

RealAge® Test Frequently Asked Questions

All covered employees and covered spouses, domestic partners and civil union spouses will need to complete the RealAge test between February 11, 2019 and March 29, 2019.

What is RealAge?

Your RealAge is a unique calculation of your body's health age based on the responses entered into the RealAge test. Up to 70% of overall health depends on how well you take care of yourself, so you have a lot of control over how young you feel!

What is the RealAge test?

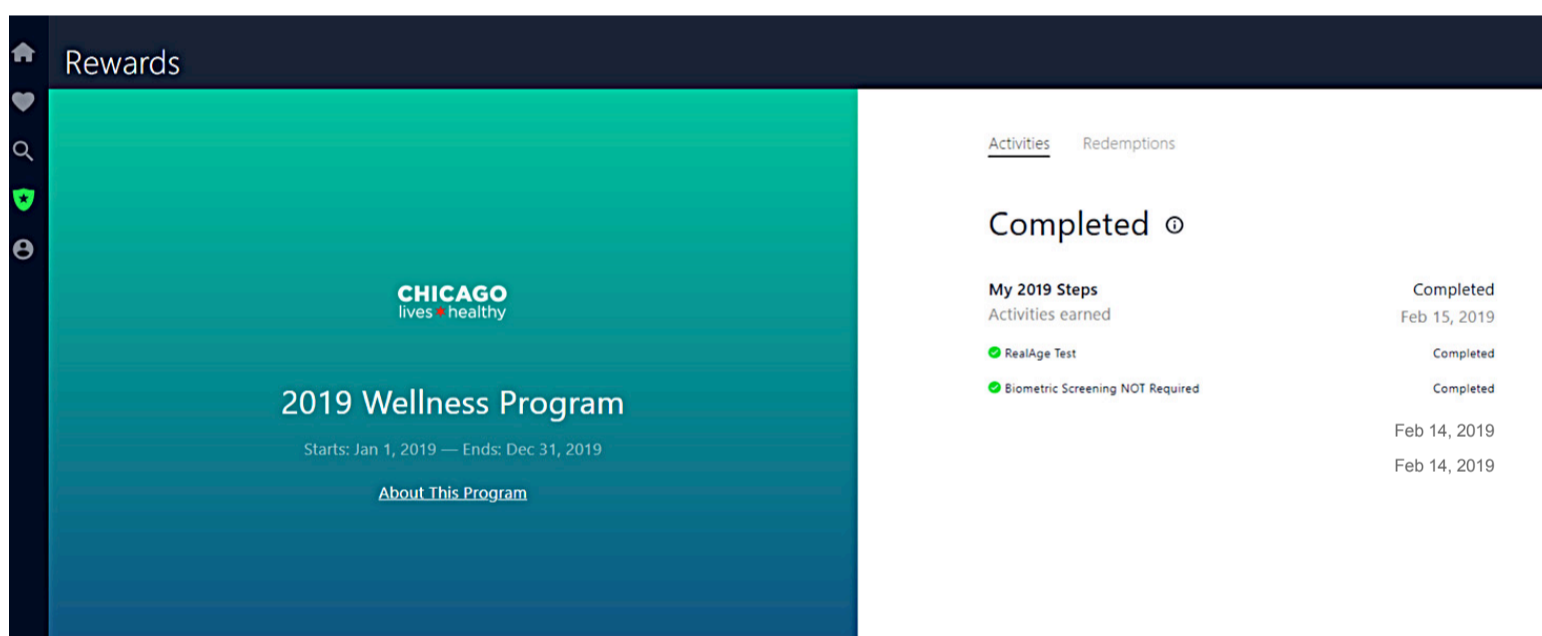
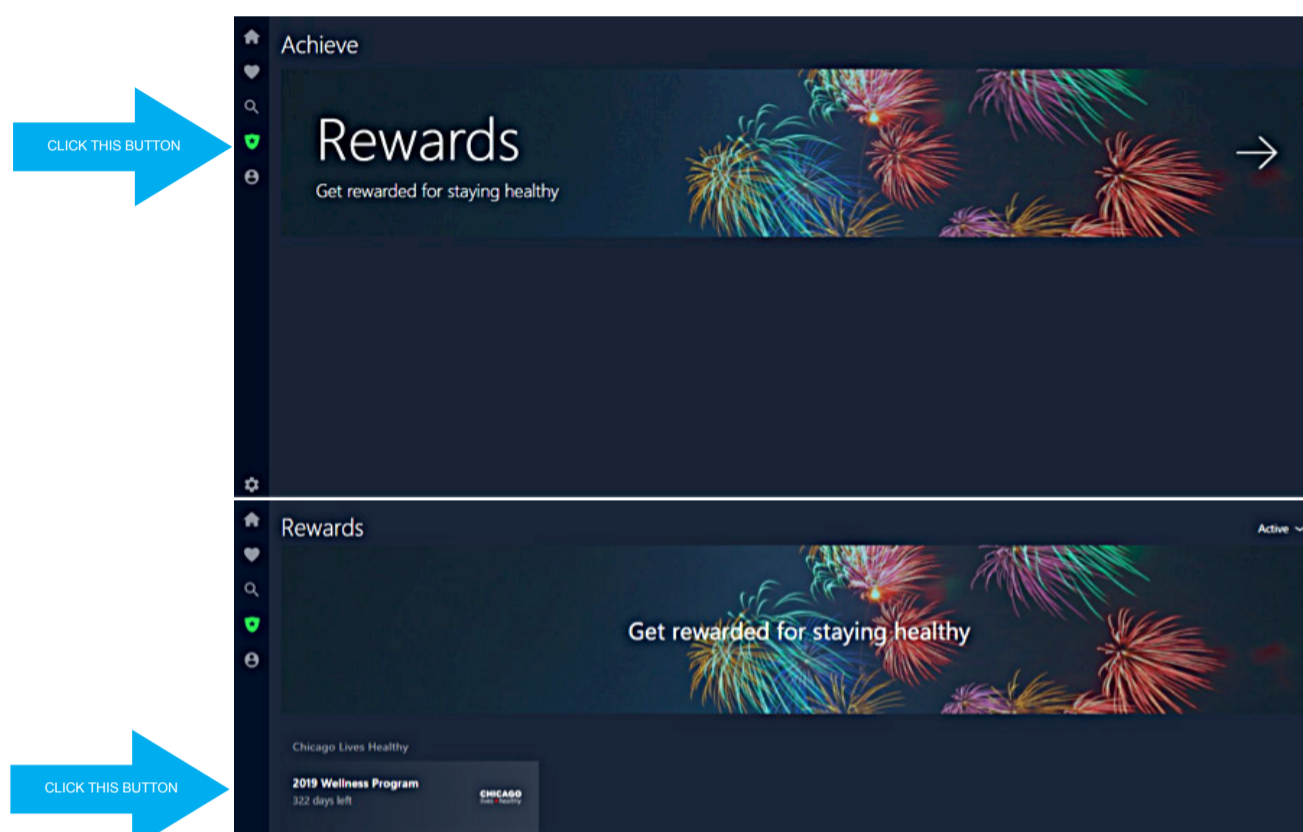
