

Rally®

A benefit of the State Health Plan

Rally frequently asked questions and answers

Q. What is Rally?

A. Rally is a digital health experience that helps people be more active in improving their health. The site features an innovative Wellness Assessment, personalized activity recommendations, individual and team goals, and fresh content daily. Users can link certain wearable devices (e.g., Jawbone, Fitbit) to their Rally accounts to make it easy to track their movement, check their progress, share information, and compete against others in challenges. Rally continually improves and adds features to the site.

Q. Who is eligible for Rally?

A. Rally is available for members 16 years and older with State Health Plan primary coverage.

Q. How do I access Rally?

A. The first time you access Rally, you must do so by going through your BlueCross BlueShield of South Carolina **My Health Toolkit® (MHT)** website. Go to www.StateSC.SouthCarolinaBlues.com and look on the right side of the page. There, you'll see the login fields for MHT. Follow the instructions to create your MHT profile (or log in if you've already registered for MHT). Then select the **Wellness** tab, select **Rally** from the drop-down menu and select **Sign Up for Rally Now!**

On your first visit to Rally, you'll need to register. You'll enter your email address, create a username and password and select an avatar – a cartoon image that will appear whenever you're logged in to your account. Once registered, you can get to your Rally account three ways:

1. Visit WeRally.com
2. Log in to your Rally mobile app
3. Log in to your My Health Toolkit account

Q. In what languages is the Rally Health Survey available?

A. The Rally health survey is currently available in English and Spanish. Other languages will be added soon.

Q. Which web browsers work for Rally?

A. Rally currently supports the following browsers: Google Chrome (latest version and Android), Mozilla Firefox (latest version) and Apple Safari (desktop and mobile). Please note that if you access Rally from your worksite, you may experience usability issues due to employer firewalls or employer-imposed browser settings.

For Firefox, you may receive an error message when accessing Rally. If so, please follow these steps. (You can also access Rally via another browser.)

1. Click on **I understand the risks**
2. Select **Add Exception**
3. Click **Confirm Security Exception**

Q. What domains does my employer need to white list in order to receive email communications from Rally?

A. Notifications@e.werally.com and notifications@werally.com need to be white listed by your employer. Also, make sure to include the direct URL to access Rally, WeRally.com.

Q. Is there an app available for Rally?

A. Yes. Rally is available for mobile phones and tablet devices. The Rally platform adapts to any screen size for easy reading and navigation. Both Apple iOS and Android mobile apps are available for download.

Q. How do I change the language?

A. Select the gear icon in the top right corner of the Rally page. Then select **Language** and **Current Language** at the bottom of the page to update your preference.

Q. What will happen if I change jobs and go to work for a different State Health Plan employer that also offers Rally? What will happen to my health survey data and other information?

A. If you switch from one employer to another employer but are still covered by the State Health Plan, the Rally health survey you completed under your previous employer will transition with you to your new employer, as long as you keep the same insurance member ID.

Q. What happens if I stop working for a PEBA-insured employer?

A. Should you leave your job or no longer retain your State Health Plan coverage, you will transition to a “non-sponsored” Rally experience.

This means you will still have access to the basic functionality of the Rally platform minus any reference to BlueCross/PEBA or access to any BlueCross/PEBA-specific programming or rewards.

Q. What happens if I become eligible for and switch to Medicare as my primary insurer?

A. If you have Medicare or switch over to Medicare once you become eligible for it, you are no longer able to access PEBA-specific programming or rewards through Rally. You will be moved into the “non-sponsored” Rally experience. This means you will still have access to the basic functionality of the Rally platform minus any reference to BlueCross/PEBA or access to any BlueCross/PEBA-specific programming or rewards. However, if your spouse and dependents remain State Health Plan primary members, they will be allowed to keep their PEBA-specific Rally programming.

Device integration

Q. What devices can I connect to?

A. You can connect to:

- Apple Health Kit
- Bodymedia
- Fitbit
- Garmin
- Jawbone
- MapMyFitness
- Misfit
- Moves
- MyFitnessPal
- RunKeeper
- Strava

Selecting one of these apps/devices will take the user through an authentication process. Essentially, you will select the app/device and be taken to an authentication screen for that app/device. After a successful authentication, you will be directed back to Rally.

