



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

WellnessWorks Program

Frequently Asked Questions

MEMBER INCENTIVES

Q: Who should take the Health Survey?

A: All covered employees, retirees, and spouses/domestic partners should take the Health Survey to help your YMCA reduce the cost of health insurance and to earn up to \$350 in gift card rewards.

Q: How do we take the Health Survey?

A: Starting August 1, 2025, the Health Survey and rewards program have moved to a new platform called Rally Engage. Go to ymca.rallyengage.com or download the Rally Engage mobile app and log in with your HealthSafe ID® to access the Health Survey and unlock your wellness rewards. You must be logged into your own account. It should take less than 15 minutes to complete the Survey and may be helpful to have some basic medical information on hand, such as blood pressure and cholesterol numbers.

Q: I'm having trouble logging into Rally Engage. 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 1-877-370-1130 or by [submitting a case online](#).

Q: The information I'm being asked to share on the Survey and/or other activities on the rewards site 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 Health 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 so that you can access it, and some of the information may also auto-populate the next time you take the Health Survey, so you don't have to remember it. But none of that information is shared with anyone at the YMCA.

Q: How do I earn gift cards?

A: Employees, retirees, and spouses/domestic partners covered on a YEB medical plan are eligible to earn up to \$350 in gift cards from YMCA Employee Benefits as part of our WellnessWorks program. The "incentive year" runs from August 1 through July 31. Once you've taken your Health Survey, you'll earn your first \$50 reward and unlock additional opportunities to earn the remaining \$300. Once you've completed an incented activity, you'll log in to Rally Engage to redeem your gift cards. All incented programs and activities must be completed by July 31 in order to earn a reward for the current incentive year. On August 1, the incentive year will reset.

Important! Rewards balances will only be available for redemption for a limited time after the end of each incentive year, so don't wait too long to redeem your rewards balances for gift cards! Also, if your medical coverage ends at any point, you will no longer have access to Rally Engage or any of your unredeemed rewards balances.

Q: What kind of gift cards can we receive?

A: All gift cards are electronic and there are several vendor options available to choose from. Once you've earned a reward, you'll receive an email confirmation that directs you back to the Rally Engage site to choose your gift card. Make sure your email address is correct 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 Engage. The timeframe for receiving this email depends on the activity/program being incented. See [this chart](#) posted on ybenefits.org/wellness for details.

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 Engage 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 the Rewards tab.

Q: Does my rewards balance expire?

A: Yes, the rewards you earn do expire shortly after the end of each incentive period when it resets annually on August 1. With the transition to the new Rally Engage platform this year, none of the rewards balances from the prior incentive year will transfer over to the new website. If you earned a reward in the prior incentive year (which ended on July 31, 2025) but did not yet redeem it for a gift card, you will be able to log in to the old Rally website to redeem them for gift cards, but only until October 31, 2025. After October 31, 2025, access to the previous Rally website will be terminated and all unredeemed rewards balances will expire. You will also lose access to both platforms (Rally and Rally Engage), including 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.

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 that you can complete at home and return via mail. To access either option, log in to your account in Rally Engage and select the Biometric Screening tile on the Explore tab to get to LetsGetChecked. 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 the form to be processed.

Q: How does the incentive for the Rally Stride program work?

A: Rally Stride gives participants the opportunity to set and track your goals for daily steps. When you sign up, you'll be prompted to sync your fitness tracker to update automatically with the steps you walk each day. If you meet your goal at least 12 times in a month, you'll earn \$25 in gift card credits for that month. You can continue earning \$25 in credits each month until you've reached your maximum \$350 in gift card rewards for the incentive year.

Q: I completed an incented activity, but my account is not showing my reward.

A: Some incented activities that take place right within the website should show as completed within minutes of doing them, while others can take a few weeks to process (see question above regarding how long it takes to process). [This chart](#) provides a general idea of how long each incented activity/program should take to appear on your account. Also, if you have not yet taken the Health Survey during this incentive period (it resets each year on August 1), you will need to take that first in order to unlock the other member rewards options.