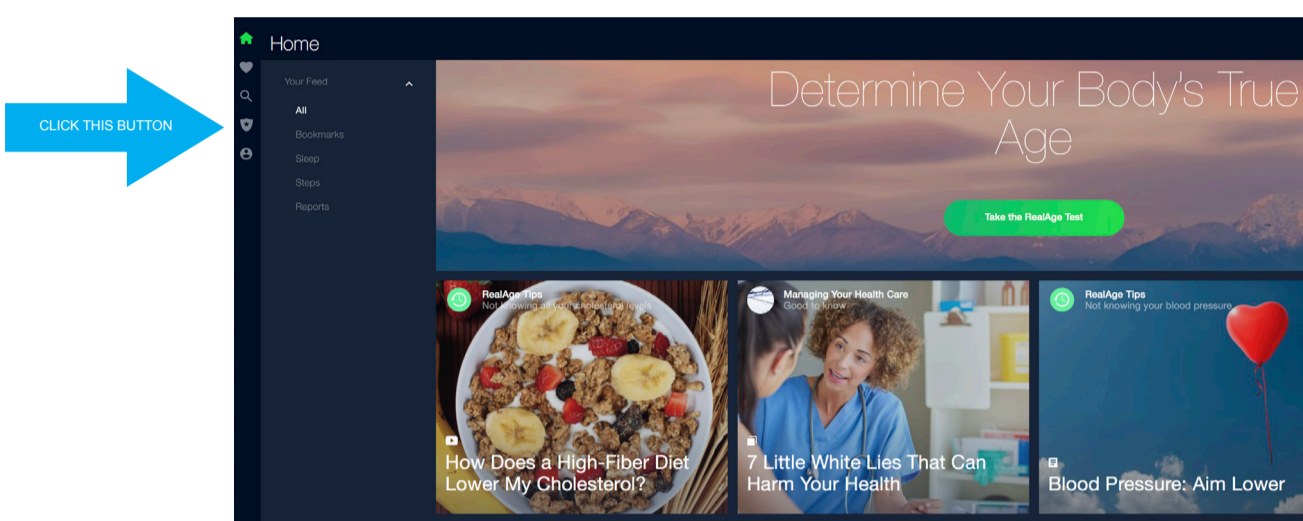
The RealAge test is Sharecare's clinically-validated health risk assessment that guides you through a series of questions designed to gauge how fast you're aging based on your lifestyle, genetics, and medical history as well as often overlooked risk factors like relationships and stress. The RealAge test helps you understand which of your habits are impacting your health. From there, the Sharecare portal provides you with content and programs to help you improve your overall health and obtain a younger RealAge.

