



# Health Hub

## MEMBER GUIDE

# Small steps lead to big changes.

Get started on your path to better health by visiting the CDPHP® Health Hub.

We'll help you make small, everyday changes focused on the areas you want to improve the most. With daily engagement, you'll build healthy habits and experience the lifelong rewards of better health.

The CDPHP Health Hub can be accessed from your smartphone or computer, giving you 24/7 access to powerful wellness resources right at your fingertips.

The CDPHP Health Hub can help you:

- ▶ Learn how to eat for energy, move more, sleep better, manage stress, and more
- ▶ Motivate others and be motivated to build new healthy habits
- ▶ Reach your health goals

**Sign up now** by downloading the Personify Health app and enter CDPHP as your health plan.





# Contents

|  |    |
|--|----|
| Reap the rewards of better health                        | 3  |
| Activities that fit your interests                       | 4  |
| Get started  | 5  |
| CDPHP benefits that get you rewards                      | 6  |
| Reach your goals with challenges                         | 8  |
| Build healthy habits with Journeys                       | 9  |
| Easily connect your fitness tracker or other health apps | 10 |
| Have questions?  | 11 |

# Reap the rewards of better health

When you use the CDPHP Health Hub, you earn points for the healthy activities you do such as walking, eating well, participating in challenges and competitions, and more! These points turn into CDPHP Life Points® Rewards.

How does it work?  
As you complete health-related activities, you'll move through levels and earn points. When you reach milestone levels, you unlock CDPHP Life Points Rewards. Redeem the rewards for gift cards and merchandise.





# Activities that fit your interests

With the tools and resources available through the CDPHP Health Hub, learn easy ways to be more active, eat well, and manage life’s ups and downs—every day!

## Daily Cards

Every day we’ll send you two new tips to help you live well. Plus, we’ll make sure they’re about the areas that interest you the most.

## My Care Checklist

This handy health care tracker is available right at your fingertips. It assists you in managing your health by keeping track of health checkups, all in one place.

## Challenges

Rally your coworkers for the latest company step challenge! Or gather a small group of coworkers or friends, and challenge one another to start a new healthy habit.

## Nutrition Guide and Recipes

Choose what you’d like to work on, like cutting out sweets or portion control. Then get tips to help you achieve your goals. Get ideas for healthy meals, build a shopping list, and make a weekly meal plan. Healthy eating is easier when you have the help of an app!

## Sleep Guide

What’s your sleep like? Decide what you need to work on, like getting to bed earlier or quieting down. Then get information to help you rest.

## Personal Health Assessment (PHA)

This short, confidential survey assesses your health in multiple ways. You’ll receive a personalized report and recommended actions you can take to start improving your well-being.

## Journeys®

Want to exercise more? Better manage a health issue? Use our digital coaching tool to make simple changes to your health, one small step at a time.

## Social Groups

Getting healthier and learning something new is easier with friends. Join a group to stay motivated, chat with others, and achieve goals together.

## Coworkers, Friends, and Family

Add your work friends so you can encourage and motivate one another. You can also invite up to 10 friends and family members!

## Healthy Habit Tracker

Healthy Habits offer you bite-size ways to build a healthy routine and improve your well-being. Over time, these small steps add up to big changes that’ll make you successful.

# Get started

Follow these easy steps for mobile or desktop:

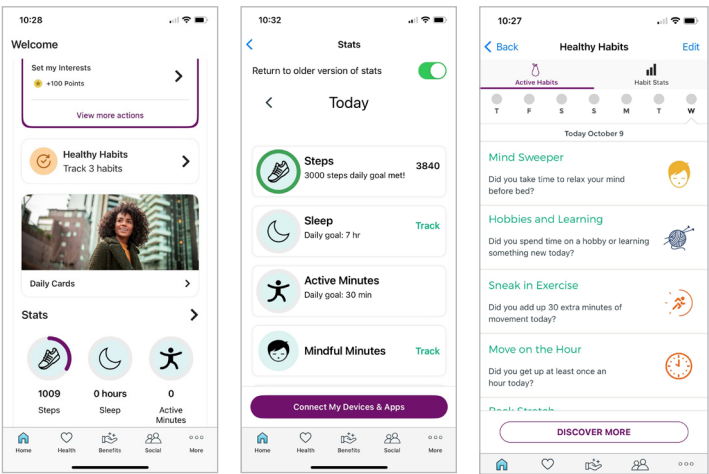
**STEP 1** Search for the **Personify Health** app in either the App Store or Google Play and add it to your device or visit [join.personifyhealth.com](https://join.personifyhealth.com).

**STEP 2** Enter CDPHP Fully Insured, CDPHP Self Insured, CDPHP Medicare, or CDPHP Medicaid as your health plan. This information can be found on your CDPHP ID card.

