



## Do you have points left in your Sharecare account at the end of your insurance plan year? First things first...

### What does “end of your insurance plan year mean”?

The end of your plan year refers to when your insurance renews. For school districts this could most likely be July, September, or October 1. You will need to check with your District to confirm what date that could be. For cities, counties, and other governmental agencies, the plan renewal date is most commonly January 1. *A hint of when this happens is the change in premium (decrease or increase) or a change in plan benefits.*

### So now – What do you do if you have dollars left to redeem in your account after your plan year ends?

When a plan year ends, so does the Sharecare plan year. Members who have dollars/points left in their account at the end of the plan year have two options:

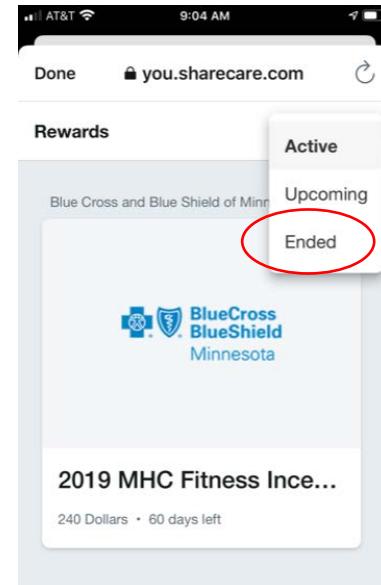
Do nothing and receive a visa e-gift card for the balance. A member will need to “redeem” the email sent by Sharecare customer service within 30 days. The eVisa gift card will be good for 6 months. *A good rule of thumb is to look for the email within a couple hours of redeeming your points from Sharecare. Don’t wait too long.*

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A member has 30 days to choose how they want to spend the dollars after the plan year is done. They can choose to purchase an item/gift card within that time. Again, a member will have 30 days to “redeem” the email by opening and clicking on it. Gift cards will be active for either 6 months (Visa) or not expire (all others), but could decrease in amount for all others.

### You can't find your remaining points from the “old plan year” in the Sharecare program? Now what??

If a member would like to choose what to purchase with their dollars/points that remain in the “old” plan year, they must select Rewards (within the Achieve section of Sharecare), and select “Ended” as noted in the image. Then the process continues as it normally should.



**Please contact your regional wellness contact if you have any questions.**

**Stay Active and Stay Well!**