

3 Easy Steps to Claim your Wellness Card:

1. Log in/Register at www.univerahealthcare.com
2. Once logged in, go to the **Rewards & Incentive** section under “Health and Wellness”
3. Click the **Wellness Your Way** tab to request your debit card, which is to be used for wellness related purchases. You will receive your wellness rewards card in the mail within 7-10 business days. The front of this debit card will read “Univera Healthcare Rewards.”

Important Reminder: You will need to complete the attestation form each year to have the new plan year funds loaded on to your Wellness card.

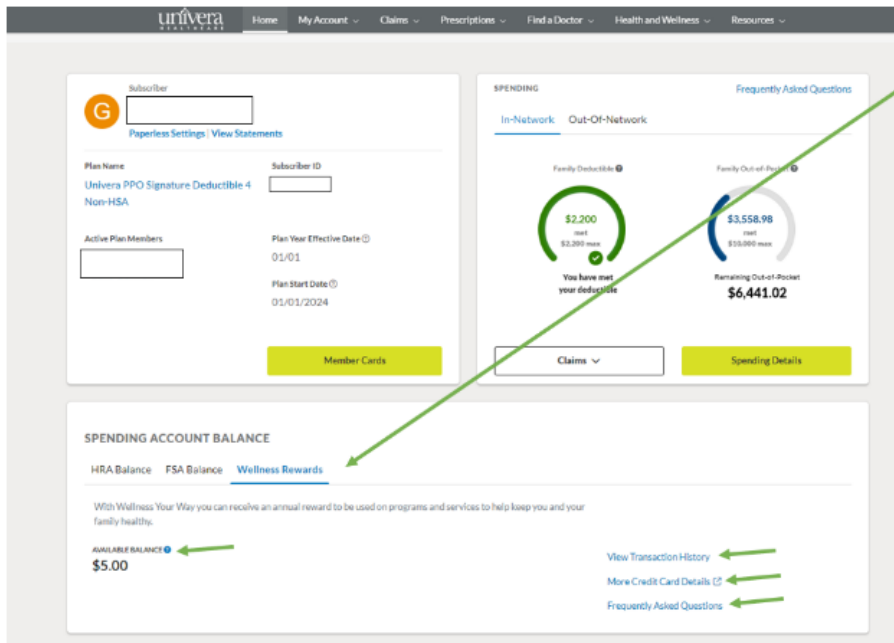
3 Easy Steps to Claim your Wellness Funds each year:

1. Log in/Register at www.univerahealthcare.com
2. Once logged in, go to the **Rewards & Incentive** section under “Health and Wellness”
3. Click the **Wellness Your Way** tab to complete the attestation for the current plan year. Once you complete the attestation form, your wellness funds will be loaded onto your existing wellness card within 24-48 hours.

Frequently Asked Questions

How do I check my wellness card balance? There are 3 different options to check your wellness rewards card balance:

Option 1 - Univera Website: You can log in/Register at www.univerahealthcare.com and on the home page (towards the bottom) you can view the section “Spending Account balance” and select “**Wellness Rewards**.” An example is outlined in the screenshot below.

