



**YMCA EMPLOYEE BENEFITS**  
A nonprofit benefit Plan exclusively  
serving YMCAs since 1970.

# WellnessWorks Program

## Frequently Asked Questions

### FOR PLAN MEMBERS

**Q: How do we take the Health Survey?**

A: Log into your Rally account\* at [ymca.werally.com](http://ymca.werally.com) (UHC members can also log in via single-sign on at [myuhc.com](http://myuhc.com)).

*\*Registration required the first time*

**Q: I'm having trouble logging into Rally. Who can I contact?**

A: To help troubleshoot login issues or questions on how to register, it's best to reach out to Rally Technical Support at 1-844-334-4944 or [by submitting a case online](#).

**Q: Who should take the Health Survey?**

A: All covered employees, as well as their covered spouses/domestic partners, and covered adult children (aged 19 through 25) should take the Health Survey. In order to be counted towards your Y's participation levels, **each family member will need to be logged in to their own Rally account** to access the survey.

**Q: How long does it take to complete?**

A: It should take you approximately 15 minutes to complete the Health Survey. It is helpful to have some basic medical information on hand, such as blood pressure and cholesterol numbers.

**Q: How do I earn gift cards?**

A: Employees and spouses/domestic partners covered on a YEB medical plan are eligible to earn up to \$300 in gift cards, paid by YMCA Employee Benefits. Our incentive year runs from August 1 through July 31. You can choose from the various activities or programs that have an incentive value tied to them, to add up to a total of \$300. Once you've completed an incented activity, you'll log in to Rally to redeem your gift cards. But, don't wait too long to redeem your rewards for gift cards! They're only available on the Rally site for a limited time after the end of the incentive year, and if your medical coverage ends for any reason, you won't have access to Rally. All incented programs and activities must be completed by July 31 to earn a reward for the current incentive year. On August 1, the rewards all reset. [Click here](#) for more details.

**Q: How can I earn the incentive for a biometric screening?**

A: Members have two options for earning an incentive for a biometric screening: **an in-person form** that can be filled out by your doctor and submitted, or **a home screening kit** you can complete at home and return via mail. To access either option, log in to your account on Rally and select the Biometric Screening tile on the *Employer Rewards* tab. This will take you to a website operated by “Let’s Get Checked,” where you can [choose the screening option](#) you want to complete. Each plan member **must be logged into their own account** to either download the form or request the at-home kit because it will pre-load information that is needed for UnitedHealthcare to process the form.

**Q: The information I’m being asked to share on the Survey and/or other activities on Rally isn’t something I want everyone to know about me. How confidential is it and who will see my data?**

A: No one at your YMCA, nor at YMCA Employee Benefits, will be able to see your individual health information from the Rally Survey or any of the programs/activities you’re eligible to earn incentives for. The information provided through your biometric screening will be uploaded to your Personal Health Record on Rally so that you can access it, and some of the information may also auto-populate the next time you take the Rally health survey, so you don’t have to remember it. But none of that information is shared with anyone at the YMCA.

**Q: Who is eligible for the gift card incentives?**

A: All covered employees and spouses/domestic partners are eligible to earn up to \$300 in gift cards from YMCA Employee Benefits. Adult dependents are eligible to access Rally and participate in any of the programs on that site, but they are not eligible to earn gift cards.

**Q: What kind of gift cards do we receive?**

A: All gift cards are provided electronically as a code that you can enter on the website of your choosing. Or you can print it off and bring it into the store if you choose a vendor with a brick and mortar presence. There are several options available. Once you’ve earned a reward, you’ll receive an email confirmation that directs you back to the Rally site to choose your gift card. Make sure your email address is correct on Rally so that you receive notification once your gift card is available.

**Q: How long will it take to receive our gift cards?**

A: After you have completed an incented program or activity you will receive an email from Rally. The timeframe for receiving this email depends on the activity/program being incented. The wellness/preventive screening incentive is based on when your doctor submits the claim, but generally appears within 21 business days of the date of service. The biometric screening results (form or at-

home kit) can take up to 30 days to process your reward once it is received; however usually it is much faster than that.

Once the reward is processed, you'll get an email from Rally instructing you to log in to choose a gift card. Since all choices are e-gift cards, once you've selected the type you want, you'll receive an email with the gift card code within minutes. Make sure the email address you registered on the Rally website is correct. If you don't receive the gift card code email within a few minutes of choosing the type of gift card, check your spam/junk folders in your email. You can also see the gift card code on Rally on the *Rewards* tab.

**Q: Does my Rally rewards balance expire?**

A: Yes, the rewards you earn on Rally expire shortly after the end of our incentive period when it resets each year on August 1. If you have unclaimed rewards balances out there, make sure you log in to Rally and redeem them for gift cards. After the incentive period resets on August 1, you'll only have a short window of time to redeem your Rally rewards for gift cards from the prior year. You will also lose access to Rally and any unredeemed rewards if your medical coverage is terminated. However, once you've redeemed your balance for an e-gift card, your gift card is subject to the rules of the retailer you selected. In most cases, retailers do not have expiration dates on gift cards.