



# Bridge to Wellness Program FAQ's

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### What is the Bridge to Wellness program?

The Bridge to Wellness program, while totally voluntary, provides employees with scientifically backed tools to help you be more active, make healthier decisions, and help you live your best life!

### Who is eligible for the Bridge to Wellness program?

All DJPE employees who benefit-eligible, regardless of whether they are on the medical plan. Contactors and interns are not eligible for the program. Spouses and dependents are also not eligible for the program.

### How does the Bridge to Wellness program work?

Our program is structured as a points-based game with 4 levels. You have many ways to earn points based on what is important to your well-being, including tracking your physical activity, educating yourself about healthy living and much more (you can check out all the ways to earn by logging in and going to Rewards > How to Earn).

### What are the rewards offered?

The chance to earn \$225 in rewards in 2026 through the My Health Rewards standard program (if you are a Medica member).

**Up to \$500 additional! You can earn \$150, \$300 or \$500 depending on the points you earn.**

### How do I register for the program?

The program begins on January 1, 2026. All eligible employees will receive an activation e-mail which will drive them to <http://join.personifyhealth.com/bridgetowellness> to register. Simply click on the "Click to Start" button, fill in the registration information using the email address of your choice, choose a password and accept the privacy policy and membership agreement. Click "Let's get started" to complete the registration process. Please note that you can register from your work or home computer.

### I visited the enrollment page and am seeing a "name not found" error – what does this mean?

Are you a new employee? It's possible you have not yet been made eligible for the program. Typically, this can take a week after starting. Not a new employee and still having trouble? Call the Personify Health member services team at 833-450-4074.

### **How do I log in to my account after registering?**

After registering, you can simply go to <https://app.personifyhealth.com> to login to your platform. After registering, you can simply go to <http://member.personifyhealth.com/login> to login to your platform. You can also use the Personify Health app!

### **How do I log out of my Personify Health account?**

To log out of your account, click on your profile picture, move cursor down to “Log Out” and click. Alternatively, hover over the “More” menu, scroll down and click on “Sign Out.”

### **Is there a Personify Health app that I can download on my smartphone?**

Yes. The Personify Health app is available on both Apple and Android smartphones. You can download it to your personal smartphone through the Apple App Store or Google Play. You will use the same login username and password for your desktop, home computer and smartphone.

### **How do I know what activities I can earn points for?**

Go to the Rewards Drop down and click on “How to Earn.” This page lists all the ways you could earn points.

### **How do you know if my points have been rewarded?**

Your “Statement” is found under the Rewards tab – click on “My Earnings.” On your Statement, you will find a daily summary of your rewards and can filter by month or year, as well.

### **Do I need a Fitbit or other activity tracker to participate?**

No, you have numerous options. You can use your smartphone to track your activity or use one of numerous devices and apps that are compatible with Personify Health. Check out the website under “Devices & Apps” for a comprehensive list of fitness devices and apps that are compatible with Personify Health. You can link as many devices and apps as you wish. The points you earn will be based on the device or app recording the highest activity.

### **What tools and activities are available to help members adopt and maintain healthy habits?**

**Goal Setting** – personalized goal setting path allows members to target specific, personal wellbeing improvements.

**Nutrition Guide** – a personalized nutrition plan tailored to members. Provides practical guidance and a framework to adopt healthy eating habits with tracking tools, recipes and meal planning from Zipongo (US only), nutrition resources and tips, reminders, and rewards.

**Sleep Guide** – a personalized sleep plan tailored to member’s sleep goals. Provides practical guidance and a framework to adopt healthy sleep habits (e. g., pre-bedtime routines, sleep environment, quieting the mind, etc.) with sleep tracking tools, resources and tips, reminders, and rewards.

**Daily Tip Cards** – daily “learn and explore” cards in all well-being categories that create mindset of success, control, and momentum. Members may personalize topics they wish to see.

**What tools are available to help create a social community that will help members reach health goals and develop healthy habits?**

**Friends (see details on how to add friends below)** – connect with other members inside your company (e. g., co-workers, spouses) and up to 10 friends outside your company.

**Groups** – join and create social groups based on interests.

**Personal Challenges** - challenge friends to one, two, and five-day step challenges

**Healthy Habit Challenges** – challenge friends to track healthy habits for 7 days.

**Friends Leaderboard** – ongoing steps challenge with friends, including rolling 7-day leaderboard.

**Are there things I should try to do every day?**

While you do not have to do anything every day, we would suggest you complete these 3 things:

- **Track your steps** – You can do this with Personify Health Max or any device that integrates with the Personify Health site (i.e., Fitbit, Misfit, Jawbone, etc.). You can even use the Personify Health app to track your steps! For a full list of devices, see the “Devices & Apps” page.
- **Read your two Daily Cards** – These are found on the home page of the Personify Health site and app. After you review your cards, try to put some of the suggestions on the cards into action. If you do, you’ll take incremental small steps towards better health habits.
- **Track your Healthy Habits** – You have over 125 different activity trackers from which to choose. You can track up to 20 at a time to help move your personal health journey to the next level!

