NO-PAY COPAY HOW-TO GUIDE

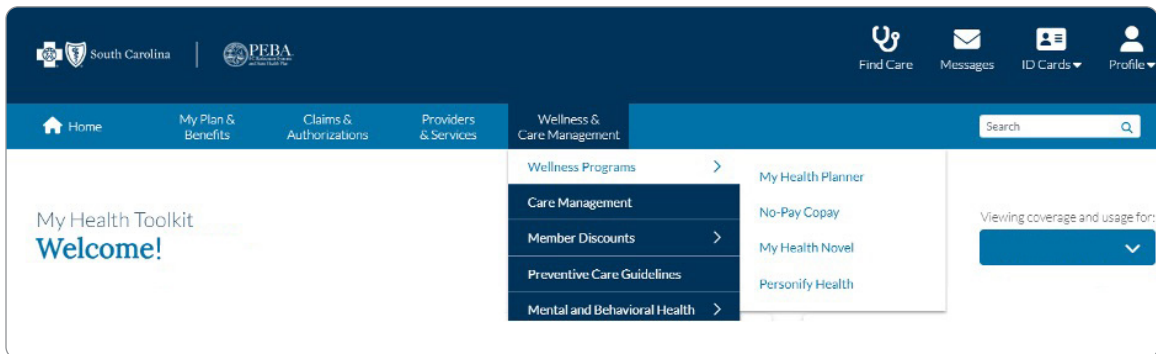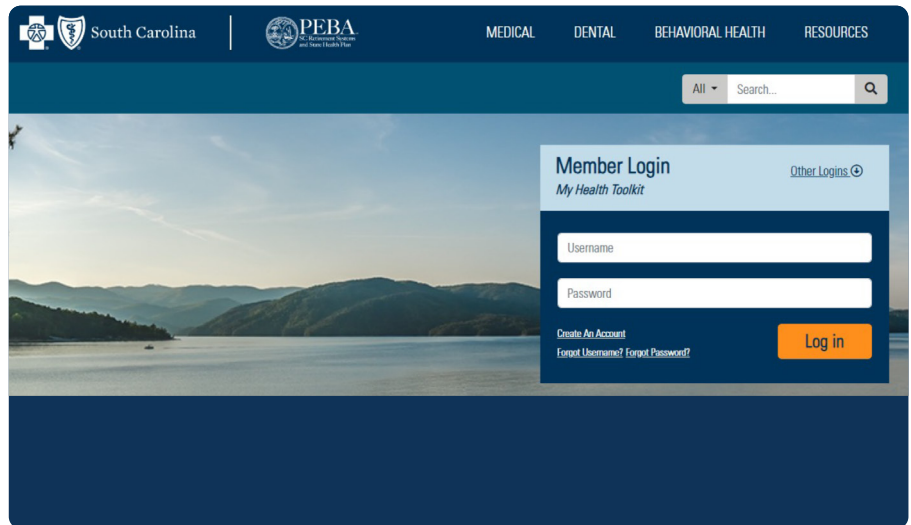## Getting started

Step One

Log in to your **My Health Toolkit**® account and select **Wellness & Care Management**. Then, select **Wellness Programs** and **Personify Health** to enroll.

Step Two

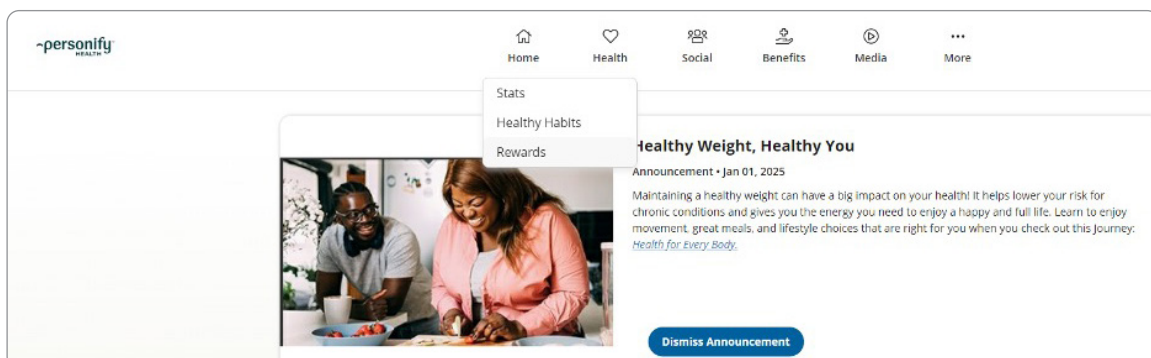Accept the terms and conditions.

