



Individual and Group Medicare Advantage Prescription Drug Plans (MAPD) and

Medicare Supplement plans

2025 Wellvolution

Frequently Asked Questions

Issued: October 2024

THIS DOCUMENT IS TO BE USED AS A TOOL ONLY TO VERBALLY ANSWER QUESTIONS FROM PROSPECTIVE ENROLLEES OR CURRENT MEMBERS. THIS DOCUMENT IS NOT TO BE ISSUED OR PROVIDED TO PROSPECTIVE ENROLLEES OR CURRENT MEMBERS.

PLEASE NOTE: Per CMS requirements, Wellvolution can only be discussed with current Blue Shield individual and group MAPD members and not with prospective Blue Shield individual and group MAPD members.

1. What is Wellvolution?

Wellvolution is a Blue Shield of California digital platform that offers a select collection of health and wellness digital programs, tools, and apps to qualified members at no extra cost. Wellvolution has a matching quiz to help you identify areas to work on and find a program that is right for your health goals.

For more information, members may go to www.wellvolution.com/medicare where there is email and live chat support, or they can call 1-866-671-9644 (TTY 711).

2. How do I enroll in the program?

You can go to www.wellvolution.com/medicare to enroll in the program. You'll need to login with your Blue Shield login or create an account with a password if you don't have one already. Also have your member ID with you as you will need to reference your Member ID.

3. Do I have access to Wellvolution?

Members enrolled in Blue Shield individual and group MAPD plans and Medicare Supplement plans have access to Wellvolution. To find out if you are eligible, log into

Wellvolution with your Blue Shield online account or create a Wellvolution account if you don't already have one. We'll confirm whether you're qualified to receive the programs at no additional cost to you.

Next, tell us about your health goals, answer a few questions related to your health, and we'll suggest program choices that are right for you. Wellvolution health programs are designed to address specific health needs as determined by your health status, health history, and lifestyle. Some programs are only accessible if you meet the qualifying criteria for that individual program and may not be available to all members.

4. What do I need to do to enroll in the program?

You will need access to a computer, tablet, or smart phone and your Blue Shield of California member information.

5. What programs are available through Wellvolution?

Programs are designed to help you lose weight; control type 2 diabetes; reduce your risk of developing type 2 diabetes; manage anxiety and depression; quit smoking; improve sleep, reduce stress, and boost your resilience. Wellvolution offers programs from providers such as WW (Weight Watchers reimagined), Headspace, Betr Health, Virta, Headspace Care, Virgin Pulse, EX Program, and more.

6. Why am I prompted to download another app or go to a separate website to register a second time for a specific program?

Think of Wellvolution as your gateway to health providers and programs. It is a central place that lets you choose programs based on your specific health goals. Individual programs in Wellvolution are delivered by our providers, most of which use apps as their way to interact with you and deliver services. That second enrollment process you may experience is your set up with the health program you selected.

7. After I sign up for a program, what are the next steps to getting started?

It depends on the program you selected. Most commonly after selecting "Launch program website" you will be directed to the provider's web page to sign up. You may also receive follow-up communication from the program or Wellvolution. You can always log back into Wellvolution and get to your program from your dashboard.

8. Can I sign up for more than one program?

Yes, you can participate in one program per health goal. So, if you have more than one health goal and qualify based on your health status, you can sign up for more than one program. For example, you can enroll in a Diabetes Management program and a mental health program like Headspace at the same time.

9. I qualified last year for a coaching program but when I tried to re-sign up, it says I'm not qualified. Why? Who can I call?

There are a few possibilities. For example, if you have improved your personal health since the last time you were qualified or lost the extra weight, your lowered risk may mean you no longer meet the qualifying criteria. Or, you may simply be already enrolled in another program if you have completed the enrollment previously. If you need help navigating eligibility, switching programs, or have questions, please call the Wellvolution customer support line at (866) 671-9644 [TTY: 711] Monday through Friday 6:00 am – 6:00 pm Pacific.

10. What happens after I sign up on Wellvolution, set my goal, and select a program?

Once you select a program, you will be redirected to a new page in a new browser tab to complete the final steps so you can get started. You will also have access to fitness classes, recipes and more on the Everyday Choices section of your dashboard.

11. Can I register with Wellvolution if I do not have a smart phone?

Yes. Although many of our programs work through smartphone apps, you can typically access Wellvolution and our programs on a computer or a tablet. All users must have a valid email address to create an account and verify their eligibility using their Blue Shield of California member ID.

12. Can I use my Blue Shield login on the Wellvolution site?

Yes. For members who already have blueshieldca.com member portal access, single sign on allows you to use those credentials to log in without having to create a new account on Wellvolution.

13. How can I participate if I don't have access to the blueshieldca.com/Wellvolution member portal?

Access to the member portal is not required. Blue Shield individual and group MAPD and Medicare Supplement plan members are eligible and have the option to sign up or sign in through Wellvolution.com. All you need is a valid email address and your member ID number handy to verify your eligibility.

14. I feel a lot of anxiety or depression, is Wellvolution for me?

Wellvolution programs can help manage anxiety and depression but are not intended to replace clinical care or treatment advice. Please consult your doctor to determine if you need clinical support. If you are not currently seeing a health professional for your mental health, visit

<https://www.blueshieldca.com/bewell/livehealthy/mentalhealth> to find one.

15. I have high blood pressure, high cholesterol, and a whole slew of other chronic health concerns. Is it safe for me to participate?