Q. How do I create an account for my wearable device?

A. If you wish to use a device that Rally supports, such as Jawbone or Fitbit, to track your activity on Rally, you will need to have an active account for that device. If you’ve already set up your device, chances are you already have such an account. If you haven’t yet set up your device, follow the instructions that came with your device, or visit the website for the device you wish to sync with Rally. (See a list of Rally-compatible devices above, under the question, “**What devices can I connect to?**”)

Q. I’m having trouble syncing my device with a Mission or Challenge. What do I do?

A. Select the gear icon in the top right corner of any page and select **Device Settings** from the drop-down menu. Select the button for your device (for example, your Fitbit) and select **Update Activity Device**. You will be taken to the manufacturer’s website and will need to log in to your account there. When you’re done, return to the Challenge or Mission and try syncing again.

Q. Why does my Fitbit activity appear to be different on Rally from what I am seeing on my Fitbit dashboard?

A. Fitbit breaks down your total minutes of activity into three categories:

1. Lightly Active Minutes
2. Fairly Active Minutes
3. Very Active Minutes

By default, the **Active Minutes** section on your Fitbit dashboard reflects only your Very Active minutes. If you select the Active Minutes section, you can change the graph from **Very Active** minutes to **All Minutes** to see all your activity. Rally, on the other hand, displays all your active minutes on your dashboard.

Your health survey

Q. How long does it take to complete the health survey?

A. For most people, it should take between 10 and 20 minutes to complete the health survey. The time can vary because some answers may trigger additional questions. Rally asks about your latest blood pressure and cholesterol test results, so it's good to have them handy. These are not required to finish but will make your results more accurate.

Q. How does my health survey give me my Rally Age, and what is a Rally Age?

A. After you complete the Rally health survey, you will get your Rally Age. Your Rally Age is calculated from the answers you provided in your survey. It gives you an idea of your current overall health. In general, you want to keep your Rally Age as close as possible to your actual age, but younger is even better! If your Rally Age is higher than your actual age, Rally will recommend activities to help you lower it. You must retake the health survey to see if your activities have changed your Rally Age.

Q. Can I change any of my answers while taking the health survey?

A. Yes. While you're in the process of taking the health survey, select the green arrow on the left side of the screen to go back to previous questions. You can change your answers, but will need to continue answering the survey after that point. You can't skip forward.

Q. Where can I find the results of my health survey? Can I print my survey results?

A. To view your full health survey results, select the gear icon in the top right corner of any page and select **Profile** from the drop-down menu. Choose the **Health Profile** tab to see and print your full results.

Q. If I complete a preventive screening, will my biometric results automatically show up in my health survey?

A. Yes. As long as you have given your consent, your biometric data will automatically display when you fill out your survey.

Q. What if I start my survey but want to finish the rest of it later?

A. Although the survey is really easy and only takes about 10-20 minutes to complete, you can quit by selecting the **Finish Later** link at the top of the screen. When you return to Rally, you'll receive a message with a link that says **Finish your Health Survey**. Select the link to return to where you left off.

Q. Can I remain logged in to Rally continuously?

A. After a long idle period (approximately 20 minutes), your Rally session will time out for security purposes. You may receive an error message when you try to resume activity. If this happens, please log in again to resume using Rally. If you are accessing Rally from your mobile app, you can choose to remain logged in for up to 30 days.

Q. Can I retake the health survey after I finish it?

A. Yes. You can retake your health survey at any time. Select the gear icon in the top right corner of any page and select **Profile** from the drop-down menu. Choose the **Health Profile** tab to see your results. Your Rally Age will be on the left. Select the green **Retake Survey** button just below your Rally Age to start the health survey over. At this time, it's not possible to update just one single answer or numerical value.