If I don't finish taking the RealAge test, do I have to start over?

No, you can pause the RealAge test at any time and all your answers are automatically saved so you can complete the RealAge test at a later date. But, be aware that your test is not considered complete for the requirements of the *Chicago Lives Healthy* wellness program until you finish.

How do I verify that I received credit for completing the 2019 RealAge test?

Click on the **Achieve badge** icon and click on the **Rewards** banner. Next, click on the **2019 Chicago Lives Healthy wellness program** block to access the Rewards Center. If your RealAge test has been recorded complete, you will have a green check mark by RealAge test and a completion date.



How do I review my RealAge test results?

You can access your RealAge test results by visiting your Sharecare health profile and clicking on the **You** icon. Next, select the RealAge Tips and you will find personalized recommendations on what is making you feel older or younger.

You can print a report by clicking **View Full Report**. **Note:** You can update your RealAge answers at any time to get a more accurate and updated RealAge. Re-taking the RealAge test will not reset your original completion date for purposes of the fulfilling the requirements of the *Chicago Lives Healthy* wellness program.

Why does my list of activities say Biometric Screening NOT Required?

If your list of activities includes a line stating "Biometric Screening NOT Required", it means you completed a screening previously and you do not need to screen for the 2019 program year. Approximately 24 hours following the creation of your account, your biometric data will be added to your account and you should see a completion date listed by this activity. [Click here](#) to find step by step instructions to locate the rewards center and where to confirm your required steps have been completed.

Where do I see my biometric screening data?

You can review your biometric screening data by clicking on the **You** icon and then under the Health Profile section, select **Biometrics**, to reveal your biometric screening information.

Why does my list of activities say Quarter 2 Health Improvement Program?

If your list of activities includes a line stating Quarter 2 (or 3 or 4) Health Improvement Program, it means you have been assigned to an ongoing Health Improvement Program and will need to complete coaching calls on a regular basis. Click on **About this Program** in the Rewards Center, to see which program vendor to contact for more information. [Click here](#) to find step by step instructions to locate the Rewards Center and where to confirm your required steps have been completed.

Why should I participate?

Your well-being is important. With the right information provided to you by completing the RealAge test, you can be better prepared to address any health risks that could possibly affect the quality of your life.

Who can participate?

All eligible employees and covered spouses/domestic partners/civil union spouses must complete a RealAge test. You have until March 29, 2019 to complete your online RealAge test for the 2019 plan year.

How much does it cost?

The program is confidential, voluntary, and offered at no additional cost to you.

Is my health information protected?

Your privacy is ensured in compliance with the Health Insurance Portability and Accountability Act (HIPAA) of 1996.

What if I am already a Sharecare registered user. How can I enroll in Chicago Lives Healthy Wellness Program?

Simply go to <https://clh.sharecare.com>, click on **Sign In** next to **Already Created an Account?** and sign in with your email address and password. Once that has been submitted, the system will prompt you to review your information and enter in your nine-digit BCBS ID Number. Once that has been submitted, your account will be linked to the *Chicago Lives Healthy* Wellness Program. **You will need to verify your RealAge test is complete in the Rewards Center. If you do not have a green check mark, you will need to re-complete the RealAge test.** [Click here](#) to see step by step instructions.