



WELLNESS REWARDS

Frequently Asked Questions (FAQs)

What is the Wellness Rewards program?

A voluntary program that allows full-time employees to complete eligible wellness activities and earn up to \$250 in gift cards.

Who is eligible to participate in the wellness rewards program?

All full-time employees

Are spouses or dependent children eligible to participate?

No, only full-time employees are eligible to participate

If I am not enrolled in Ivy Tech's health plan, am I still eligible to participate in the wellness rewards program?

Yes, all full-time employees are eligible to participate

How do I access the wellness rewards program?

Get started by downloading the Anthem app, Sydney Health, or visiting the Anthem website:

Log in to the Sydney Health app

- Select the **Menu**
- Choose **Access Care**
- Select **My Health Dashboard**
- Scroll to **My Rewards**

Log in to [Anthem.com](https://www.anthem.com)

- Select **My Health Dashboard**
- Select **My Rewards**

How do I earn wellness rewards?

You earn wellness rewards when you complete eligible activities such as getting recommended preventive care, logging activity, and engaging in coaching. Log in to see the full list of activities and details on how to complete them.

I don't see an option to report that I have completed eligible preventive care activities.

What do I do to earn the reward?

Preventive care activities will automatically be marked as completed once Anthem processes the claim for preventive care. There can be up to a 60-day lag from when you receive preventive care to when you see the reward completion, based on when your provider submits the claim to Anthem for processing. If it has been more than 60 days since you received preventive care and you still do not see the wellness reward completion, email the Ivy Tech Benefits Hub at Benefits@ivytech.edu for assistance.

How do I redeem my wellness rewards?

Redeems points through the Sydney Health app or [Anthem.com](https://www.anthem.com) by going to My Rewards and clicking on Redeem Rewards to select the gift card(s) of your choice.

I didn't receive my gift card when I redeemed wellness rewards. What do I do?

Your wellness reward redemption can be found in your messages in the Sydney Health app or when you log into [Anthem.com](https://www.anthem.com). If you don't find it there, contact Anthem member services at 1-833-571-0829

Do the wellness rewards roll over from year to year?

No, all earned wellness rewards must be redeemed for gift cards by December 31. Any unredeemed wellness rewards expire and are forfeited at the end of each year.

Who do I contact if I have questions?

Reach out to the Benefits Hub at Benefits@ivytech.edu with questions.