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/mainehealth. Already a member? Sign in at 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.