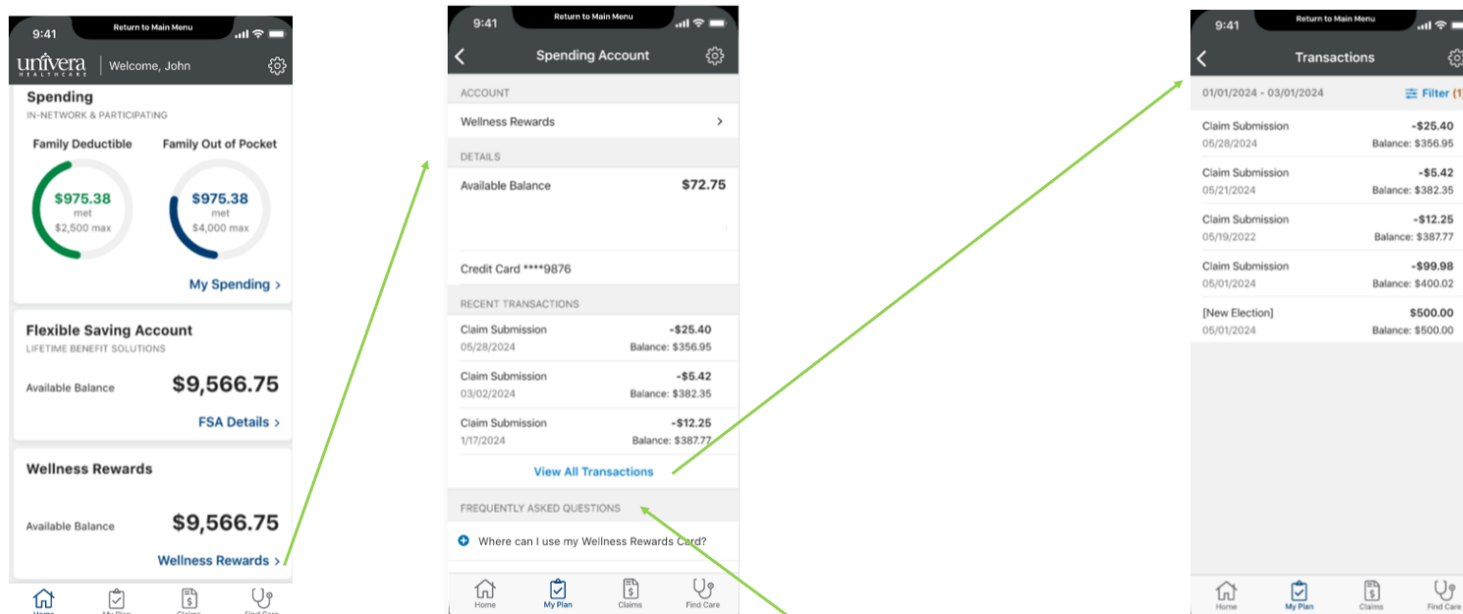


The screenshot shows the Univera Healthcare member dashboard. At the top, there is a navigation bar with links: Home, My Account, Claims, Prescriptions, Find a Doctor, Health and Wellness, and Resources. Below this, the dashboard is divided into several sections. On the left, there is a 'Subscriber' section with fields for Plan Name (Univera PPO Signature Deductible 4 Non-HSA), Subscriber ID, Active Plan Members, Plan Year Effective Date (01/01), and Plan Start Date (01/01/2024). In the center, there is a 'SPENDING' section with two circular progress indicators: 'In-Network' showing \$2,200 used of a \$2,200 max, and 'Out-Of-Network' showing \$3,558.98 used of a \$10,000 max. Below these, there is a 'SPENDING ACCOUNT BALANCE' section with tabs for HRA Balance, FSA Balance, and Wellness Rewards. The Wellness Rewards tab is selected, showing an 'AVAILABLE BALANCE' of \$5.00. To the right of the screenshot, a green box titled 'NEW Wellness Rewards tab displays:' lists the following items:

- Available Balance
- Link to open Transactions on the dashboard
- LBS website link for additional details
- Link to open Frequently Asked Questions on the member dashboard

Green arrows in the screenshot point to the 'Wellness Rewards' tab, the 'AVAILABLE BALANCE' of \$5.00, and the links for 'View Transaction History', 'More Credit Card Details', and 'Frequently Asked Questions'.

- **Option 2 - Univera Mobile App:** Download the Univera mobile app. Once you are logged in, please view spending accounts and click on **Wellness Rewards**. An example is outlined in the screenshot below.



- **Option 3 - Phone:** You can call Lifetime Benefit Solutions (LBS), who administers the Wellness Card and check your wellness rewards card balance:
 - Phone number: **1-800-327-7130**, this number is also located on the back of your wellness reward debit card.
 - Select prompt 1 “Member.”
 - Select prompt 5 “Speak to a customer care representative.”
 - When you are connected to the LBS representative, please make sure to ask specifically for the balance of your Wellness Your Way debit card.
- **What if I can't find my wellness card (and need to order a new wellness card)?**
 - You can call Lifetime Benefit Solutions (LBS), who administers the Wellness Card and ask them to send you a new wellness card.
 - Phone number: **1-800-327-7130**
 - Select prompt 1 “Member.”
 - Select prompt 5 “Speak to a customer care representative.”
 - When you are connected to the LBS representative, please make sure to ask specifically for a wellness card replacement with your mailing address available of where you would like the wellness card shipped to.
- **What can I use my wellness card for?**
 - You can use your rewards for any wellness activity or wellness related product service. Your Wellness Your Way card can be used wherever MasterCard is accepted, including online merchants. This gives you the flexibility of choosing the healthy programs that are right for you.

- Some examples of what you can use your wellness rewards card for, include (but not limited to):
 - Gym memberships
 - Exercise equipment
 - Kids sports & activities
 - Community Supported Agriculture (CSA)
 - Weight management programs
 - Meal kit delivery services
 - Smoking cessation programs
 - And much more!