

# THE BEST CARE BEGINS WITH CARING FOR YOU IN 2023

The Healthy Payback Program is now part of Virgin Pulse



## FAQS

### 1. Why is the Healthy Payback Program being moved to Virgin Pulse?

This change is being made to streamline our well-being incentive programs in an effort to help provide our employees with the best user experience. All well-being incentives will be tracked and located in one place on the Virgin Pulse platform.

### 2. Is the reimbursement the same as in 2022?

Yes, the reimbursement for the Healthy Payback Program (both the amount and eligible programs) remains the same.

### 3. What if I don't participate in Virgin Pulse?

You are not required to participate in the Virgin Pulse program; however, you will have to enroll on the Virgin Pulse platform in order to process your Healthy Payback reimbursement.

### 4. What are the Healthy Payback eligible programs?

[CLICK HERE](#) to access a comprehensive list of eligible programs and information on the Healthy Payback program.

### 5. What are the reimbursement payback periods?

Dated proof of payment and activities must be conducted in the six-month period below:

- 1/1 – 6/30: Payback Period 1
- 7/1 – 12/31: Payback Period 2

### 6. Will I receive reimbursement if I miss the submission deadline?

No, reimbursements must be received by the period submission deadline.

## **7. How do I spend the reimbursement in Virgin Pulse?**

All reimbursement Pulse Cash rewards can be redeemed by selecting the “Spend” category on the Rewards page. You have the option to select a gift card, make a charitable donation, transfer the funds to your bank account or redeem for an item in the Virgin Pulse store. Click [here](#) for more information.

## **8. Will I be able to submit Healthy Payback reimbursements via the Virgin Pulse app?**

Yes, you can submit your Healthy Payback reimbursement forms via the Virgin Pulse app or web platform.

## **9. Where do I find the reimbursement form on the Virgin Pulse app?**

On the Rewards page you will find a section for Action Rewards titled “Healthy Payback Program”. The forms will be listed here.

## **10. What steps do I take to submit for reimbursement?**

### **Using your computer:**

**STEP 1:** Register for a Virgin Pulse account at [join.virginpulse.com/mainehalth](https://join.virginpulse.com/mainehalth). Already a member? Sign in at [member.virginpulse.com](https://member.virginpulse.com).

**STEP 2:** Click on the home button and select Rewards.

**STEP 3:** On the Rewards page, you will find a section for action rewards titled “Healthy Payback Program.” Select the appropriate segment that matches the closest value of your reimbursement receipt.

**STEP 4:** Complete the required fields, upload your receipt and click “Submit.”

### **Using your mobile app:**

**STEP 1:** From the homepage, navigate to the Benefits Section using the menu at the bottom of the screen.

**STEP 2:** Click “View all” to locate the benefit titled “Healthy Payback Reimbursement Program.”

**STEP 3:** Click “Start now.”

**STEP 4:** Select the appropriate segment that matches the closest value of your reimbursement receipt. Click “Take me There.”

**STEP 5:** Complete the required fields, upload your receipt and click “Submit.”

**11. When will my reimbursement funds be available and how do I access them?**

Your funds will be available within one business day upon completion of the form. You can access them by navigating to “Spend” on the Rewards page.

**NOTE:** Virgin Pulse rewards do not expire as long as your account remains active.

**[CLICK HERE](#)** to learn more about Virgin Pulse Rewards and Pulse Cash.