



Your New Wellness Program  
**Lose Weight, Earn Cash!**



For City of Baltimore Employees

# Frequently Asked Questions

Brought to you by  **KAISER  
PERMANENTE®**



Brought to you by:



## What is the incentaHEALTH Program?

incentaHEALTH is a FREE program for City of Baltimore employees that helps participants achieve and maintain a healthy weight through daily health coaching, visual progress tracking and cash rewards for weight improvement. The incentaHEALTH program is brought to City of Baltimore employees through the support of Kaiser Permanente.

## How does the program work?



**Join:** Easy enrollment online or at any kiosk location. The easiest way to enroll is by going to [Baltimore.incentaHEALTH.com](http://Baltimore.incentaHEALTH.com) from your phone or computer.



**Coach:** Daily health coaching on healthy eating and active living through email, text message, app, and online resources. Includes daily exercise plans, meal plans, and access to certified Personal Trainers.



**Measure:** Participants will weigh-in at a private, automated kiosk located in their workplace every 90 days. Weigh-in results and live progress tracking will earn you quarterly cash rewards.



**Reward:** Opportunity to earn quarterly cash rewards for reaching the specified weight improvement marks (see chart in #9). You can also earn prizes by accruing HEALTHpoints for participating in program activities (i.e. weekly journal).



**Team Challenge:** Team Challenges are available at different times throughout the year and rules will be sent out prior to the challenge start date. Challenges are typically 3 months in duration.



Brought to you by:



## Who can participate in the program?

The incentaHEALTH program is free for any City of Baltimore employee over the age of 18. Those with a BMI of 25 or greater at the initial weigh-in are eligible to earn the rewards for losing weight per the established incentive scale. Those with a healthy BMI (18.5-24.9) can earn quarterly cash incentives for maintaining their healthy weight by weighing in at the kiosk. Any participants regardless of their BMI can earn quarterly cash incentives for weighing in and maintaining their healthy weight.

## How can I join?

Enrollment is quick and easy. It takes less than 5 minutes to complete your profile!

### Join Online

Visit [baltimore.incentahealth.com](http://baltimore.incentahealth.com) and click the "Join Now It's Free" button.

### Join at a Kiosk

You can also start the enrollment at a kiosk. At any incentaHEALTH kiosk, select the "Join Now" button, and then enter your email address, height, and complete a baseline weigh-in for the program. Then, further instructions to complete your profile will be sent to the email address.

## What if I don't need to lose weight – can I still participate?

Of course! The program also encourages people to maintain a healthy weight, whether the participant reaches a healthy weight through the program or has a healthy weight prior to joining the program. Along with the weight loss incentives participants with a healthy BMI (18.5-24.9) can be rewarded quarterly for weighing in and maintaining healthy weight. All participants in the program will be eligible to win great prizes by accruing HEALTHpoints through program participation (i.e. completion of weekly journals, reading emails, quarterly weigh-ins).



Brought to you by:



## How much money can I earn?

Cash rewards are distributed quarterly and will be awarded to participants who achieve weight improvement according to the below structure.

% Weight Loss	Quarterly Cash Reward
5%	\$15
10%	\$30
15%	\$45
20%	\$75
25%	\$105
30%	\$150
Maintain Healthy BMI	\$5

## How do I receive my rewards?

If you have earned a reward, an email will be sent to you at the end of your quarter with redemption instructions. Rewards are awarded on a MasterCard gift card.

## How long can I earn money?

If weight improvement has been achieved, a participant is eligible to receive a cash reward based on the amount of weight improvement. If weight is kept off, cash awards can be received quarterly for as long as the incentaHEALTH program is available at your company. If some or all of the weight is regained between weigh-ins, the cash reward will be reduced or eliminated in line with the reward structure goals. At the end of 12 months, if you would like to redo your baseline weight for any reason, you can contact the health coaches directly at [personal.trainer@incentahealth.com](mailto:personal.trainer@incentahealth.com) for assistance.

## How can I earn HEALTHpoints?

Visit [baltimore.incentaHEALTH.com](http://baltimore.incentaHEALTH.com) and login to your account for a full list of HEALTHpoints activities. HEALTHpoints are earned for daily and weekly activities and are set by your organization.