Q. What is the Health Profile tab?

A. The Health Profile gives you a snapshot of your goals and highlights of your survey responses.

Q. Is the Rally health survey available in a paper format?

A. No. The health survey is only available online.

Q. Can I connect to my health coach through my Rally experience?

A. Yes. You can interact with a BlueCross health coach, at no cost to you, as part of your Rally experience. Upon your initial phone call with your coach, you can provide him with your Rally username so he can send you an invitation to connect online. Your coach can recommend Missions and Communities that can help you target your specific goals. In addition, your coach can see which activities you've completed and your health survey results. This helps him give you better advice and support. Your coach can help you establish goals and meet them.

Missions

Q. How do Missions work?

A. Missions are a great way to add new, healthy habits to your everyday routine. When you join a Mission, you'll be asked to perform an activity a certain number of times every week. When you complete the activity enough times over the course of a week, you've nailed your week! After four successful weeks, you'll reach a Mission milestone. Each step along the way, you'll earn Rally Coins for your accomplishments.

Q. Can I change the value I have entered for a "Yes/No" Mission?

A. You can't change a check-in value once you have submitted it.

Q. Can I see my recent Mission activity?

A. You can check your recent mission activity in two different places on the Rally site. On the top left side of the dashboard, under **Your Coins**, select the **View All** link.

Or, on your **Rewards** page, select the **View Details** button in the top left corner of the page right below your coin balance.

Q. How do I check into a Mission I have already joined?

A. Under the **Missions** tab (mobile or desktop), go to the Mission you would like to check into, and simply select the green **Check In** button. Some Missions require you to enter a value in the white field before selecting **Check In**.

Q. How do I complete a Mission?

A. For each Mission, Rally will tell you what you need to do each day or week to succeed. Do at least the minimum for each day or week on your schedule. For example, let's say your Mission asks you to exercise 30 minutes a day. If you check in with 40 minutes of exercise, you've surpassed your daily goal! For that week, keep checking in for at least as many days as your Mission requires. When you hit your target, you've finished a week. Success! After four successful weeks (they don't have to be consecutive), your Mission is complete. You can start it again or pick something new. Even if you don't complete a week or an entire Mission, you'll earn coins for every check-in.

Q. How do I find out how many days per week I need to complete a Mission?

A. You can view Mission details by selecting the **Missions** tab in the top navigation bar and then selecting any Mission. You'll see lots of information, including how many days you need to complete for a successful week, when the Mission week starts and ends and when you last checked in. You can also see your overall progress in the Mission.

Q. How do I connect a wearable fitness device to a Mission I have joined?

A. When you join a Mission that is compatible with wearable fitness devices, you'll be asked whether you want to use a device to check in. If you select **Device or App**, you will be shown a list of compatible devices. Select the device you would like to use, and you will be taken to the manufacturer's website to sync the device account to your Rally account. When you want to check in to the Mission in Rally, simply select the Mission and select the green **Check In** button. Your Rally account will automatically update your activity. You can only link your device to one mission at a time.

Q. How do I determine which Missions are right for me? And how do I join?

A. Rally uses your responses to the health survey to determine which Missions will be most helpful to you. For example, if you indicate in the survey that you don't exercise regularly, Rally might recommend easier Missions in the Move category that could benefit your health and are within your reach. You can see your recommended Missions by selecting the **Missions** tab in the top navigation bar. At the top of the screen, you'll see a selection of recommended Missions.

To join a Mission, select the **Missions** tab on the top of any page in Rally, and click **Browse All**. You'll see the **Recommended For You Missions** at the top. Simply select the green **Join** button for any Mission that interests you. To see others, look in the **All Missions** section below. You can browse or use the filters to find Missions you'd like to join.

Q. What happens if I quit a Mission?

A. If you quit a Mission, you'll lose any progress you've made on that Mission, but you'll keep any Rally coins you've earned along the way. For example, if you complete three successful weeks in a Mission and then quit it, you'll lose those three weeks of progress toward completing that Mission, and will have to start from the beginning if you join that Mission again. However, you'll keep the Rally coins you earned during those three weeks.

Q. Can I rejoin the same Mission after I complete it?

A. Yes. You will be able to rejoin the Mission to start another four-week cycle.

Q. How frequently are Missions added?

A. Rally continuously researches usability statistics and uses them to make ongoing enhancements to its digital programs and functionality, including changes or additions to the choice of Missions.

