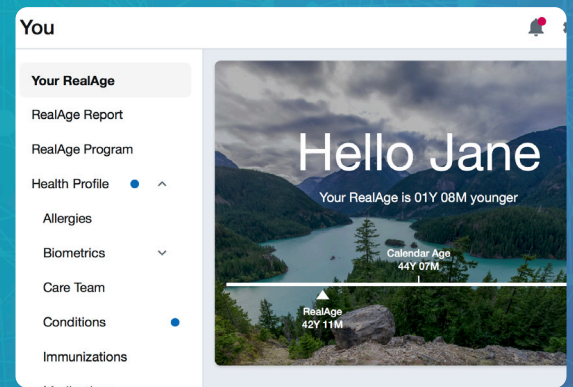


# RealAge Test Frequently Asked Questions



## 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?

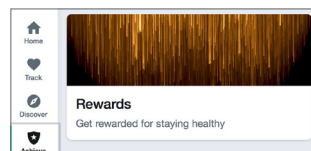
The RealAge test is a scientifically based assessment that shows the true age of the body you’re living in. This online tool assesses your true age based on your eating, exercise and sleep habits, along with your medical history, personal behaviors and existing conditions. The questions are simple to understand and easy to answer. It will take about 25 minutes to complete the assessment.

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

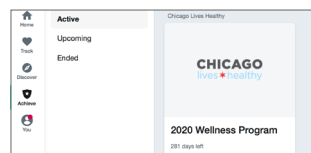
No, you can pause the RealAge test at any time and all your answers are automatically saved so you can complete the RealAge test at a later date. But, be aware that your test is not considered complete for the requirements of the *Chicago Lives Healthy* wellness program until you finish.

## How do I verify that I received credit for completing the 2020 RealAge test?

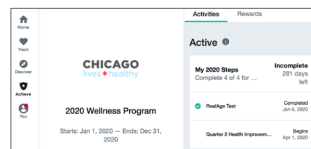
Click on the Achieve  icon, then click on Rewards Banner



Next, click on the 2020 *Chicago Lives Healthy* wellness program block to access the Rewards Center.



If your RealAge test has been recorded as complete, you will have a green check mark by RealAge test and a completion date.



To find step by step instructions to locate the Rewards Center, go to [chicagoliveshealthy.com](http://chicagoliveshealthy.com) and click on **LINKS >> Rewards Center FAQ**.

### How do I review my RealAge test results?

You can access your RealAge test results by visiting your Sharecare health profile and clicking on this icon, (the YOU icon). Next, select the RealAge Tips and you will find personalized recommendations on what may be 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. Your RealAge Health Summary Report contains the following information:

- RealAge Results
- RealAge History
- Biometrics History, (if available)
- RealAge Recommendations
- External Resources

To find step by step instructions to locate the RealAge Health Summary Report, go to [chicagoliveshealthy.com](https://chicagoliveshealthy.com) and click on **LINKS >> RealAge Report FAQ**.

### Why does my list of activities say Quarter 2 Health Improvement Program (HIP)?

If your list of activities includes a line stating Quarter 2 (or 3 or 4) HIP, it means you have been assigned to an ongoing HIP and will need to complete coaching activities on a regular basis. You will also need to complete enrollment and/or coaching activities by the end of Quarter 1 (March 31, 2020). Click on **About this Program** in the Rewards Center, to see which program vendor to contact for more information. To find step by step instructions to locate the Rewards Center and where to confirm your required Health Improvement Program steps have been completed, go to [chicagoliveshealthy.com/realage](https://chicagoliveshealthy.com/realage), click on **LINKS >> Rewards Center Overview**.

### Why should I participate?

Your well-being is important. The *Chicago Lives Healthy* wellness program is designed to help empower you to improve your health, manage health conditions, and make better choices that support total well-being.

### Who can participate?

All eligible employees and covered spouses/domestic partners/civil union spouses must complete a RealAge test. You have until February 20, 2020 to complete your online RealAge test for the 2020 plan year. HIP participants will work within their assigned program until the end of 2020.

### 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.