



FROM



# Sharecare

## FREQUENTLY ASKED QUESTIONS

### Who is Sharecare?

Sharecare is the digital health company Health Net has partnered with to administer the your wellness program. The Sharecare platform will help Health Net members manage all your health in one place no matter where you are in your health journey. Sharecare's innovative, award-winning technology offers you a comprehensive, personal health profile where you can easily connect to the information, programs and health professionals to help you live your healthiest, happiest and most productive life.

### How do I sign on to Sharecare?

On **January 1, 2022**, you will have access to the Health Net Sharecare portal. Stay tuned for more information on registration and linking trackers!

### What is RealAge®?

RealAge is how old your body really thinks you are based on your health and health habits, good and bad. To find out, take the RealAge Test – it's based on lifestyle, genetics, and medical history. Up to 70% of overall health depends on how well you take care of yourself, so you have a lot of control over how young you feel!

### What is the RealAge Test?

The RealAge Test is Sharecare's clinically-validated health risk assessment offered as part of the Health Net wellness program. It guides you through a series of questions designed to gauge how fast you're aging based on your lifestyle and medical history as well as some often overlooked risk factors like relationships and stress. RealAge is your first step to help you understand which of your good and bad habits are impacting your health. From there, the Sharecare portal provides you with content and programs to help you improve your overall health and obtain a younger RealAge.

### If I don't finish taking the RealAge Test, do I have to start over?

No, you can pause the RealAge Test at any time and all your answers are automatically saved so you can complete the RealAge Test at a later date.

### How do I review my RealAge Test results?

You can access your RealAge Test results by visiting your health profile on the Sharecare portal. You will have access on **January 1, 2022**. There, you will find personalized recommendations on what is making you feel older or younger; and you can update your answers at any time to get a more accurate, updated RealAge.

## How much does it cost?

The program is offered at no cost to Health Net members. In fact, members who participate in the program have a chance to earn incentives! More information on earning additional points and incentives coming soon!

## Is my health information protected?

Your privacy is ensured in compliance with the Health Insurance Portability and Accountability Act (HIPAA) of 1996. Sharecare adheres to strict security guidelines. None of your personal information will be shared with Health Net without your permission.

## What is a “green day”?

A “green day” is a measure Sharecare uses to help you quantify progress you’ve made toward improving your health, essentially empowering you to improve your RealAge in real-time by tracking the most critical health factors that impact your RealAge: stress, activity, sleep, relationships, weight, blood pressure, blood glucose, cholesterol, smoking, drinking, diet, medications, and fitness. With each key health factor rated on the five-point color scale from green to red, your goal is to be “in the green” for 8 of the trackers per calendar day to earn what we call “a green day.” And each time you hit 60 green days within a 90-day period, you are “living in the green,” which prompts an automatic recalculation of your RealAge to see how much you’ve improved your health during that time.

## What is the green day tracker?

Sharecare’s green day tracker (GDT) includes daily trackers for the factors that are core to the RealAge calculation. The trackers allow you to record: sleep, stress, relationships, blood pressure, weight, smoking exposure, cholesterol, alcohol, fitness and health, diet, medications, and blood glucose. To achieve a green day, you will need to enter data for 8 trackers within the green range daily. Updating your tracker on a daily basis is especially important if you are participating in a Green Day Challenge – details to follow.

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## How do I know which trackers to update?

The trackers that you are required to update daily are based on the results of your RealAge Test. The trackers that appear in green are automatically populated from the results of your RealAge Test or from your health profile. The platform informs you daily which trackers need to be updated.

## How do I know if a tracker is in the green?

**Samsung** – From the Sharecare Galaxy App:

- Tap the heart icon in the navigate bar to access Sharecare Trackers
- Click the gear icon in the top right hand corner and select Samsung Health under sources
- Make sure data permissions are turned on for Sharecare in the Samsung Health App

**Web** – Sign in to [healthnet.sharecare.com](https://healthnet.sharecare.com):

- Choose “tracker” in the top left corner
- Scroll down to see a list of the categories (trackers)
- The tracker will be displayed in green on the right side of the page

**iOS** – From the Sharecare iOS App:

- Tap the heart icon at the bottom of the app
- Scroll down to see the list of trackers
- Trackers with data for today will be have color coded text

**Android** – From the Sharecare Android App:

- Tap the three-line menu icon in the upper left corner of the app
- Select “trackers”
- Scroll down to see the list of trackers, with those that have entries being toward the bottom
- Trackers with data for today will be color coded

## What if I am unable to get “in the green” within the green day tracker?

To earn a green day, you will need to enter 8 trackers that fall within the green range daily. If you find you are unable to consistently earn green days within the Sharecare platform on the website or through the app, you can access the resource articles personalized to you based on your RealAge Test results to help improve your lifestyle and work towards earning green days.

Still need help meeting your health goals? A Sharecare coach can help you with opportunities to improve your well-being – and help you live in the green!