Step Three

Once your account is set up, you'll begin with the **Personal Health Assessment**. This is a short, confidential survey.

How to participate in No-Pay Copay

Step One

On your Personify Health homepage, select **Home**. Then, select **Rewards**.
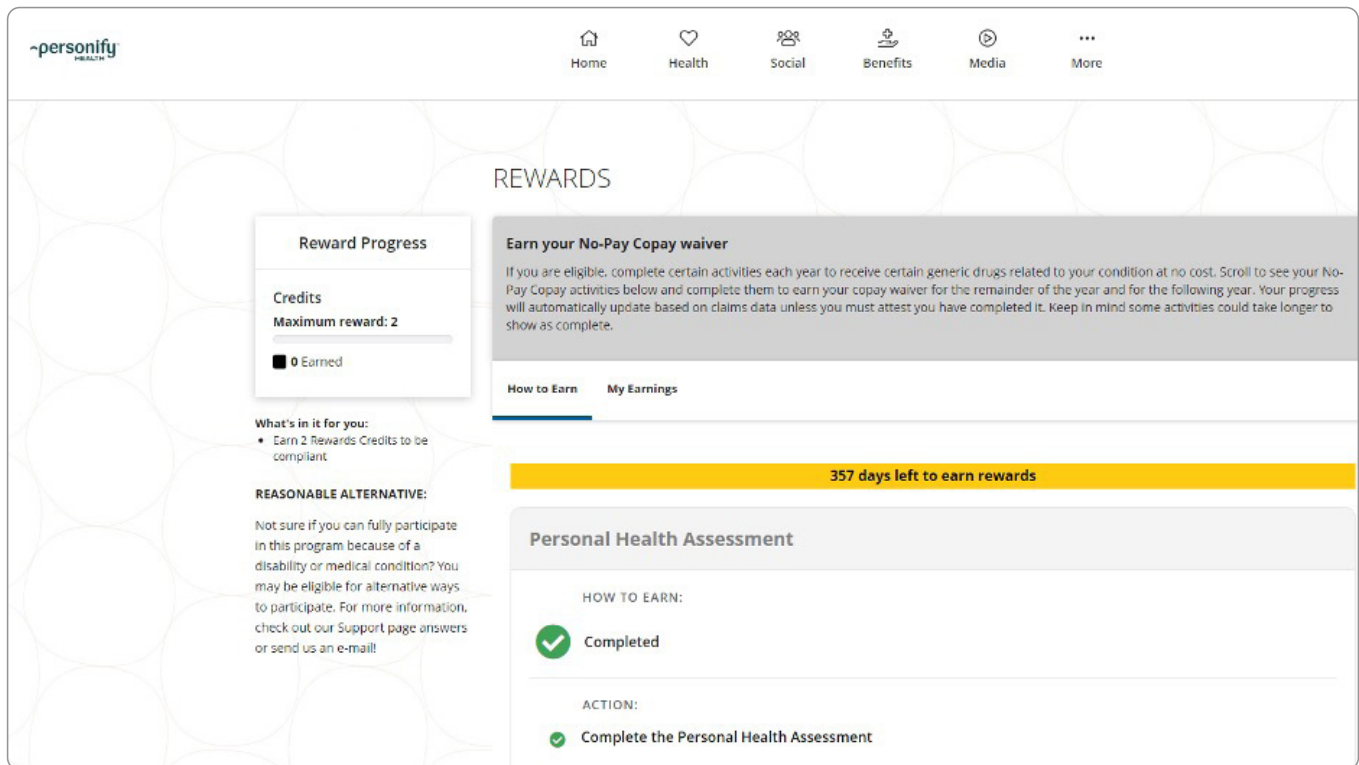
Step Two

If you're enrolled in No-Pay Copay, you will see **Reward Progress** on the left side of the screen and a bar indicating how many personal health credits you have earned so far.