**STEP 3** Enter your full name as it appears on your CDPHP ID card, date of birth, and member ID. Your member ID is located on your ID card. Your member ID is nine characters, plus the two-digit number in front of your name.

**STEP 4** Create your username and password.

**STEP 5** Set your interests to get personalized daily tips to help you eat healthy, get active, reduce stress, sleep well, and more!



## TIP!

Turn on your mobile alerts so you don’t miss out on fun challenges and other opportunities. Go to your phone’s Settings and find Personify Health in your installed apps. Go to Notifications > Allow/Show Notifications.

# CDPHP benefits that get you rewards

CDPHP wants to reward you for taking positive steps to improve your health and well-being. The activities and services listed below are just some of the ways you can earn CDPHP Life Points Rewards.

## Children’s Flu Shot

The flu is more dangerous than the common cold for children and can result in serious complications and even hospitalization. The flu vaccine protects against the strains of the season and is key to your child(ren)’s ongoing health.

## Children’s Preventive Shots

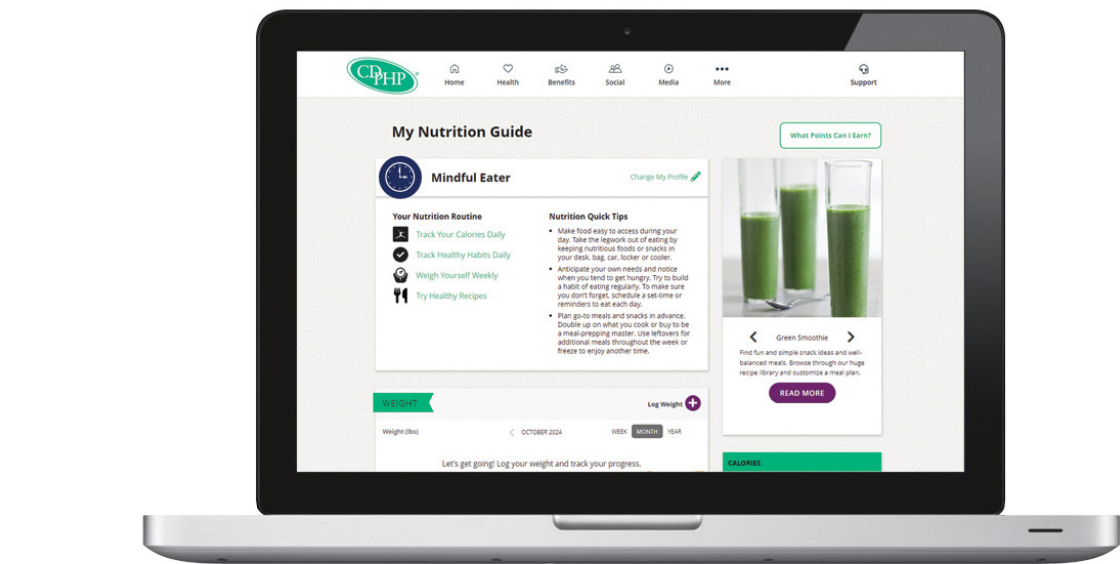
Immunizations protect infants and children early in life when they are most vulnerable.

## Adult Well Visit

An annual physical is important step to staying healthy. Adult well visits allow you and your provider to discuss recommended cancer screenings, management of medical conditions, and get answers to your health-related questions.

## Adult Preventive Shots

Preventive measures, such as receiving the MMR, HPV series, and Tetanus vaccines, can help protect you against preventable diseases.



## Nutritional Guidance — Registered Dietitian Visits

Eating healthy – it sounds simple enough, but sometimes it’s not. The help of a registered dietitian may be valuable, as he or she can help educate you on what nutrients you need and how you can get them – in a way that fits your lifestyle.

## CDPHP ConnectRx, On the Go\*

Paying too much for prescription drugs? Use the CDPHP ConnectRx, On the Go app to see your personal list of medications and get alerted to savings opportunities.

## Virtual Care with Doctor On Demand®

Don’t have time to wait at urgent care but need a doctor? Are you dealing with mental health concerns? Board-certified physicians treat a wide variety of common medical issues, such as allergies, colds, coughs and congestion, COVID-19, depression and anxiety, heartburn and indigestion, high blood pressure, migraines, pink eye, rashes, sprains, urinary tract infections, and more.

## Virtual Mental Health Care

Support your mental well-being and start your journey to a happier, healthier mind.

## Pivot: Freedom from Smoking and Vaping\*

Whether you want to quit or cut back, or you’re just exploring your options, Pivot personalizes a program for you. Get everything you need to meet your goals, all accessed through your phone.

## Ovia Health™\*

From cycle tracking and trying to conceive, to pregnancy, parenthood and menopause support, Ovia Health is here for you and your family.