**How do I add Friends and what is the Friend’s Leaderboard?**

- Go to the Friends drop-down menu
- Click on “My Friends”
- Click on “Add Friends”
- Then choose between your suggested Friends and Find by name
- The Friends Leaderboard on your homepage shows you and your friends your 7-day step total

**Can my family and friends outside of the company participate? If so, how do I invite them?**

Go to the Friends dropdown in the top navigation menu, and follow these steps:

- Select “My Friends” in the drop-down menu.

- Click on the “+ Add Friends” button.
- Click “Friends outside your company”
- You may choose up to 10 friends and family to participate in the program
- Enter their full name and email and an invite will be sent to them

**Invited friends or family members will receive an auto-generated email from the Member who invited them to be in their network. They will also receive the following;**

Benefits of joining outline.

Easy one click *SIGN ME UP TODAY* button to start the enrollment process.

- Friends can participate in Personal Challenges set by the Member.
- Friends have access to Tracking and Healthy Habits.
- Friends have access to Cards based on “My Interests”.
- Friends can view the Leaderboard that contains the Member and the nine other people that the Member invited to be in their outside network.
- Friends have the ability to purchase items from the Personify Health Store.
- Friends will receive Star Rewards and Trophies (no rewards cash)

**\*\*Unlike Members, Friends and Family outside of your company will not be able to:**

- Participate in corporate or featured challenges.
- Add friends themselves.
- Earn points or incentives (i. e., Rewards. Pulse Cash)
- Access the member’s Program page.
- Access the sleep and nutrition guides including Zipongo.

**If I have multiple devices connected to my account, how does Personify Health reward for my activity?**

- If you are using two devices, you will be rewarded for either the device that gives you the highest number of points -or- the device you upload first if both devices would have resulted in the same number of point rewards.
- You will see the steps/activity from both devices on the “Stats” page.

**How do I track my progress in the program?**

See your progress on the levels graph on the homepage. Click on “My Rewards” under the Rewards tab in the navigation bar to see your Program Rewards.

**Where can I see my steps on the site?**

On the homepage, scroll below the fold and there they are! Also, expand the navigation bar, go to “Tracking,” and then click on “Stats.” This is where you can access all your device activity and biometric stats.

### **What kind of personal challenges can I do?**

Start up a number of different step challenges or challenge friends by using the many healthy habit trackers.

### **Experiencing technology or syncing issues?**

Check out [MyHealthRewards.support@personifyhealth.com](mailto:MyHealthRewards.support@personifyhealth.com) for more information and useful tips. Still experiencing issues? Call our member services team at 833-450-4074 or live chat with us on the site. We are here to help!

### **How do you receive points for “workout for 30 minutes” or “active for 30 minutes” (or 45 minutes)?**

- The “workout” rewards are specifically for the Polar devices that we support.
- The “active minutes” will be rewarded to those using Fitbit and Max devices. Active minutes are calculated based on the number of steps you take in one minute. If the number of steps is more than 135 a minute, then that is counted as 1 active minute.
- All other points will be rewarded only for steps taken.

### **What happens to my Personify Health account if I leave my company?**

Your account will close 30 days after you leave.

### **Where can I go for more information or help?**

You can contact Personify Health by phone, email, or live chat with customer service (via your home computer). Within the Personify Health site, you can select “Contact Us” at the bottom of the page and click on “Support Page” in the box that pops up or click on the “Chat” tab located on the right side to live chat with a Personify Health representative (via home computer). **You can also call Personify Health via their U.S. customer service line 833-450-4074 or go to [MyHealthRewards.support@personifyhealth.com](mailto:MyHealthRewards.support@personifyhealth.com)**

### **What are the Personify Health Support hours?**

Webchat and email are covered Monday through Friday from 2am – 9pm EST. Phone coverage is Monday - Friday 8am – 9pm EST. The general turnaround time for email is 48 hours on weekdays.

### **How do I know my information is secure on the Personify Health site?**

The Personify Health platform has strong data and system security measures in place, and DJPE has taken steps to ensure compliance and data integrity. The platform is a SaaS/cloud-based software solution that is accessed via a browser and/ or native iOS and Android apps. Communication between your device and the platform is secured using TLS 128-bit encryption. Databases are encrypted using 256-bit encryption, while multiple layers of firewalls protect servers from internet traffic.

### **Is my health information confidential, and how is it shared?**

Your health information is kept completely confidential and not shared with DJPE in any identifiable format. Personify Health will provide DJPE a report with information only reflecting the rewards earned by each employee at the end of the program year to award the incentives. DJPE will receive aggregate reporting to help guide future wellness program design. Your personal information is not shared with the DJPE health plan carriers. The privacy and security of your personal information is extremely important to Personify Health and DJPE. Please review the Personify Health Privacy Statement located in the footer of each page of the site.

**What is the MFA process once I am enrolled?**

The MFA process on the Web: <https://personifyhealth.zendesk.com/hc/en-us/articles/28007428035355-How-to-setup-Multi-Factor-Authentication-via-Website>

The MFA process on the app: <https://personifyhealth.zendesk.com/hc/en-us/articles/28004584180251-How-to-setup-Multi-Factor-Authentication-via-Mobile-App>