



QUESTIONS?

Check out our most frequently asked questions if you're having trouble getting started on your journey towards wellness and savings.

About the Program

Q: What is the BHealthy Wellness program?

A: You can get and stay healthy with a personalized well-being experience and participate in fun challenges with your colleagues, friends, and family. Also, you can complete healthy activities to earn points and watch your savings add up—up to a total of \$500 on your 2025 RWJBH medical plan premium. Enrolled spouses can earn an additional \$100 for a total of \$600 in savings! For more information, click [here](#).

Q: Who is eligible to earn BHealthy Wellness program points or prizes?

A: All benefits-eligible union and non-union employees and spouses of those enrolled in an RWJBarnabas Health medical plan can earn points or prizes.

- Spouses of employees must create a separate account.
- Benefits-eligible employees not enrolled in an RWJBH medical plan can still participate for a chance to win prizes and accrue for 2025 Open Enrollment.
- Other children/dependents are not eligible.

Q: If I am a per-diem employee, can I participate in the program?

A: Unfortunately, only benefits-eligible employees can participate in the program. If you are having issues related to BHealthy Rewards (premium discounts), BHealthy eligibility questions, and questions about the medical plan, please contact Jasmyn Gardner in Human Resources at Jasmyn.Gardner@rwjbh.org or (732) 729-7683.

How to Register

Q: I'm new to the BHealthy Wellness program. How do I register as a new user?

A: All participating employees and spouses must register upon their first visit to the BHealthy Wellness portal at join.virginpulse.com/bhealthy before participating in programs on the portal, as well as Health Coaching, Challenges, and Webinars. For detailed instructions, click [here](#).

Q: I don't use a computer; can I register on my phone?

A: Yes, you can either register on your phone at join.virginpulse.com/bhealthy or you can download the Virgin Pulse app, found in the [Apple AppStore](#) or [Google Play Store](#).

Ways to Earn

Q: What activities are required and how many points are activities worth?

A: Participation is optional. No activities are required, participants can choose their activities to earn. The activities are tiered by points level, after registration at iam.virginpulse.com, you can see the full list of all the ways to earn. Once logged in navigate to the **Rewards Tab > "How to Earn" to view all the ways you can earn**. You can also click [here](#) for a short list.

Q: What if I do not complete all 45,000 points?

A: If you are enrolled in an RWJBarnabas Health medical plan and you complete some but not all of the 45,000 points worth of wellness activities by December 15, 2024, you will receive some savings at every level you achieve. If you do not complete any of the activities, you will not be eligible to receive savings on your plan premium in 2025. See the points by levels [here](#).

Q: What is the earning period for acquiring points for these activities?

A: December 15, 2024 is the deadline.

Q: What if I end up with over 45,000 points?

A: It is possible that you will have participated in multiple activities throughout the year bringing your total points earned to over 45,000. However, the BHealthy Wellness program will only recognize up to 45,000 points (up to \$500 for Employees, \$100 for spouses).

Q: Where can I learn more about my current rewards status and track my points?

A: After registration, log in to your account on the BHealthy Wellness Portal and view **MY REWARDS** at the top of the Navigation Bar.

Q: What are EngagementRx courses and how can I get started on one?

A: EngagementRx Courses are self-guided, online programs aimed at helping you successfully break free of unhealthy habits and help prevent or manage chronic conditions. Visit the new BHealthy Wellness portal at join.virginpulse.com/bhealthy to register, click on the **Benefits** Tab, and select **EngagementRx Courses**. EngagementRx courses are 1000 points each and can be completed once per week.

Q: Where can I find forms for my wellness visits and biometric and preventive screenings?

A: You can find the Biometric Screening forms and attest to the appropriate screenings on the **Benefits** Tab of the BHealthy Wellness portal at iam.virginpulse.com. Please note, spouses cannot access the Biometric Screening form.

Q: Can my spouse earn points by having a Biometric Screening done?

A: No, only benefits-eligible employees can earn points on this activity.

Q: How do I sync a device like a Fitbit or Apple Watch to my BHealthy Wellness Account?

A: Once logged into iam.virginpulse.com, you can access [this](#) article on the **Support** Tab.

Q: How do I manually track my activity on the BHealthy Wellness Portal?

A: You can manually log your steps, minutes, mode of exercise or classes. Once you are logged into iam.virginpulse.com, you can access [this](#) article on the **Support** Tab which has detailed information or select My Steps under the Healthy Habit Tracker and log your daily steps manually.

Q: Can I complete my BHealthy Wellness points after the Open Enrollment deadline?

A: Completion is not required before Open Enrollment, but it is recommended. Please continue to enroll by the Open Enrollment deadline and complete your BHealthy Wellness points by the program deadline of December 15, 2024 to receive savings.

Q: What do I do if my Employee ID Changes?

A: If your employee ID changes, your existing Virgin Pulse account will be terminated. Please contact Jasmyn Gardner in Human Resources as soon as possible to ensure your points are transferred at Jasmyn.Gardner@rwjbh.org or (732) 729-7683.

Q: Where can I go with more questions?

A: Contact **Virgin Pulse Customer Support** via email at support@virginpulse.com, chat live on iam.virginpulse.com | Monday–Friday, 2 am–9 pm ET or call 888-671-9395 | Monday–Friday, 8 am–9 pm ET

Contact **Jasmyn Gardner** in **Human Resources** at Jasmyn.Gardner@rwjbh.org or **(732) 729-7683**, if you have issues related to BHealthy Rewards (premium discounts), BHealthy eligibility questions, and questions about the medical plan.

Contact **RWJBH Benefits Center**, your benefit plan administrator with Benefits questions at RWJBH@mybenefitexpress.com or call **844-690-0920**.

Contact your [Health Coach](#) for questions and guidance on the program and points at BHealthy@Avidonhealth.com or call the BHealthy Wellness line at **973-315-5015**.

Q: How do RWJBarnabas Health’s wellness partners, Virgin Pulse and Avidon Health, help protect the privacy of my health information?

A: Your privacy is a top priority. No one at RWJBarnabas Health will have access to your individual health information, from a health screening, health risk assessment and coaching. Virgin Pulse and Avidon’s systems are designed to provide the highest level of protection possible for your health data. You can feel confident that your personal health information is safe, secure, and private, so you can participate in the wellness programs freely and without worry. You can find the privacy policy at virginpulse.com/privacy-notice