*\*Participation in these services is dependent on plan type and may not apply for self-funded plan members. Please check your member contract or call the number on your ID card to see if you’re eligible.*



# Reach your goals with challenges

## Personal Challenges

Create a personal step challenge to increase your activity for one, two, or five days in a week. Make sure your fitness tracking device or app is connected to your Personify Health account and start stepping. Invite your coworkers and friends for some friendly competition and see who comes out on top.

## Healthy Habit Challenges

You can create a Healthy Habit Challenge for any one of the habits offered in your program. You can create a challenge for a Healthy Habit you’re currently tracking, or try out one of the many other habits from topics like Sleeping Well, Being Productive, Managing My Finances, and more. Simply track it every day to reach your goal.

### LEADERBOARD

If you’re in a group challenge and are competitively motivated, take a look at the Leaderboard in the app to see who’s in the lead. If you’re falling behind, put the pedal to the metal and aim for that #1 spot.

## How to start a challenge

**STEP 1** Access the CDPHP Health Hub by opening the Personify Health mobile app or website, find **Challenges** in the Social menu and select **Create a Challenge**.

**STEP 2** Select which type of challenge you would like to start: **Personal Challenge** or **Healthy Habit Challenge**.

If you would like to start a Personal Challenge, choose the duration you would like the challenge to run and then start it up.

If you would like to start a Healthy Habit Challenge, select a habit you’d like to work on, write a personal message, and then get it started!

**STEP 3** Once your challenge is set up, you have the option to invite people to your selected challenge. You can choose people from your friends list, find them by name, or invite a list of up to 250 people by entering their email addresses and selecting **Invite Players**.

# Build healthy habits with Journeys

Reaching a personal health goal starts with a single step. Journeys are daily, self-guided courses to help you build healthy habits. Take that first step by starting a Journey today.

Journeys can help you:

- ▶ Eat healthy, nutritious foods
- ▶ Get more physical activity
- ▶ Improve your sleep
- ▶ Quit smoking
- ▶ Reach a healthy weight
- ▶ Reduce stress
- ▶ Strengthen your financial fitness
- ▶ Embrace diversity, equity, and inclusion
- ▶ Cope with grief and loss
- ▶ Reduce your alcohol and/or tobacco consumption

## How to start a Journey

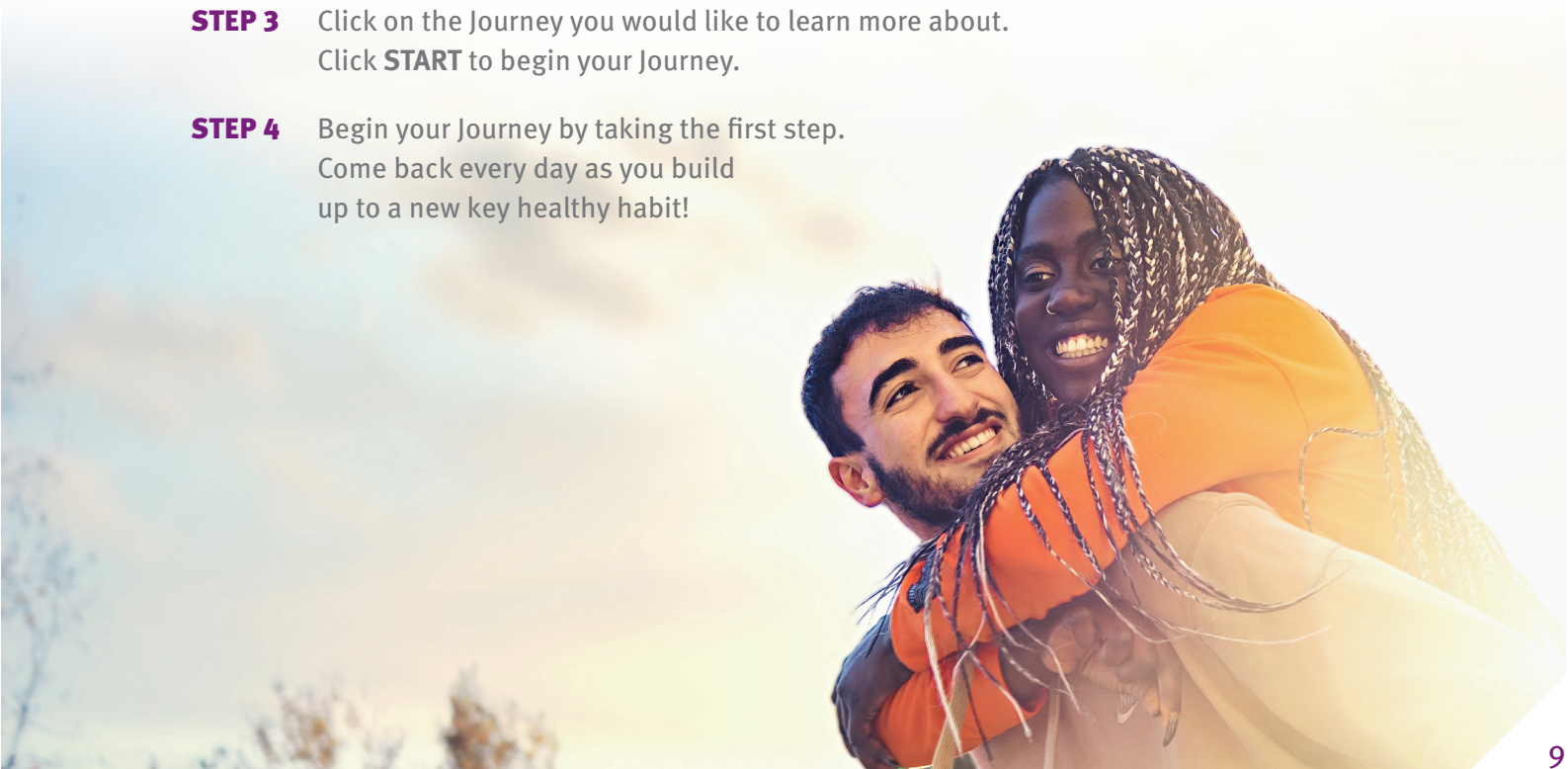
**STEP 1** Access the CDPHP Health Hub by opening the Personify Health mobile app or website and find Journeys in the **Health** menu.

