

Sharecare Frequently Asked Questions

Overview

- What is Sharecare?
 - Sharecare is a new **voluntary** online health and wellness assistant that gives you extra support toward reaching your wellness goals. Sharecare offers game-changing tools and resources that can help inspire a healthier “you.” Receive personalized guidance on eating right, exercising, getting key health screenings and more.
- How do I enroll in Sharecare?
 - Employees who *are* enrolled in Penn State Health’s medical insurance can go to mycare.sharecare.com to enroll. You will need your Highmark Blue Shield medical ID number located on your Highmark card.
 - Employees who are *not* enrolled in Penn State Health’s medical insurance must call Highmark Blue Shield’s customer service at 800-914-4808 prior to creating your account with Sharecare. Note: You must call Highmark from your personal phone number.
 - **It is important to note that employees will not receive credit for challenges if they do not enroll with a Unique Member ID (UMI). For medically enrolled employees, this is your Highmark Blue Shield ID number. Employees not enrolled in PSH medical insurance must call Highmark Blue Shield for a UMI.**
- Sharecare isn’t recognizing my Unique Member ID. Who should I call?
 - Highmark Blue Shield Customer Service at 800-914-4808. Note: You must call Highmark from your personal phone number.
- I’m having trouble syncing my device to Sharecare. Who should I contact?
 - Sharecare’s customer service at 800-654-9762.

Participation

- Do I have to participate in Sharecare?
 - No. Sharecare is completely **voluntary**.
- Does it cost anything to participate in Sharecare?
 - No. Sharecare is free to employees.
- Can my spouse/dependents use Sharecare?
 - Yes! Anyone can download the Sharecare app. Spouses/dependents will not be eligible for incentives.
- Will I be charged higher medical premiums or have a higher deductible if I do not participate?

- No. Since Sharecare is completely **voluntary**, nothing regarding your benefits will change because you don't participate.

Privacy

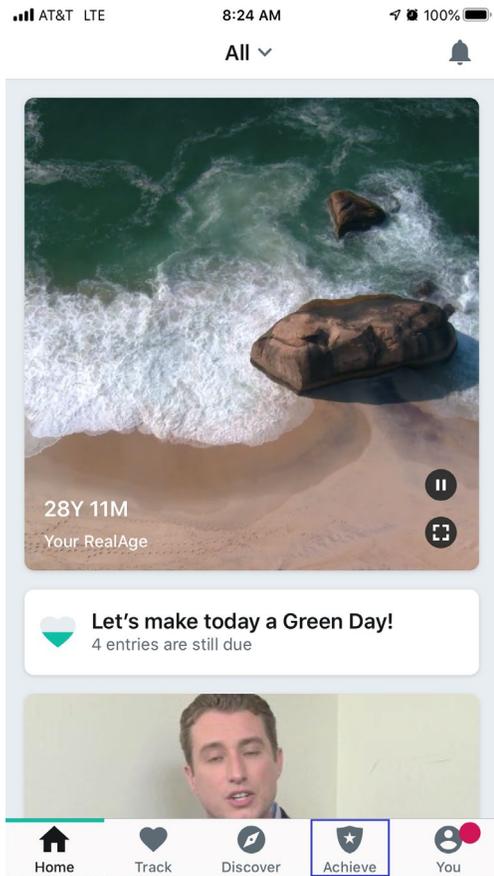
- What happens to the information I provide to Sharecare?
 - Information on Highmark Blue Shield and Sharecare's privacy practices can be found in the Highmark Blue Shield [Medical Certificate](#) under the Notice of Privacy Practice section. To view Sharecare's privacy practices, go to <http://bit.ly/sharecareprivacy> (URL is case sensitive).
- Will Penn State Health see my responses or what content I'm viewing in Sharecare?
 - No. Penn State Health will have no access to your information.
- What information is shared with Penn State Health?
 - If you choose to participate in our challenges, we will receive a report from Highmark Blue Shield at the end of the challenge letting us know who completed the challenge. No other information will be shared with Penn State Health.

Challenges & Rewards

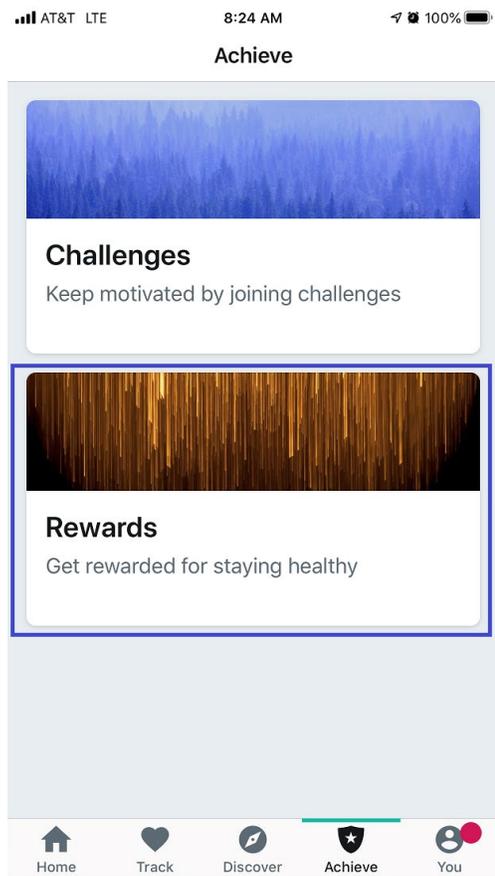
- Who do I call for questions about Sharecare?
 - Highmark Blue Shield Customer Service at 800-914-4808. Note: You must call Highmark from your personal phone number.
- What happens if I can't complete the challenge by the deadline?
 - All challenges must be completed within the designated timeframe. Sharecare cannot extend the deadline nor make exceptions to complete the challenge outside of the designated timeframe.
- How do I know if I completed the challenge?
 - From the Sharecare app, go to "Achieve" then "Rewards".
- When will I receive my reward?
 - Once the challenge closes, you should receive the incentive within 4 weeks.
- Will I receive notification that the Paws Up! points have been added?
 - Yes. Emails will be sent to your PSH email address when the points have been awarded.
- Will I receive notification of upcoming challenges?
 - Yes! Keep an eye on the Daily Brief and mySolutions for upcoming challenges.
- How often do challenges occur?
 - Each challenge is 4 months long. Our goal is to hold a minimum of 2 challenges per year.

How to Access the Challenges & Verify the Challenge is Complete

1.



2.



3.



4.