Q. Can Missions be created by members or clients?

A. No. Missions cannot be created by members or clients.

Challenges

Q. What is a Challenge?

A. A Challenge is a daily fitness challenge where you track your steps in a virtual tour of San Francisco or Washington, D.C. Steps integrate with your fitness device and apps on your mobile phone to help you track your progress.

Q. How do I join a Challenge?

A. Select the **All Challenges** tab. All active Challenges will appear below. Select the **Join** button within the Challenge section. If you have already linked a wearable fitness device to your account, you will be automatically added to the Challenge with that device. If you have not already linked a wearable fitness device to your account, you will be prompted to select from a list of compatible devices.

After selecting one of these devices, you will be prompted to enter your login ID and password for that device. You will then be prompted to authorize the connection between Rally and that device. Authorizing the connection will link the device to your Rally account. After authorizing the connection, you will be entered in the Challenge and return to the **Challenge** screen.

Q. Can I join more than one Challenge simultaneously?

A. You can only join one Public Challenge at a time.

Q. Can I switch a fitness device after I started a Challenge?

A. Yes. Select the **Settings** icon in the top navigation and choose **Device Settings**. On the Device Settings screen, simply select the button next to the device you prefer to use.

Q. How many users are visible on the Challenge course at once?

A. Ten users are visible on the course. The course will display the top nine positions plus your username and avatar (no matter what position you are in).

Q. I do not have one of the approved wearable fitness devices to join a Challenge. Can I still join?

A. Currently, Challenges are available only to users with one of the approved wearable fitness devices. For a list of approved devices, please see the list in the answer to "**What devices can I connect to?**" on Page 2.

Q. What do each of the locked icons represent on the Challenge?

A. The locked icons are achievements that are placed along the course. Each achievement is located at a point of interest on the map. When you reach one of these points of interest, you will unlock the achievement and earn Rally coins.

Q. What is the Leaderboard?

A. The Leaderboard displays all users participating in a Challenge. The users with the most miles appear at the top of the list, and the users with the fewest miles appear at the bottom of the list.

Communities

Q. How do I join a Community?

A. Select the **Communities** tab at the top of any page and choose **Browse All**. You will see recommended Communities, as well as the list of all Communities. Select the **Join** button for any Communities that interest you.

Q. How do I leave a Community?

A. Go to the **Communities** tab and select **My Communities**. When your cursor is over the **Joined** button on any community, it will change to **Unjoin**. Select **Unjoin** to leave the Community.

Q. How do I report inappropriate content or abusive behavior?

A. If you're bothered by something on Rally, including offensive language, inappropriate photos or links, incorrect or misleading information or abusive conduct, please send Rally your feedback by selecting **Contact Us** on the right side of Rally's FAQ page. The more details you include, the better Rally will be able to understand and deal with the problem. Include details such as where the offensive content was located within the site, the URL of the page in question and a screenshot, if possible.

Q. How do I respond to an existing discussion in a Community?

A. When you find a discussion you'd like to participate in within a Community, select the **Say Something** text box and type away. When you are finished commenting, select **Submit Query**.

Q. How do I start a discussion in a Community?

A. Select the **Communities** tab at the top of any page. Go to the Community that best matches the discussion you would like to begin, and select it. At the top of the page, you will see a field where you can start a discussion. Once you start typing, another field will appear where you can add additional details. When you're finished, select the **Begin Discussion** button.

Q. What are the Rally Community guidelines?

A. Communities are moderated, and there are a few rules, of course. Here are the main ones:

1. Be supportive and helpful to contribute to a positive Community. That means no blaming, criticizing or harassing other members.
2. Be aware that anything you post is visible to everyone on Rally, so be thoughtful about posting personal information you don't want others to see.
3. It's okay to talk about sensitive subjects, but please be tasteful and use good judgment. Rally will remove offensive material at its discretion.
4. Advertising and promoting specific products or businesses is not permitted.

If you violate Rally's Community guidelines, Rally reserves the right to block or ban you. See Rally's complete Community rules in its **Terms of Service**.

