

Step It Up, Kentucky! Challenge

Frequently Asked Questions

1. What are the dates for the challenge?

Registration is from 12:00am on 9/1/16 through 11:59pm on 9/13/16.

The challenge is for 15 days from 12:00am on 9/14/16 through 11:59pm on 9/28/16.

2. Why would I want to participate in the challenge?

The Step It Up, Kentucky! Challenge is a fun way to motivate you and your coworkers to get moving more each day and compete against other KEHP worksite teams! There are also individual Vitality Bucks awarded at the end of the challenge (see prize question #11).

3. Who can participate in the challenge?

The Step It Up, Kentucky! Challenge is open to all Kentucky Employees' Health Plan (KEHP) medical plan members age 18 and over. KEHP members who waive coverage are not eligible to participate in HumanaVitality or the Step It Up, Kentucky! Challenge.

4. What are the rules for participation in the challenge?

The rules for participation can be found here:

<https://livingwell.ky.gov/Pages/stepchallenge.aspx>

5. How do I get started?

Visit the Step It Up, Kentucky! Challenge Information Page for the three getting started steps and more information. <https://livingwell.ky.gov/Pages/stepchallenge.aspx>

6. Where can I get a device for the challenge?

Obtain a HumanaVitality compatible device at any retail outlet or via the HumanaVitality virtual mall. Visit the Step It Up, Kentucky! Challenge Information Page for device recommendation (step one). <https://livingwell.ky.gov/Pages/stepchallenge.aspx>

For assistance with specific device questions, visit the HumanaVitality Community Syncing Device and App page:

<https://community.humanavitality.com/community/support/syncing-devices-and-apps>

Watch this video on how to sync a device to HumanaVitality:

<https://www.youtube.com/watch?v=9gv47AEHwQg&feature=youtu.be>

* Eligible Fitness Devices and Mobile Apps: HumanaGear Pedometers, Fitbit Activity Trackers, Jawbone UP Wristbands, Geopalz Pedometer, Fitbug, Garmin, Withings, Misfit, Moves, iHealth, S Health, and Apple Health

7. What if I lose or break my fitness device during the challenge?

If your pedometer becomes lost or broken during the event, you will need to purchase a new device through the Vitality Mall or outside vendor. Humana and KEHP are not responsible for any steps not uploaded prior to the misplacement or breakage of your pedometer or for any lost or stolen pedometer devices.

<https://livingwell.ky.gov/Pages/stepchallenge.aspx>

8. Is there a daily step challenge cap?

There is a daily step maximum of 15,000; more than 15,000 steps per day will not be counted in a member's challenge total.



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9. How quickly will my steps update on my HumanaVitality calendar and the Challenge Leaderboard?

Please allow 24-48 hours for step counts to fully update.

10. How do I find my individual name on the team list so I can see my step count and ranking?

In the app select the challenge leaderboard and then select 'Individual'. Enter your name to see your step count and ranking.

11. What are the prizes?

Earn individual challenge points:

Joining a challenge (once per calendar month).....50

Joining a team (once per calendar month).....50

10,000 steps in a day.....15

Bonus for 1st 10,000 steps in a week.....15

Bonus for 5th 10,000 steps in a week.....40

(Monday – Sunday week)

Grand prize drawing: Five (5) individuals will win 5,000 Vitality Bucks at the end of the challenge. Participants receive one entry in the prize drawing for each day of the challenge they take 10,000 steps. (The Grand Prize drawing will be held 10/7/16.)

Inspirational Story Winners: Five (5) story submissions will win 1,000 Vitality Bucks: Send us a picture and a story about what inspires you. Submissions will be accepted between 8/18/16 and due by 11:59pm on 9/9/16. Winners will be announced throughout the challenge period. Visit the step challenge page to submit your story: <https://livingwell.ky.gov/Pages/stepchallenge.aspx>

12. When will the winners be announced and prizes awarded?

The Grand Prize drawing will be held 10/7/16 and Inspirational Story winners will be announced throughout the challenge period. Vitality Bucks for inspirational and grand prize winners will be awarded within 45 days of the challenge end date. Vitality Bucks will not be visible in the Vitality Statement, only as an increase in the total Vitality Bucks balance (there is no line item to show additional Bucks have been awarded).

13. If I have or encounter problems with joining a team or with my device, who do I call?

For community assistance visit the HumanaVitality Community Syncing Devices and Apps Page: <https://community.humanavitality.com/community/support/syncing-devices-and-apps>

For HumanaVitality customer service: call 855.478.1623

14. What happens to members on teams who don't get at least 5? Team size is 5-20 members. If a team does not have at least 5 members at the end of registration the members of those teams will compete as individuals meaning their team will not show on the leaderboard but they will as individuals (see question #10 about how to find your individual ranking).