### Sample HEALTHpoints activities.

- Opening your email
- Logging into the website.
- Weighing-in at a kiosk
- Making a journal entry
- Completing the weekly quiz
- Joining the challenge
- Inviting a friend to participate with the 'Refer-a-Friend- tool



Brought to you by:



## What if I forget my username and password?

Your username and password are used to access your online incentaHEALTH account, to login to complete a weigh-in at our kiosks, and to login to the app. Once you have your username/password make sure to either memorize the combination or document it in a safe place. Make it simple for yourself to remember and know that the password tool IS case-sensitive.

To reset your username or password, please visit [baltimore.incentaHEALTH.com](http://baltimore.incentaHEALTH.com) with instructions. You can also email [personal.trainer@incentahealth.com](mailto:personal.trainer@incentahealth.com) and we can verify your username with you, but we are unable to email passwords for security purposes. You can also call us at 800-694-0352 to verify your username and password.

## I don't have internet access, can I still participate?

Yes! There is a text message option to the program that can take the place of the daily email messages. Although the messaging cannot be as detailed due to SMS word limits, the text messages are still thorough and have been proven effective.

## How often will I receive emails or text messages?

You will receive one email per day, with each day corresponding to a messaging theme (i.e. healthy eating, exercise, motivation, etc.). If daily emails are too much, you can select to receive the "weekly" emails by adjusting your profile settings. If you choose the text message option, you can receive up to three text messages daily, depending on your personal preferences, that correspond to a messaging theme (General, Nutrition, and Exercise). Each text message will be sent at the time specified by the participant. You will never be sent unsolicited email; all of your information will be kept strictly confidential. The only emails you receive will be from the incentaHEALTH team.

## What if I miss a quarterly weigh-in deadline?

If you don't weigh-in before a weigh-in deadline, you will simply not be eligible to receive a reward that quarter. Since you have the entire three-month quarter to complete a weigh-in, your weigh-in deadlines are not flexible and no extensions will be offered. If you do not weigh-in during a quarter, your status in the program will not change in any way. Your remaining weigh-in deadline dates will remain the same and if you are eligible for a cash reward based on your weight improvement, you will still be able to weigh-in during following quarters to qualify for rewards.



Brought to you by:



## How does the kiosk know it's me weighing-in?

In order to weigh-in at a kiosk, participants must enter the unique username and password combination that was created by the participant during the program enrollment. During the weigh-in, a photo is taken to further verify identity and is then sent to the participants online account.

## Are weigh-ins private?

Yes! Barriers surround the kiosk to provide privacy. Participants will receive an email, following a recorded weigh-in, with instructions to access their results on their incentaHEALTH account online or in-app. All data is kept completely private, secure, and confidential. Personal weight information will not be included in the email.

## Where can I weigh-in?

You can weigh-in at any incentaHEALTH kiosk within the facility's hours of operation. Visit [Baltimore.incentahealth.com](http://Baltimore.incentahealth.com) and select "Kiosk Locations" for a list of kiosk locations, status, and facility hours.

## What if the kiosk is not working when I go to weigh-in?

Technology is unpredictable, so please do not wait until the last day before your quarterly deadline to complete a weigh-in. If it is known that a kiosk is out of order and waiting for repair, a "temporarily out of order" message will be uploaded to the website to view under "Kiosk Locations" tab. If you experience any issues during our office hours (M-F 8:00am-5:00pm MST) then please call us directly from the kiosk. If your closest kiosk location is temporarily out of order, please visit the "Kiosk Locations" tab for a list of your next closest kiosks.

## Can I start over?

The quarterly weigh-in deadlines are based off the starting date of the program and cannot be changed. If you would like to restart your emails from day 1 you can do so by logging into your incentaHEALTH account and visiting the "My Settings" tab then selecting "Profile" and then "Program Settings." Here you will see your "Program Day Counter." If you set this to "Not Started" and then hit "Continue" your daily emails will begin from day 1 at the start of next week. If you would like to redo your baseline weight for any reason, you can contact the health coaches directly at [personal.trainer@incentahealth.com](mailto:personal.trainer@incentahealth.com) for assistance.