Wellvolution programs are specifically designed by doctors to support those with chronic conditions through coaching and health lifestyle education, guidance, and support. If you are concerned that your health complications may prevent you from following the diet and exercise recommendations of the programs, please consult your doctor. If you start a program and find that the program you selected is not right for you, please go to the settings menu in the top navigation area and select a new option.

16. I got a promotion from a program that says they are part of Wellvolution. Is this legitimate?

There are a few possibilities: Program providers may be outreaching to those already participating in their program or who selected their program through Wellvolution but haven't started yet. In other cases, providers advertise to the public or may have gotten your contact information in some other way.

If you are being directed to sign up at Blueshieldca.com or Wellvolution.com (may include/*name of company*), it would be legitimate. Please remember that Wellvolution will never ask you for your credit card information or ask to pay any fees or co-pays. Stay safe, and if you receive a promotion and doubt its origin, login to Wellvolution.com to see if you are eligible and qualify for the program.

Please call the Wellvolution customer service line at (866) 671-9644 [TTY: 711] Monday through Friday 6:00 am – 6:00 pm Pacific if you need further assistance.

Troubleshooting and Support

17. What if I have set up more than one account?

Wellvolution users with more than one Wellvolution account can now link those accounts on the website. If you get a duplicate account message, simply log out and then log back in to continue using the platform. Please contact the Wellvolution customer support line at (866) 671-9644 [TTY: 711] Monday through Friday 6:00 am – 6:00 pm Pacific if you need help.

18. What should I do if I don't receive a reset password email?

If you have checked your spam and junk mail folders in your email and still cannot find the "reset password" email, contact the Wellvolution customer support line at (866) 671-9644 [TTY: 711] Monday through Friday 6:00 am – 6:00 pm Pacific so that someone can help you.

19. What should I do if I have questions about registering for Wellvolution?

Please call us at **(866) 671-9644** anytime from 6 a.m. to 6 p.m. Pacific time, Monday through Friday, excluding holidays. TTY users can call 711. Customer service is provided by our service partner, Solera Health.

20. Once I'm registered, what should I do I for technical support for Wellvolution?

If you are experiencing technical issues with a specific program, you should contact the program's provider for assistance. You may find the program's provider's contact information on the provider's website or provider-specific app. For any other questions related to Wellvolution, please call the Wellvolution customer service line at **(866) 671-9644** [TTY: 711] Monday through Friday 6:00 am – 6:00 pm Pacific.

Program-Specific Questions (Blue Shield members only)

Note to Blue Shield Customer Service: Questions about devices, trackers, equipment, etc. are addressed in this section. The availability of these items are based on the member's qualification for specific programs available through Wellvolution and managed by a third- party, Solera. These programs are not covered benefits and none of the terms or conditions of their health plans apply. These programs may be terminated at any time.

21. My friend got a cool wireless scale when she signed up. Will I get one as well?

Tech is very helpful at making our lives easier – especially when it comes to tracking progress as we weigh ourselves every day. If you qualify and enroll in a health management program through Wellvolution that offers a digital scale, the program's provider will mail you a digital scale at the start of the program to set you up for success. Current programs that provide scales for those who qualify do not meet live and in person and include Betr Health, Ciba Health, Digbi, HabitNu, Restore Health, Virgin Pulse Transform, Virta and Wondr.

22. Will I get a Fitbit Tracker with my program?

Participation counts! If you qualify and are enrolled in one of the programs to lose weight or treat diabetes through Wellvolution and actively participate during the first 4 weeks after signing up, you will be eligible for a Fitbit activity tracker. Some programs even allow up to 63 days to complete the required participation milestone. Please speak with your coach to see what is considered meaningful engagement for participation in your selected program. Current programs that offer a Fitbit are Betr Health, HabitNu, Digbi, Ciba Health, Restore Health, Virgin Pulse Transform, Virta, Wondr, and Weight Watchers.

23. How do I claim my Fitbit?

Once you are eligible for the Fitbit based on your participation in a qualifying program through Wellvolution, you will receive an email that contains a special Fitbit code and a link to a page where you can select a Fitbit at no extra cost or choose to buy a premium model at a discounted rate.

24. If I do not receive an email with my Fitbit code, who can I call?

Please contact the Wellvolution customer support line at (866) 671-9644 [TTY: 711] Monday through Friday 6:00 am – 6:00 pm Pacific.

25. If I redeem the Fitbit code but do not receive my Fitbit, who should I call?

Please contact Fitbit support for any issues with your Fitbit order at (844) 534-8248 [TTY: 711] Monday through Friday 6:00 am – 6:00 pm Pacific.

Making Changes

26. I signed up for Wellvolution and have chosen a program, but I got an email saying I needed to finish creating my account. Why did I get the email?

Usually, members receive this type of email if they did not complete the signup process. Make sure you were able to redirect to the program provider's website and you have downloaded the app for the program you signed up for.

27. I recently updated my email address on the Blue Shield member site and noticed that my new email address didn't get updated on Wellvolution. How can I update my email address on Wellvolution so that it matches what I have on the Blue Shield site?

Please contact the Wellvolution customer support line at (866) 671-9644 [TTY: 711] Monday through Friday, 6:00am to 6:00 pm Pacific Time to update your email address on Wellvolution.

28. Need to call someone?

Wellvolution customer support line: (866) 671-9644 [TTY 711], Monday through Friday, 6:00am to 6:00 pm Pacific Time