◆ While enrolled in No-Pay Copay, you have two options:

- Take the **Personal Health Assessment** under **Health**, then **Surveys**. Identify your conditions in the survey.
- Navigate to the **My Care Checklist** under **Health** to manage and update your health conditions.
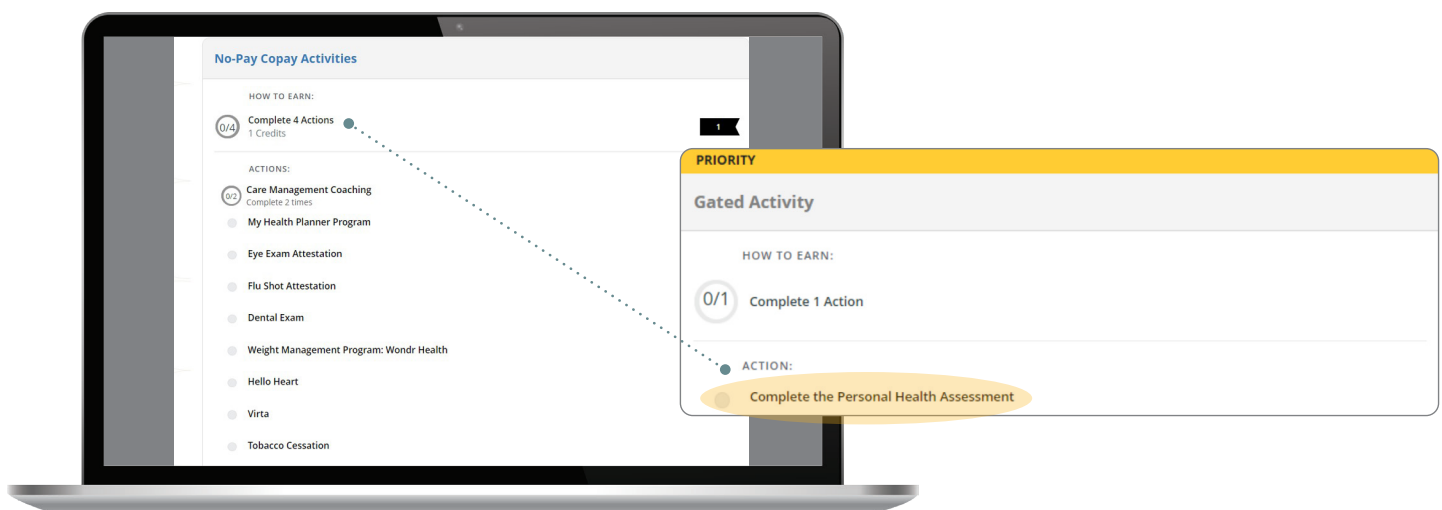

Step Three

Scroll down to see your No-Pay Copay activities.