**STEP 2** Find the Journey that’s right for you.

If you would like to view all the available Journeys in a topic, click **View All**.

**STEP 3** Click on the Journey you would like to learn more about. Click **START** to begin your Journey.

**STEP 4** Begin your Journey by taking the first step. Come back every day as you build up to a new key healthy habit!





# Easily connect your fitness tracker or other health apps

## Compatible health apps

**Higi**  
Track your health numbers and measurements

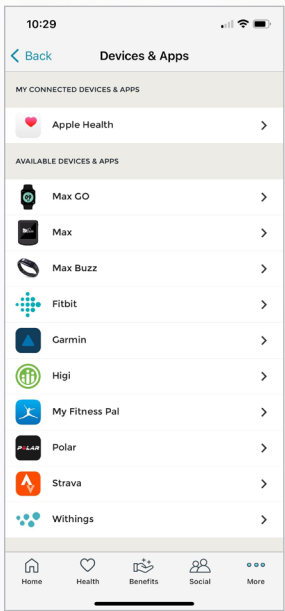
**MyFitnessPal**  
Track your daily calories

**Strava**  
Track your physical activity

## Compatible brands

Personify Health supports a variety of tracking devices that will help you get those validated steps, active minutes, workout sessions, and more. So, pick your favorite, connect it to your account, and start tracking your activity.

- Max Buzz
- Apple Watch
- Fitbit
- Polar
- Garmin
- Google Fit
- Health o meter nuyu



## Follow these easy steps:

- STEP 1** Download the Personify Health mobile app from the App Store or Google Play.
- STEP 2** Go to Profile in the menu and choose Devices & Apps.
- STEP 3** Choose a device or app and click “Connect.”
- STEP 4** Sign in or get connected automatically (depending on the app).

# Have questions?

Personify Health support can help.

**CHECK OUT** [support.personifyhealth.com](https://support.personifyhealth.com)  
**LIVE CHAT ON** [member.personifyhealth.com](https://member.personifyhealth.com)  
Monday–Friday, 2 a.m. – 9 p.m. EST

**CALL:** 877-868-2003  
Monday – Friday  
8 a.m. – 9 p.m. EST

**EMAIL:** [support@personifyhealth.com](mailto:support@personifyhealth.com)

Not sure if you can fully participate in this program because of a disability or medical condition? Check out the Personify Health support page for answers at [support.personifyhealth.com](https://support.personifyhealth.com).

Be the best version of you with resources from the **CDPHP Health Hub**.





### Connect with us!

Tell us what you think at  
[insights.cdphp.com/join](https://insights.cdphp.com/join)

Get fitness tips, wellness ideas,  
and more! Follow us on social  
and visit [blog.cdphp.com](https://blog.cdphp.com).



## Health Hub

Small steps lead to **big changes**.

#### Discrimination is Against the Law

Capital District Physicians' Health Plan, Inc., CDPHP Universal Benefits, Inc., and Capital District Physicians' Healthcare Network, Inc. (collectively referred to as CDPHP®) comply with applicable federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex.

#### Multi-language Interpreter Services

ATENCIÓN: Si habla otro idioma que no es el inglés, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número que figura en su tarjeta de identificación de miembro (TTY: 711).

注意：如果您使用的語言不是英語，您可以免費獲得語言援助服務。請致電您會員ID卡上的電話（聽力障礙電傳：711）。