

Personify Health FAQ

This FAQ document is designed to help employees navigate the new Personify Health wellness platform, which became effective on January 1, 2025. It provides answers to common questions regarding enrollment, program features, biometric screenings, rewards, and more.

Getting Started

1. Is there a webinar available to learn more about the Personify Health platform?

The Wellness Wednesday webinar on January 22, 2025, featured a demo of the Personify Health platform. Watch the recording here: [Personify Demo Recording](#). If the link is unavailable, request a copy by emailing chargerfit@uah.edu.

2. Who is eligible for the Personify Health program?

All regular, full-time faculty and staff are eligible to participate in the wellbeing program and earn rewards. You do **not** have to be enrolled in the medical plan to be eligible. Dependents are not eligible for rewards through this program.

3. How do I enroll in the Personify Health wellness platform?

To enroll, visit <http://join.personifyhealth.com/UAHChargerFit> or download the Personify Health app from the App Store or Google Play. Once installed, follow these steps:

- Select "Create Account."
- Search for "University of Alabama Huntsville" to find your organization.
- Provide your information, create a password, and complete your profile with additional personal details to customize your experience.
 - Note: You will be asked to enter your UAH A number. The A should be included in your A number.

4. How can I earn the full \$250 reward through Personify Health?

Eligible employees can earn up to \$250 in rewards cash for the year. Rewards cash is earned by doing the following:

- Complete Biometric Screening by November 30th = \$50 Rewards Cash
 - Complete Level 1 by reaching 7,000 points = \$50 Rewards Cash
 - Complete Level 2 by reaching 25,000 points = \$50 Rewards Cash
 - Complete Level 3 by reaching 40,000 points = \$50 Rewards Cash
 - Complete Level 4 by reaching 60,000 points = \$50 Rewards Cash
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Program Features

5. How can I use my rewards? Can I save my rewards?

Rewards cash can be spent as it is earned OR you may save your rewards to cash in all at once. Points roll over from year to year and can be used to purchase larger-ticket items.

Rewards cash can be used in 3 different ways:

- Get a gift card
- Visit the Personify Health store online
- Donate to select charitable organizations

6. What can I do to earn points and rewards?

Employees can do many things to earn points. The following are some of the various ways to earn points:

- Attending UAH-hosted events such as Wellness Wednesdays, Charger Fit walks, the Annual Health and Wellness Fair, and more.
- Completing preventive healthcare activities including the biometric screening, health assessment in the portal, and tracking other preventive care visits.
- Participating in step challenges, fitness workouts, and habit tracking.
- Engaging in daily wellness habits like hydration tracking, meditation, or balanced eating, based on your selected goals. Activities are logged through the app either automatically via connected devices or manually.

7. Can I log activities retroactively?

Yes, you can log activities for up to 7 days retroactively. Steps and workouts will sync automatically if you use a connected fitness tracker. Manual logging for past days is also available under the "Workouts" section in the app.

8. Are the listed physical activities (yoga, meditation, marathons) the only options?

No, these are just examples. Personify Health tracks a wide variety of activities, including walking, cycling, strength training, and more. If you use a fitness device, any tracked activity will count toward your Active Minutes and Steps in the app's "Stats" section. You can also log workouts manually under "Workouts."

Biometric Screenings

9. Where do I complete the biometric screening?

Biometric screenings can be completed at the Faculty and Staff Clinic on campus OR through your personal physician. Here's how:

- Schedule an appointment with the FSC by calling 256-824-2100 or scheduling online through the Charger Health Portal via MyUAH.
- Schedule a biometric screening appointment with your primary care physician and provide them with the form. Your doctor should fax the completed form to the FSC at 256-824-4635.

10. Where is the preventive health screening form?

The biometric screening form for your physician can be found on the Charger Fit website:
<https://www.uah.edu/hr/wellness>

11. How long does it take to receive rewards for completing the biometric screening?

Biometric screenings results are processed on a monthly basis. As such, results may take up to one month to appear in the Personify record—rewards will be granted once results have been released. No additional action is required on your part to submit the results manually.

Technical Support

12. What should I do if I get an error message when trying to log in?

Login errors can occur for many reasons, including high traffic or incorrect credentials. Here's what you can do:

- Double-check your username and password.
- Try logging in at a different time or on the desktop if the system is busy.
- Use the "Forgot Password" option if needed. For persistent issues, reach out to Personify Health support through the app's help center.

13. How soon can newly eligible/newly hired employees begin participating?

New employees may begin participating in UAH-lead events immediately. However, please note that due to the time needed for file transfers and processing, online registration may not be available until after you receive your first paycheck.

If you've already received your first paycheck and are still unable to register, please contact us at chargerfit@uah.edu for assistance.

Privacy and Security

14. I saw a PHI notice. What is it, and why am I seeing it?

The PHI (Protected Health Information) notice informs you about how your health data is collected, used, and protected under the wellness program. This ensures compliance with HIPAA and provides transparency. Review the notice to understand your rights and the measures in place to secure your information.

Additional Resources

15. How do I learn more about the program?

Learn more about the wellness program and the Personify platform by exploring the Charger Fit Wellness page on the UAH website: <https://www.uah.edu/hr/wellness>.

You can also learn more about the programming by viewing each month's Charger Fit newsletter, which contains important program announcements, updates, and upcoming events/earning opportunities. Newsletters are sent via your UAH email every month.

16. What support is available if I need help?

Personify Health offers a variety of support options to assist you:

- Extensive Help Center: Access FAQs, troubleshooting guides, and resources for technical issues such as device and app usage or resetting your password. Visit the help center at [Personify Health Help Center](#).
- Chat Support: Contact member services directly through chat available on the desktop or mobile app for quick assistance.
- UAH Benefits Team: For additional support, the Employee Benefits Team administers the wellness program and can assist with your questions or concerns.

Direct Contact Options:

- Email: Reach out to member services at support@personifyhealth.com.
- Support Website: Visit Personify Health Support.
- Phone: Call member services at 1-888-671-9395 for direct support.
- Additionally, you can connect with the UAH Benefits Team at chargerfit@uah.edu or 256-824-6640.

Other Common Questions

- **Can I customize my wellness experience?** Absolutely. Set your topics of interest, connect fitness trackers, and complete the Health Check to receive personalized recommendations and a tailored experience.
- **How do I join challenges?** Go to the "Challenges" section in the app, browse available options, and sign up. You can participate individually or form groups with colleagues for a shared experience.
- **What happens to my rewards points if I separate from UAH?** You will have a 30-day period from your last date of employment to redeem your points through the Personify platform.

For further assistance, contact chargerfit@uah.edu or the Personify Health support line through the app or website.