Step Four

Complete activities on the platform to receive credit. Select the activity name to complete it:
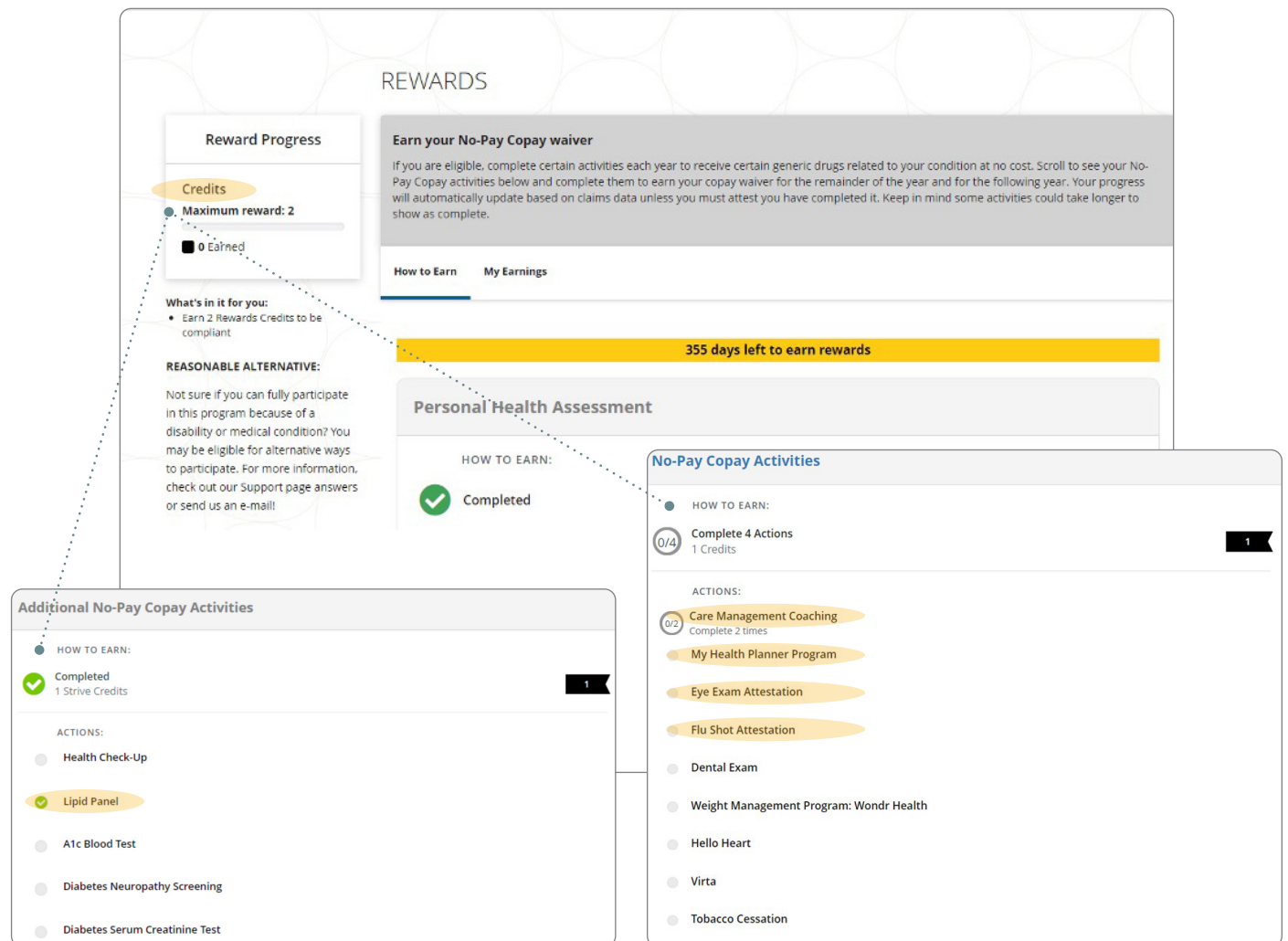
◆ Personal Health Assessment

◆ Eye exam and flu shot attestation

Step Five

To earn your copay waiver, you must complete the Personal Health Assessment **and** earn two personal health credits by completing four of nine No-Pay Copay activities **and** one of five additional No-Pay Copay activities. Green check marks indicate activities have been completed. Your progress will automatically update based on claims data unless you must attest you have completed it. Keep in mind, some activities could take longer to show as complete.

