Using the computer

If you already have a SmartHealth account

- Visit smarthealth.hca.wa.gov
- Enter the email address and password associated with your SmartHealth account.
- Provide a phone number to receive the code by either text or voice call. Enter the 6-digit code sent to you.
- For added security, you may be asked to answer another security question to confirm you are not a "robot", and then you'll be ready to start using SmartHealth.

If you're new to SmartHealth

- Enter the email address and password associated with your SmartHealth account.
- Provide a phone number to receive the code by either text or voice call. Enter the 6-digit code sent to you.
- For added security, you may be asked to answer another security question to confirm you are not a "robot", and then you'll be ready to start using SmartHealth.

Using the app

Download the Limeade One app

If you already have a SmartHealth account

- Start by completing your assessment
- What is the assessment?
- Then, join other activities

If you're new to SmartHealth

- Start by completing your assessment
- What is the assessment?
- Then, join other activities

What if this does not answer my questions?

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

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If you're new to SmartHealth

- Visit smarthealth.hca.wa.gov and create an account.
- On the Welcome screen, select Sign Up.
- On the following screen, enter your last name, date of birth, last 4 digits of your social security number, and then select “Find Account.”
- Next, identify the email address and password you want to use when you log into SmartHealth.
- Provide a phone number to receive the code by either text or voice call. Enter the 6-digit code sent to you.
- For added security, you may be asked to answer another security question to confirm you are not a “robot,” and then you’ll be ready to start using SmartHealth.
- You’ll be offered the option to stay logged in for 30 days, so you won’t need to log in again until the 30 days have passed.

Note: New employees, if you're unable to log in, please contact your payroll or benefits office.

Using the app

Download the Limeade One app

If you have the previous Limeade app, uninstall it before downloading the Limeade One app (iOS or Android).

The first time you log in, you will be asked to enter your employer on the Welcome screen. Everyone will use “SmartHealth (State of Washington Employers).”

When you start typing “Sma,” the name will show in the results area. Select it.

You’ll be asked to select a 4-digit pin number for quick and easy access the next time you open the app.

If you already have a SmartHealth account

After downloading the app and entering your employer,

- Enter the email address and password associated with your SmartHealth account.
• Provide a phone number to receive the code by either text or voice call. Enter the 6-digit code sent to you.
• For added security, you may be asked to answer another security question to confirm you are not a “robot,” and then you'll be ready to start using SmartHealth.

**If you’re new to SmartHealth**

After downloading the app and enter your employer,

• Create an account.
• On the Sign In screen, select “Activate Account.”

![SmartHealth Sign In Screen](image)

• On the following screen, enter the last 4 digits of your Social Security Number, your last name and date of birth. Select “Find account.”
• Identify the email address and password you would like to associate with your account.
• Provide a phone number to receive the code by either text or voice call. Enter the 6-digit code sent to you.
• For added security, you may be asked to answer another security question to confirm you are not a “robot,” and then you'll be ready to start using SmartHealth.

**Note:** New employees, if you're unable to log in, please contact your payroll or benefits office.

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**Start by completing your assessment**

**What is the assessment?**

The well-being assessment is a requirement to qualify for the $125 wellness incentive. It's worth 800 of the 2,000 points needed by the deadline. (The deadline for most is November 30, 2022. The deadline for new subscribers with a medical effective date of October through December is December 31, 2022.)

You will rate how well you feel you are doing in a variety of life areas. It takes about 15 minutes and your experience will be customized based on your answers.
Then, join other activities

SmartHealth activities are in the **Discover** area. Earn points for each activity you complete.

You will be offered activities that help you continue doing things you are doing well in and activities to support you in areas where you rated yourself lower. Choose to do the activities suggested or explore others.