

# Reasonable Alternative Standard

## What if this FAQ does not answer my questions?

- For questions about using SmartHealth:
  - Email: [support@limeade.com](mailto:support@limeade.com)
  - Call toll free: **1-855-750-8866**
- For questions about eligibility for the SmartHealth wellness incentive, visit:
  - [PEBB subscribers](#)
  - [SEBB subscribers](#)

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## About the SmartHealth Reasonable Alternative Standard

### What is the Reasonable Alternative Standard?

For members deemed eligible for a 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 incentives, 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 incentives.

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 provides PEBB and SEBB subscribers for whom it is medically inadvisable or, due to a medical condition, unreasonably difficult to attempt to satisfy the requirement for a SEBB Wellness Incentive Program an alternative that will allow the subscriber to qualify for the SEBB Wellness Incentive or waive the requirement.”

## **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 because it is medically inadvisable or, due to a medical condition, unreasonably difficult to attempt to satisfy the requirement.

## **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.

## **What if I'm denied? Can I appeal the decision?**

If you disagree with the decision made by the SmartHealth program, you may submit an appeal directly to the Health Care Authority's PEBB Appeals Unit or SEBB Appeals Unit. The Appeals unit must receive your written request no later than 30 days after you receive your initial denial. You may provide any additional written material for review.

You may use the appeal form available on the [PEBB appeals webpage](#) or [SEBB appeals webpage](#). Make sure you submit your appeal to the correct address and it is received by the deadline.

If you choose not to use the appeal form, you may submit a written appeal. Your appeal should contain all of the following:

1. Your name and mailing address.
2. The name and mailing address of your representative, if any.

3. Documentation or reference to documentation of decisions previously provided through the appeal process, if any.
4. A statement identifying the specific portion of the decision being appealed and clarifying what is believed to be unlawful or in error.
5. A statement of facts in support of your position.
6. Any information or documentation you would like considered that supports why the decision should be reversed. Information or documentation submitted later, unless specifically requested by the Appeals Unit, may not be considered in an appeal decision.
7. The type of relief you are seeking.
8. A statement that says you believe the contents of your appeal are truthful and correct.
9. Your signature or your representative's signature.