Move More Challenge Frequently Asked Questions (FAQs)

GENERAL QUESTIONS:

What is the Move More Challenge?
A 6-week physical activity program that encourages you to track and increase your daily movement and physical activity. The Move More Challenge will be administered via Healthy Emory Connect. Employees must join Healthy Emory Connect to be part of the challenge.

Who can participate?
All benefits eligible Emory employees and pre-65 retirees (with Emory medical plan coverage) are eligible to participate.

How does the challenge work?
Employees will form teams and accumulate steps to work toward our overall Emory goal of reaching 2.4 billion steps. We will work together as One Emory to unlock stages while learning more about nutrition, physical activity, sleep, stress, and productivity along the way. Encourage yourself and team members to increase daily steps to stay on track and complete all stages before the challenge ends!

Can I join the challenge after it has started?
Yes, you can join the challenge at any point prior to the challenge end date (May 3). However, only your step activity from the time that you joined will count toward your challenge score even if you had been previously tracking your steps.

How do I contact Customer Support for the Healthy Emory Connect platform?
Contact Virgin Pulse using their Support Page or by calling them at 888-671-9395. Phone support is available from 8am-9pm ET Monday – Friday, and online chat support is available between 2am-9pm ET Monday – Friday.

CREATING TEAMS QUESTIONS:

How many people can be on a team?
There is a maximum of 10 people per team. There is no minimum, and you can be on a team of one.

Do I have to be on a team?
Yes, all participants must be on a team. If you do not know others who are participating or don’t have a team to join, contact healthyemory@emory.edu for assistance.

Does it matter if my team is low in the rankings?
No. This year all participants will work together as One Emory to move through the stages of the challenge and achieve a goal of 2.4 billion steps. Every step counts!
What happens if I want to leave my team?
You can make as many team changes as needed prior to 11:59 p.m. on Monday, March 30. If you leave your team after March 30, you will leave the challenge completely. After this grace period, there is no mechanism to let you back into the challenge.

How do I leave a team?
You can leave a team by completing these 5 steps:
1) Log into your account on the Healthy Emory Connect.
2) Click on “Challenges.”
3) Scroll down to the leaderboard section of the page on the right side. Click on the “Team Leaderboard” tab.
4) Locate your team on the Team Leaderboard and click on the “Leave Team” link. A pop-up will display where you will be asked if you are sure you want to leave the team. Once you leave a team during the challenge, you will not be able to join another team or participate as an individual. You will be leaving the challenge.
5) Click “Yes!” to leave your team.

REWARD QUESTIONS:

What rewards are being offered?
There are several ways you can be rewarded for participation in the 2020 Move More Challenge! You must reach the following total steps by the end of the challenge have a chance to earn a reward:

- **Level 1 (250,000 Steps):** All participants who achieve 250,000 steps throughout the challenge will receive 5,000 bonus points added to their Healthy Emory Connect account. Additionally, you will be entered into a random drawing for $15 Pulse Cash* (425 winners).

- **Level 2 (460,000 Steps):** All participants who achieve 460,000 steps throughout the challenge will receive 10,000 bonus points added to their Healthy Emory Connect account. Additionally, you will be entered into a random drawing for $40 Pulse Cash* (250 winners).

- **Surprise Prizes**
  Each week, one day will be selected as a “surprise day.” All participants who achieved 6,000 steps on that day will be entered into a raffle for $10 grocery store gift cards* (20 winners per week).

- **Business Unit Award:** The top business unit (Emory division) that has the highest average number of steps will receive a trophy at the end of the challenge.

*The rewards in this Challenge are considered taxable income. Therefore, we must provide employee ID numbers for all participants who earn a reward to the Payroll Department for tax purposes.

What is Pulse Cash?
Pulse Cash allows you to redeem gifts in the Virgin Pulse store. You have an opportunity to purchase gift cards, fitness items, clothing, and more. Learn how to redeem your Pulse cash here.

What if I didn’t make the minimum 250,000 steps mark or used a device that is not compatible with Healthy Emory Connect? Can I be eligible for the drawing?
If you do not achieve the minimum of 250,000 steps or used a device that is not compatible with Healthy Emory Connect and wish to be included in the drawing, please mail a 4” x 6” postcard containing your name, email address and telephone number to Move More Challenge, c/o Emory Health & Wellness, 1599 Clifton Rd, Atlanta, GA 30322.
If my name is drawn, how will I receive my reward?
You will receive e-mail notification with instructions on how to claim your reward.

Can I earn an incentive towards my Emory medical plan if I participate?
Employees can accumulate points by doing a variety of health and well-being activities on the Healthy Emory Connect platform throughout the year. Employees can accumulate many of their points through the Move More Challenge. These points will convert to dollars towards your health plan incentive, and they are displayed on the top of the homepage of your Healthy Emory Connect profile.

DEVICE QUESTIONS:

Can I use more than one activity tracker during the challenge?
Yes, you can use more than one activity tracker on your Healthy Emory Connect account. However, only the device with the highest number of steps on a given day will count toward the challenge. You cannot combine step counts across multiple devices in the same day.

What activity trackers can I use to participate?
You can use your Fitbit or any of the compatible third-party devices or mobile applications that are supported by Healthy Emory Connect. You can find a list of eligible devices HERE. NEW employees are eligible to purchase a Fitbit at the subsidized Emory employee rate. Find more information HERE. All other Emory employees can purchase a Fitbit at the “Friends and Family” rate. Find more information HERE.

How often should I sync/upload activity from my activity tracker device?
Daily is best, but if you forget to sync one day, the platform will still be able to retrieve your steps for that day. Most devices, once connected to the Healthy Emory Connect platform, will sync/upload automatically from your account.

Can I use my FSA or HSA account funds to purchase my activity tracking device?
No, an activity tracking device is not considered an eligible expense for either account.

OTHER QUESTIONS:

How does Emory use my individual information from this challenge?
Emory uses your individual information to determine eligibility for rewards and prizes. This information is also used for program evaluation purposes.

Is there a Reasonable Alternative option?
Yes. To ensure equal opportunity to earn points and benefit from the program, Virgin Pulse provides members with a reasonable alternative to earn Healthy Emory Connect points. This applies to members with a current or chronic medical condition who are unable to track physical activity or individuals unable to track physical activity because of a disability. Please contact Virgin Pulse Member Services via chat or phone, 888-671-9395, to learn what steps to complete.

My question is not on this list. How can I get it answered?
At any time during the challenge, contact the challenge coordinators at HealthyEmory@emory.edu

Disclaimer: The intent of this activity challenge is to promote healthy behaviors that engage Emory employees in safe, enjoyable, and effective physical activity. Good team spirit, positive interactions, and fair play are encouraged. Participants in the Move More Challenge are strongly encouraged to consult with your physician prior to beginning any physical activity program. Medical monitoring during the physical activity challenge is recommended for individuals with a known medical condition.