public.”

Your activity display 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 an activity display 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 do not want your name to be on the leaderboard, you should not join that activity.

**Can I delete my information if I choose not to 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 SmartHealth’s Privacy Policy. If you choose to delete your personal information and no longer participate in the SmartHealth program, you may lose your eligibility to receive wellness incentives.

**What happens to the information I have provided to you if I stop using SmartHealth to collect points towards incentives?**
The information you have provided continues to exist on the website unless you deactivate your account or unsubscribe. Please call SmartHealth Customer Service at 1-855-750-8866 or email support@limeade.com and tell them you want to unsubscribe. SmartHealth’s representatives will assist you in removing your username, password, any information you provided in a well-being assessment, and any activity participation information that you may have provided from our system. If SmartHealth requires you to participate to earn any wellness incentive points, your ability to earn points will also be discontinued, and any points you may have earned through your participation will be permanently lost. If you change your mind and want to resubscribe, call or send an email to get help setting up your account.
Things to know about SmartHealth

Where do I learn more about deadlines and details for wellness incentives?

- PEBB SmartHealth
- SEBB SmartHealth

How do I know if I’ve received the wellness incentive for the previous program year?

The wellness incentive is distributed by January 31 in the year after you qualify for it. To see if you have received it, you can:

1. Log in to SmartHealth at smarthealth.hca.wa.gov (or through the Limeade ONE app) and join the “How do I find my $125?” activity tile. The activity will offer you detailed instructions on how to find your $125 through your medical plan.
2. Sign into your medical plan’s member portal.
3. Contact your medical plan.
4. If you have a consumer-directed health plan (CDHP) or a high deductible health plan, look at the amount of your “Employer contribution” for January. It will be $125 more than usual if you have received the wellness incentive.

I signed in to SmartHealth for the first time. Why do I already have points?

The SmartHealth program wants to ensure that you get credit for every activity that you participate in. If you have already participated in a program that is verified by your health plan before signing in to SmartHealth, we will receive that information and make sure those points are loaded and ready for you when you arrive.

PEBB and SEBB members who have a medical effective date of October 1 or later will receive 1,000 points for signing in for the first time. You can see these points reflected in your points history.

My earned points on my homepage 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.

Can I visit the SmartHealth website while at work?

Workplace policies vary, so it’s best to check with your employer and your supervisor first.
How do I log in?

**Note:** Google Chrome is the preferred browser for SAW, but the latest versions of Edge and Firefox will also work. You may need to disable compatibility mode if you are using Edge.

**Using a computer**

1. Use SecureAccess Washington (SAW) when logging into SmartHealth. This is a requirement of the State Office of Cybersecurity. If you have not done so already, first create a SAW account if you have not done so already. Skip to step 2 if you already have a SAW account.
   - Go to SAW and click **Sign up**.
   - Enter your name, email address, a username, and password. Tip: Save your username and password in a safe place so you don’t forget them the next time you log in.
   - Check the box to indicate you’re not a robot, click **Create my account**, and click **Submit**.
   - Open your email and click the link to activate your account. You will be taken to the SAW login portal. Follow the instructions on the screen to finish creating your account.

2. Go to SmartHealth and select the button labeled **Continue with Secure Access Washington (SAW): Required for all** or enter your email address and select **Continue**. You will be redirected to SAW.

3. Log in with your SAW username and password. If you forgot either of them, select **Get Help**, and follow the prompts.

4. Enter your Last Name, Date of Birth, and last 4 digits of your Social Security Number (SSN) to match your SmartHealth account to your SAW account. **(Note:** only required the first time you log in using SAW).

5. Complete the Multi-Factor Authentication (MFA) steps and click **Submit**.

6. Enter the last five numbers of the code you receive and click **Submit**.

**Using a mobile device**

1. Download and open the Limeade One app. On the Welcome screen, start typing “sma” into the field and then select SmartHealth (State of Washington Employers) from the results area.

2. Select the Continue with Secure Access Washington (SAW) button or enter your email address and select Continue. You will be redirected to SAW to log in. Continue as directed above.

**If you don’t have online access,** call SmartHealth Customer Service at **1-855-750-8866** to participate by phone. A Customer Service representative will be able to assist you. Hours of operation are 7 a.m. to 7 p.m., Monday through Friday.
How do I change my activity display name (formerly sign-in name)?

1. Log in to your SmartHealth account.
2. Click Settings in the upper-right corner of the homepage.
3. The first option under the Profile tab is Sign-in information. Here, you will see your current activity display name (formerly known as sign-in name). Directly under this is Change Activity Display Name.

4. When you click on Change Activity Display Name, you will be prompted to enter your new activity display name, along with your current account password, for security.

5. If the activity display 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.

6. If you choose a new activity display name successfully, the page will refresh with your new name displayed.
How do I change my password?
Call SmartHealth Customer Service at 1-855-750-8866 or email support@limeade.com.

How do I change my email address?
Call SmartHealth Customer Service at 1-855-750-8866 or email support@limeade.com.

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.
5. Team. Create teams and work together to meet the goal.

How do I join an activity?
1. Select the activity tile. This will open the activity.
2. Then select Get Started.
If I join an activity, will I remain anonymous?

1. Your activity display 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 activity display 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 an activity display name that won’t identify you in any way. You can change your activity display name at any time in your settings. You also have the option to not join that tracking activity.

3. Your employer may sponsor various contests and random drawings and prizes throughout the year for SmartHealth participants. Your name may be given to your employer for the purpose of awarding you a prize or award. No additional information will be given to your employer pertaining to your participation with SmartHealth. More information about participating in employer contests and random drawings will be communicated periodically throughout the year.

4. If your employer offers a reward for participation in a specific activity, your name may be given to your employer only if you participate in the specific activity and you are chosen to receive the reward. Your employer will only receive your name for the purpose of providing you with the reward or prize. No additional information will be given to your employer pertaining to your participation with SmartHealth.

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 reenter 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.

5. Team. Enter your information or sync your device like you would with an individual activity. You will see your progress and your team’s progress towards the goal.

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 an activity display name that does not identify you.

![Example of a leaderboard](image)

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. This can only be done on the desktop version.

![Example of the remove button](image)
How do I rejoin an activity?

To rejoin an activity, go back to the homepage, find the activity tile, open and rejoin the activity the same way you would join any 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.

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, Apple Health (for iPhone and Apple Watch), Under Armour (MapMyRun, MapMyWalk, etc), 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 in to 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. We may be able to support your app or device in future upgrades.

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 are specific — for example, running or biking. These activities will have a leaderboard for the top 20 participants.