Q. Are Communities only available to State Health Plan members?

A. Communities are open to all Rally users.

Coins

Q. How do I earn coins?

A. There are many ways to earn Rally coins. You earn coins for logging in every day, completing the health survey, joining Communities and making progress in Missions and Challenges. For more details, select the **Rewards** tab at the top of any page on Rally, then select **Earn More Coins**.

Q. Can I earn more than one reward?

A. You can enter as many reward drawings as you like, as long as you have enough Rally coins to enter, and you're eligible to win more than once.

Q. How do I enter a reward drawing?

A. First, select the **Rewards** tab at the top of any Rally page. You will see available rewards. Each drawing will list the number of Rally coins needed to enter. If you have enough coins, you can select the button at the bottom of the listing to enter.

Q. How do I see which reward drawings I have entered?

A. Go to the **Rewards** tab at the top of any page on Rally. At the bottom of the page, under **Rewards Activity**, you will see your current and past reward drawings.

Q. How do you choose the winners of reward drawings?

A. Winners are chosen at random from among eligible entries. Two runners-up are also chosen, in case the winner is ineligible to win the reward.

Q. What if I won but haven't received my sweepstakes reward?

A. Please allow 8–12 weeks from the time you claim your reward until delivery of your reward. If it's been at least 12 weeks since you claimed your reward, log in to Rally and select **Contact Us** to submit a support ticket. Rally will get back to you soon with the delivery details.

Q. Where can I find my Rally coin balance?

A. You can always see your coin balance right below your username in the top right corner of any page in Rally. You can also find your coin balance under the **Rewards** tab.

Q. Will I be notified if I do not win a reward?

A. If you have not won, you may not be notified. Don't give up though; there is a new sweepstakes every two weeks. Keep trying!

Q. Will I have to pay taxes on Rally sweepstakes winnings?

A. Rally sweepstakes winnings can be considered taxable income. If you win a sweepstakes prize, BlueCross will provide that information to your employer, who can include the prize value as part of your taxable income.

Q. What are Public Sweepstakes?

A. Public Sweepstakes are sweepstakes that are available to all Rally members enrolled through all Rally's business partners and clients. The prizes are selected from the Rally prize catalog. The procurement and fulfillment process is standard and part of Rally's operational model.

My information and privacy

Q. Does Rally share my information with anyone?

A. Your information is confidential, including the information you provide in your health survey. For details, please see Rally's privacy policy.

Q. How can I change my Rally password?

A. In Rally, select the gear icon in the top right corner of any page and select **Settings**. Toward the bottom of the settings page under **My Info**, select the green **Change Password** button.

Q. How do I change my profile image?

A. Select the gear icon in the top right corner of any page and select **Profile**. Next, select the green **Edit Info** button on the right side of the page. On the left, you will see a **Change Image** button over your profile image. Select and choose your new image, then select the green **Done Editing** button on the right.

Q. How do I view or change my email settings in Rally?

A. Select the gear icon in the top right corner of any page and select **Settings** from the drop-down menu. At the top of the page, you can change your email settings.

Q. Is my identity really anonymous?

A. Rally will not display your name, email address or any other information that would give away your identity. We strongly encourage you to choose an anonymous username. If you choose to share information about yourself or your health on Rally (in Community forums, for example), keep in mind that what you share may provide clues to your identity.

Q. Is Rally safe and secure?

A. Yes. The information you share with Rally is protected with high levels of computer and user security. Rally meets or exceeds data protection compliance requirements of the Health Insurance Portability and Accountability Act (HIPAA). It is certified by TRUSTe, the leader in online privacy solutions. Rally Health is also certified by Digitcert Extended Validation Certification to ensure it uses the highest level of security commercially available. Rally performs regular vulnerability assessments and penetration defense tests.

Q. What if I can't remember my password?

A. From the login screen, select the **Forgot Password** link. Enter the email address you used when you registered for Rally and select **Submit**. You will receive an email with instructions on how to reset your password.

Q. What if I can't remember the email address used to register for Rally?

A. No problem; just send an email to support@werally.com, and Rally will work with you to correct the issue. Please include the Rally username you created when registering.

Q. What information can other users see in my profile?

A. Other users can only see your public profile, which includes your Rally username, gender and connections, as well as any other information you decide to include, such as information about your location and physical characteristics. Physical characteristics may include height, weight and BMI.

