

2024 WELLNESS PROGRAM FAQs



- **How do I set up my account on the wellness portal?**
 - Go to portal.peopleonehealth.com.
 - On the right where it says "Create Account," type in your Summit DD email address. Check the box for "I'm not a robot."
 - Click "Create Account" and you will receive an email.
 - Click the link in the email to create a new password.
 - You're good to go! Log-in to your account to check out all your wellness program has to offer!
- **What do I need to do to receive the incentive?**
 - Complete and submit Preventive Care Health Information Form
 - Earn 20 Tokens through the Healthy Options Menu
- **When is the deadline to complete activities?**
 - November 29, 2024
- **What is the incentive?**
 - \$150.00
- **Can I receive a partial incentive?**
 - No, you must complete both parts of the program to receive the incentive.
- **I have an online gym membership (i.e. Peloton, Mirror, iFit, etc). Does that count as a gym membership?**
 - Contact Terra Steiner at tsteiner@summitdd.org to see if your online gym membership counts.
- **I am not the primary account holder of my family gym membership. Can I still use that?**
 - Yes, as long as you are a member.
- **Can I still complete LIFE Challenges?**
 - Yes! The challenge schedule is below:
 - Slash the Sugar Challenge (Feb 1 – March 1)
 - Hydration Challenge (June 1 – June 30)
 - Fit City Challenge (Sept 1 – Sept 30)
 - Finish off Strong Challenge (Oct 14 – Nov 15)
- **If I do not complete the preventive care form, can I still receive the incentive?**
 - No, the preventive care form is mandatory to complete in order to receive the incentive.
- **Does my physician HAVE to fill out the biometric information in order for me to receive credit?**
 - No, as long as your physician signs off that you have been tested for these values, you will receive credit.
- **What if I need an accommodation for the active minutes challenge?**
 - Review the following links for some options available to you:
 - https://www.youtube.com/results?search_query=sparkpeople+seated
 - <https://www.helpguide.org/articles/healthy-living/chair-exercises-and-limited-mobility-fitness.htm>
- **I am having trouble with the portal or connecting my device.**
 - For questions regarding the portal, logging in or device connectivity, contact Customer Support at support@peopleonehealth.com or 888-330-6891 M-F from 9 AM to 5 PM EST.



- **What options do I have to earn Tokens?**
 - **Wellness Events:**
 - 1-mile fun walk/run or 5k (3 per year)
 - Corporate Challenge
 - Attend Fitness or Nutrition Classes (3 per year)
 - Gym Membership Confirmation
 - **Fitness Competitions**
 - Half marathon/marathon or other distance event (3 per year)
 - Bicycling Event (3 per year)
 - Triathlon (3 per year)
- **Quarterly Activities**
 - **Wellness Challenges (4 per year)**
 - Heart Health (Feb 1 – March 2)
 - Hydration Challenge (June 1 – June 30)
 - Fit City Challenge (Sept 1 – Sept 30)
 - Healthy Holidays (Oct 16 – Nov 14)
 - **LIFE Education Sessions (4 per year)**
 - Food-Mood Connection
 - Sedentary Lifestyle - Movement Matters
 - Self-Care
 - Achieving Overall Wellness