Activities for credits

Priority activity — You must complete this activity to unlock your personal health credits.		
Activity	**Additional information**	**When it will show as completed**
Personal Health Assessment	Complete this activity on the platform by navigating to Health, then Surveys. It will take about 10 minutes.	Immediately after you complete the assessment

No-Pay Copay activities — Complete four of nine.		
Activity	**Additional information**	**When it will show as completed**
Care Management Coaching	You need to complete two coaching interactions. This means you either complete one telephonic coaching call or three bidirectional messages via My Health Planner℠ with your care management coach.	Up to 14 days after completion
My Health Planner Program Completion	Complete a foundational or supplemental My Health Planner program. Contact your care management coach for more information.	Up to 14 days after completion
Eye Exam Attestation	Complete this on the platform by entering the date you received an eye exam.	Immediately after you enter the date
Flu Shot Attestation	Complete this on the platform by entering the date you had your flu shot.	Immediately after you enter the date
Dental Exam	Your dentist will send verification to BlueCross® BlueShield® of South Carolina.	Up to 14 days after your dentist files the claim
Tobacco Cessation	Enroll in the Tobacco Cessation program.	Up to 30 days after you complete the program
Wondr Health™ Program	Complete five sessions of the Wondr Health program.	Up to 30 days after you complete your fifth session
Virta	Claims-based; participate in Virta for one month and a claim will be sent to BlueCross.	Up to 30 days after activity completion
Hello Heart	Participate in Hello Heart for one month.	Up to 30 days after activity completion

Additional No-Pay Copay activities — Complete one of five.		
Activity	**Additional information**	**When it will show as completed**
Health Checkup	Your doctor will send verification to BlueCross.	Up to 14 days after your physician files the claim
Lipid Panel		
A1C Blood Test		
Diabetes Neuropathy Screening		
Diabetes Serum Creatinine Test		

How do I get my copay waiver?

Once you complete your two credits, BlueCross will notify Express Scripts to activate your copay waiver for you to receive certain generic drugs related to your condition at no cost. It can take up to 45 days for the incentive to activate, depending on when you complete your two credits.

The copay waiver is valid for the remainder of the year and the following year. Next year, complete the program activities again to ensure your copay waiver continues.
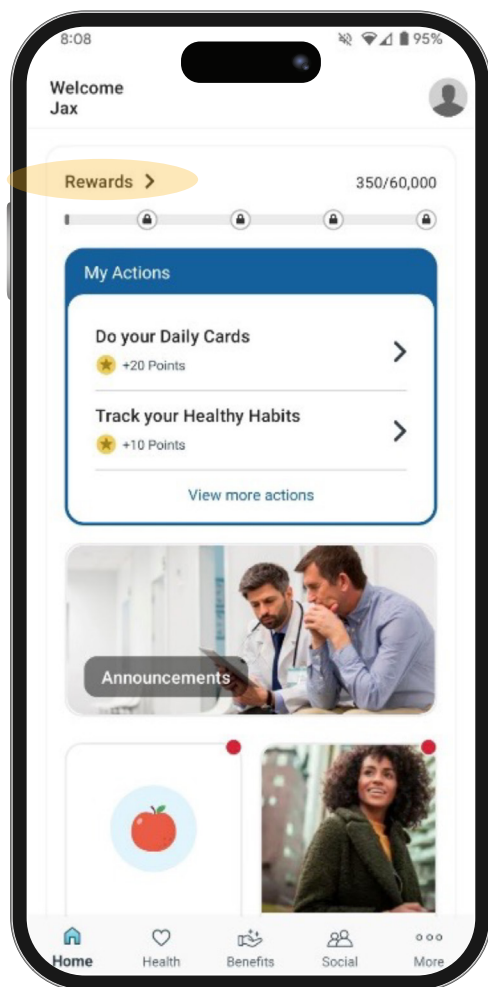
Have questions about Personify Health?

- Check out the live chat at **Support.PersonifyHealth.com** Monday–Friday, 2 a.m.–9 p.m. Eastern Standard Time.
- Give Personify Health a call at **855.944.2058** Monday-Friday, 8 a.m.-9 p.m. EST.
- Send an email to **Support@personifyhealth.com**.

Personify Health mobile app

Step One

Once you've created your Personify Health account, you can download the Personify Health app and take Personify Health on the go. When you log in, you will see your home dashboard. To see No-Pay Copay activities, choose **Rewards**.

Step Two

Scroll down past Action Rewards to see the No-Pay Copay activities.