Q. What is the Connections tab?

A. The Connections tab shows all your current connections with other users on Rally. You can set the relationship you have with these contacts by selecting the **Set Relationship** drop-down menu and selecting from the options. Connection requests also appear within the **Connections** tab. If you have a Connection request, you can either accept or decline the request.

Q. Will Rally email me? What can I expect to receive in my inbox?

A. By registering, you will receive email notifications to help you stay engaged in your Rally experience. Communications include welcome emails and reminders to check in to your Missions and connect to a coach or other user.

No-Pay Copay

Q. What is the No-Pay Copay program?

A. If you are an adult State Health Plan primary member, a COBRA subscriber or a retiree whose primary coverage is the State Health Plan, you may qualify for the No-Pay Copay program if you have certain chronic conditions. Those health conditions include high blood pressure, high cholesterol, congestive heart failure, heart disease and diabetes. No-Pay Copay offers generic medications to treat those chronic health conditions at no cost to you.

All you need to do is complete a few simple health-enhancing activities each quarter. The activities will be customized just for you. They may include talking by phone to a health coach, reading articles about your condition, having a lab test or other steps. Every three months, your required activities will change. You'll need to complete the new activities to qualify for your generic drugs the next three months.

Q. If I meet the requirements, how do I sign up for No-Pay Copay?

A. The State Health Plan uses claims information to identify members who may qualify for No-Pay Copay. If you receive a letter telling you that you may qualify, you'll need to follow a few steps to enroll in the program. Your first step is to register for Rally and take a brief health survey. After you complete the survey, Rally will tell you which activities you'll need to complete to qualify for your generic drugs at no cost the following quarter.

Once you've logged in to Rally and taken the survey, follow these steps to see a list of your required activities:

1. Select the **Rewards** tab.
2. Near the top of the page, click **View Program**.
3. Scroll down that page, and in the **Personal Rewards** section, you'll see a description of your activities and the deadline for completing them.

Rally will track your progress quarterly. If you think you qualify for the program but have not received a letter, call BlueCross at **855.838.5897**.

Q. What must I do to get credit for the educational requirements of the No-Pay Copay program?

A. If you're asked to read an article, you must read the entire article by the deadline to get credit. Similarly, if you're asked to view a video, you must view the entire video to get credit.

Q. If I completed but did not get credit for a health coaching contact, what must I do to get credit?

A. You should contact BlueCross Health Coaching at **855.838.5897**.

Q. If I'm required to see a doctor for my condition or complete a lab test to receive my No-Pay Copay waiver, when must I have the exam or test completed to get credit?

A. BlueCross credits physician exams and lab tests for No-Pay Copay annually using claims data. To avoid delays when using your No-Pay Copay benefits, make sure to complete these requirements by Dec. 24, 2018. You can complete these requirements anytime throughout the year. You do not have to wait until the fourth quarter.

Q. How can I get more information about the No-Pay Copay program?

A. If you'd like more information about the No-Pay Copay program, call **800.868.2520** to speak to a BlueCross Customer Service advocate, 8 a.m. to 6 p.m. EST, Monday through Friday.

Who to call for help

Q. How can I get help if I'm having trouble logging in to My Health Toolkit to access Rally?

A. If you're experiencing a problem logging in to MHT, call the BlueCross Customer Service help desk at **800.868.2520**, 8 a.m. to 8 p.m. EST, Monday through Friday.

Q. How can I get help if I'm having a problem registering for Rally (after I've logged in to MHT)?

A. If you're having a problem registering for Rally or taking the health survey, call Rally at **877.484.7715** from 9 a.m. to 9 p.m. EST, Monday through Friday.

Q. How can I call my health coach directly?

A. A health coach is a great resource to help you manage your condition and improve your overall health. You can connect with a coach through Rally or by calling **855.838.5897**.



BlueCross BlueShield of South Carolina is an independent licensee of the Blue Cross and Blue Shield Association.

Rally is a product of Rally Health Inc., an independent company that offers a digital health platform on behalf of BlueCross BlueShield of South Carolina.