

# Kentucky Employees' Health Plan 15 Day Dash Step Challenge

## Frequently Asked Questions

**1. When does the 15 day steps challenge registration start and end?**

Registration is from 12:00am on 9/1/15 through 11:59pm on 9/14/15.

**2. When does the 15 day steps challenge start and end?**

The challenge is from 12:00am on 9/15/15 through 11:59pm on 9/30/15.

**3. Why would I want to participate in the 15 day step challenge?**

The 15 day step challenge is a fun way to motivate you and your coworkers to get moving more each day. There are also individual and team Vitality Bucks awarded at the end of the challenge (see prize question #22).

**4. Who can participate in the 15 day step challenge?**

The 15 day step challenge is open to all Kentucky Employees' Health Plan (KEHP) medical plan members age 18 and over. KEHP members who waive coverage are not eligible to participate in HumanaVitality or the 15 day challenge.

**5. What are the rules for participation in the 15 day step challenge?**

The rules for participation can be found here:

<https://livingwell.ky.gov/Pages/stepchallenge.aspx>

**6. Where do I go to get started?**

Visit the 15 Day Dash Information Page for the three getting started steps.

<https://livingwell.ky.gov/Pages/stepchallenge.aspx>

**7. Where do I go to get more information about the 15 day step challenge?**

Visit the 15 Day Dash Information Page:

<https://livingwell.ky.gov/Pages/stepchallenge.aspx>

For assistance with specific device questions, visit the HumanaVitality Community 15 Day Dash Page:

<https://community.humanavitality.com/groups/kentucky-employees-health-plan-members>

**8. What do I need to do participate?**

Visit the 15 Day Dash Information Page for the three getting started steps.

<https://livingwell.ky.gov/Pages/stepchallenge.aspx>

**9. What equipment do I need to participate?**

Visit the 15 Day Dash Information Page for device recommendation (step one).

<https://livingwell.ky.gov/Pages/stepchallenge.aspx>

**10. What if I lose or break my fitness device during the challenge?**

If your pedometer becomes lost or broken during the event, you will need to purchase a new device through the Vitality Mall or outside vendor. Humana and KEHP are not responsible for any steps not uploaded prior to the misplacement or breakage of your pedometer. Humana and KEHP are not responsible for any lost or stolen pedometer devices.

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**11. What if one of my team members doesn't upload their steps can they be removed from our team?**

Team members cannot be removed for not uploading steps. If a member is removed from the Dash for any other reason, his/her steps will be removed from the team to which he/she belonged.

**12. How do I establish a team?**

Visit the 15 Day Dash Information Page for creating a team (step two).  
<https://livingwell.ky.gov/Pages/stepchallenge.aspx>

**13. What are the requirements for the teams?**

You must include your agency/department name in your team name to qualify for prizes. (Vitality Bucks will be awarded within 45 days of the challenge end date.) If you choose to leave your team, you will be removed from the team's leaderboards, but will remain on the individual leaderboard.

**14. How do I pick a device?**

Visit the 15 Day Dash Information Page for device recommendation (step one).  
<https://livingwell.ky.gov/Pages/stepchallenge.aspx>

**15. Where can I get a device for the challenge?**

Obtain a device at any retail outlet or via the HumanaVitality virtual mall. Visit the 15 Day Dash Information Page for device recommendations (step one).  
<https://livingwell.ky.gov/Pages/stepchallenge.aspx>

**16. Can I use an existing device for this challenge?**

Yes, any step tracking device synced to HumanaVitality can be used for this challenge.

**17. What is the easiest device to setup if I have a Smartphone?**

For detailed device recommendations go to:  
<https://livingwell.ky.gov/Documents/Device%20recommendation.pdf>

**18. What is the easiest device to setup if I have a computer?**

For detailed device recommendations go to:  
<https://livingwell.ky.gov/Documents/Device%20recommendation.pdf>

**19. How do I sync a device?**

Watch this video on how to sync a device to HumanaVitality:  
<https://www.youtube.com/watch?v=9gv47AEHwQg&feature=youtu.be>  
For community assistance visit the HumanaVitality Community 15 Day Dash Page:  
<https://community.humanavitality.com/groups/kentucky-employees-health-plan-members>  
For HumanaVitality customer service: call 855.478.1623

**20. Is there a daily step challenge cap?**

There is a daily step maximum of 30,000; more than 30,000 steps per day will not be counted in a member's challenge total.

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**21. How quickly will my steps update on my HumanaVitality calendar and the Challenge Leaderboard?**

Please allow 24-48 hours for step counts to fully update.

**22. What are the prizes?**

The top 10 individual finishers and members on the top 10 teams will be awarded the Vitality Bucks below.

|            |            |            |            |            |
|------------|------------|------------|------------|------------|
| 1st: 5,000 | 2nd: 4,500 | 3rd: 4,000 | 4th: 3,500 | 5th: 3,000 |
| 6th: 2,500 | 7th: 2,000 | 8th: 1,500 | 9th: 1,000 | 10th: 500  |

**23. When will the winners be announced?**

Team and Individual winners will be announced via email on 10/3/15.

**24. When will the prizes be awarded?**

Vitality Bucks will be awarded within 45 days of the challenge end date. Vitality Bucks will not be visible in the Vitality Statement, only as an increase in the total Vitality Bucks balance (there is no line item to show additional Bucks have been awarded).

**25. I am a person that doesn't get a lot of steps—what prizes can I win?**

Earn up to 450 individual challenge points:

|  |    |
|--|----|
| Joining a challenge (once per calendar month)..... | 50 |
| Joining a team (once per calendar month).....      | 50 |
| 10,000 steps in a day.....                         | 15 |
| Bonus for 1st 10,000 steps in a week.....          | 15 |
| Bonus for 5th 10,000 steps in a week.....          | 40 |

(Monday – Sunday week)

**26. If I have or encounter problems with joining a team who do I call?**

For community assistance visit the HumanaVitality Community 15 Day Dash Page:

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**27. If I have a problem with my device who do I call?**

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