

Wellvolution Member Friendly FAQ document for 2022

If you do not find the answer to your question please call Wellvolution customer service at 866.671.9644.

If you are logged into the platform and have questions or need technical support simply click on the Help tab at the top of the page and you can e-mail support or open the instant CHAT feature.

Q: What is Wellvolution?

A: Wellvolution is a Blue Shield of California health platform that offers a select collection of lifestyle 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 you.

Q: Do I have access to Wellvolution?

A: Members of most Blue Shield of California health 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. Next, tell us about your health goals 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, so some programs may not be available to all members.

If you are a member of a plan that doesn't offer Wellvolution, you can still access our Diabetes Prevention Program that is designed to help you achieve optimal weight and reduce the risk of Type 2 diabetes.

Q: What programs are available through Wellvolution?

A: Programs are available 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; and more. Wellvolution offers programs from leading providers including WW (Weight Watchers reimagined), Headspace, Betr Health, Virta, Ginger, Virgin Pulse, EX Program, and more. You can see a list of all programs on our programs page.

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

A: 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.

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

A: Think of Wellvolution as your gateway to health providers and programs. It is a central place that lets you choose programs and ensures that you never have to deal with paperwork, co-pays, or anything of the sort. 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 provider you selected.

Q: Why don't I qualify for a specific health program in Wellvolution?

A: Some health management programs in Wellvolution are designed to serve specific health needs, as determined by your health status, health history, and lifestyle. If you got a recommendation for a popular app instead of the health management program you were checking out– high five for taking good care of yourself. We are looking to introduce more fun programming for healthful members in the near term, so stay active, practice self-care, and check back soon.

Q: I qualified for a coaching program last year, but when I went to sign up again this year, it says I am no longer eligible? Why? Who can I call?

A: There are a few possibilities. If your health has improved since the last time you completed the questionnaire or if you 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: 866.671.9644.

Q: I want to change my health program provider. How do I do that?

A: It's easy. Once you are logged in, click on the 'Settings' link in the top menu, scroll to the bottom of the screen and click 'Change my program'. Please note that to make best use of your time and our programs, if you realize the program you selected is not a good fit, it is best to change to a new program within the first week or two of getting started. For health management programs, you may change to a new program provider once in the first 63 days.

Q: What happens after I sign up for Wellvolution, set my goal, and choose a program?

A: 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.

Q: Can I register for Wellvolution if I do not have a smart phone?

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

Q: Can I use my Blue Shield Login on the Wellvolution site?

A: 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.

Q: How do I participate if I don't have access to the blueshieldca.com/Blue Shield Member portal?

A: Access to the member portal is not required. Most Blue Shield of CA 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.

Q: I feel a lot of anxiety or depression, is Wellvolution right for me?

A: 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/mentalhealth> to find one.

Q: Why am I being offered a weight loss program when I selected another goal?

A: Many of the Wellvolution coaching programs recognize the underlying factors that need attention so that you can achieve better sleep, reduce stress, and improve resilience. For that reason, you might be paired with a weight loss or a diabetes prevention program provider. If you are offered a program that does not seem like a match, it could be that Wellvolution is recommending a more comprehensive coaching program that includes more support and resources to help you achieve a healthier lifestyle and achieve your goals.

Members can choose from a variety of programs and providers. If you feel there is a better option than the program offered, feel free to choose it. So long as you meet the qualifications, you will be able to enroll into the program you selected.

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

A: 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.

Q: I love this program! How can I invite a friend to join?

A: There is an "Invite a Friend" link on the dashboard menu you see when you login to Wellvolution.com. Click it to get a link to share with friends and family who may be interested in joining the same program you are using!

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

A: 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 healthcare practitioner. 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.

Q: I am pregnant. Are there any programs safe for me?

A: If you are pregnant, it is always good to consult with your healthcare practitioner before starting a healthy lifestyle or preventive program. Once you are cleared, log in and follow health profile questions to let us help you find a program that is right for you. Some programs are not appropriate for women who are pregnant and will not be offered.

Q: I got a promotion from a program saying they are part of Wellvolution. Is this legitimate?

A: 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.

Q: My friend got a cool wireless scale when she signed up. Will I get one too?

A: Tech is very helpful at making our lives easier – especially when it comes to tracking progress as we weigh ourselves every day. If you enroll in a health management program with Wellvolution, the program provider will mail you a digital scale at the start of the program to set you up for success. Current programs that offer scales are those that do not meet live and in person and include Betr Health, HabitNu, Brook+, MonjWell, Restore Health, Virgin Pulse Transform for Prediabetes, Virta, and Yes Health.

Q: Will I get a Fitbit Tracker with my program?

A: Participation counts! If you are enrolled in one of our health management programs and actively participate during the first 4 weeks after enrollment, 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, Digbi Health, HabitNu, Brook+, MonjWell, PlateJoy, Restore Health, U.S. Preventive Medicine, Virgin Pulse Transform for Prediabetes, Virta, WW, and Yes Health.

Q: How do I claim my Fitbit?

A: Once you are eligible for the Fitbit based on your participation, you will receive an email that contains a special Fitbit code and a link to a page where you can select a free Fitbit or choose to buy a premium model at a discounted rate.

Q: If I do not receive an e-mail with my Fitbit tracker code, who do I call?

A: Please contact the Wellvolution customer support line: 866.671.9644

Q: If I redeem the Fitbit code, but do not receive my Fitbit, who do I call?

A: Please contact Fitbit support for any issues with your Fitbit order at (844) 534-8248

Q: I signed up for Wellvolution, and have chosen a health program, but I received an e-mail saying to I needed to finish creating my account? Why did I receive that e-mail?

A: Usually members receive this type of email if they did not complete the signup process. Once you complete the signup process on Wellvolution, you will have access to the Wellvolution network and can sign up for a program that is right for you.