



Harris Health Fitbit Group FAQ's

Earning Premium Rewards Points

- 1. How do I earn points for my steps?**
 - a. Obtain a Fitbit tracking device AND be a member of the [Harris Health Fitbit Group](#)
 - b. Achieve 10,000 steps per day to earn 20 Premium Points
- 2. How many points do I get towards my premium rewards?**
 - a. 20 points for 10,000+ steps per day
- 3. Do I have to use a Fitbit watch/tracker?**
 - a. Yes, you must use an actual Fitbit Tracker/Watch
- 4. Why can I not use my phone?**
 - a. We do not accept phone only data or manually entered data. This is to keep things fair and accountable across the board.
- 5. Can I use my Apple watch instead?**
 - a. While to be in the Harris Health Fitbit Group requires a Fitbit, you can still earn points with an Apple Watch or other device via the [Cigna Apps & Activities program](#). This program is run entirely by Cigna and all questions should be directed to **Cigna Customer Service: 1-800-853-2713**
- 6. Can I use the Mobile Track Feature if I do not have a Fitbit?**
 - a. You can but we are only able to **reward points** for steps tracked on an actual Fitbit device

Harris Health Fitbit Group

- 7. Do I have to be a member of the Harris Health Fitbit Group?**
 - a. Yes, you must be a member of the [Harris Health Fitbit Group](#) in order to earn Premium Rewards Points
- 8. What if I need to change my email address or the name associated with my Fitbit?**

Contact us at employeeewellness@harrishealth.org; 346-426-1597

Harris Health is committed to helping you achieve your best health. Incentives for participating in a wellness program are available to all eligible employees. If you think you might be unable to meet a standard for a incentives under this wellness program, you might qualify for an opportunity to earn the same reward by different means. Contact Crystal Cunningham at 346-302-4248 or via email at HarrisHealth@cigna.com and we will work with you (and, if you wish, with your doctor) to find a wellness program with the same reward that is right for you in light of your health status.



- a. If at any time you need to change the email address associated with your Fitbit account, please contact [Employee Wellness](#) immediately. Changing your email address or name will automatically drop you from the [Harris Health Fitbit Group](#) and we will need to re-invite you.

9. How can I find out which email address I am currently using?

- a. Open the Fitbit App on your phone
- b. Click on the image of a person or your profile picture
- c. Scroll down and click on “Security & Login”
- d. You will see your email listed under “Change Email”

10. How can I tell if I am in the [Harris Health Fitbit Group](#)?

- a. Open your Fitbit App
- b. Click on Community
- c. Click on Groups
- d. You should see “Harris Health System” listed as a closed group. If you see it, you are in. If not, please contact [Employee Wellness](#).

11. Can I leave the group?

- a. Yes, you can leave the group at any time but you will no longer earn 20 points for 10,000steps/day
- b. If you are terminated or quit working at Harris Health System, you will be automatically dropped from the group

12. Can my spouse join the group?

- a. If your spouse is on the Medical Plan, yes they can join the group

Challenges

13. How often are the challenges?

- a. Periodically throughout the year, typically quarterly

14. Do I have to participate in the challenge?

- a. If you want to earn the **extra** Premium Rewards Points associated with completing the challenge, then yes.
- b. If the challenge is an “Individual” challenge then everyone in the Harris Health Fitbit Group is in the challenge. However, participation is not required to stay in the [Harris Health Fitbit Group](#).

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- c. If the challenge is a “Group” challenge then you will have the opportunity to “Opt Out” of the challenge. If you “Opt Out” of a Group challenge, you will not be able to get back in later.

15. How many Premium Reward Points is each challenge?

- a. To be determined by Employee Wellness

Syncing Fitbit and myCigna

16. How often should I sync my Fitbit?

- a. We recommend syncing your device every day by opening the Fitbit app and pulling down to refresh the screen. You will see “Sync Successful” if it is up to date

17. I do not see my steps reflected on myCigna, what is going on?

- a. It can take up to 4 weeks for points to be reflected on myCigna
- b. Confirm you are a member of the [Harris Health Fitbit Group](#) and are syncing every day
- c. If you do not see your steps after 4 weeks, please contact [Employee Wellness](#)

Purchasing a Fitbit

18. How can I purchase a Fitbit?

- a. You can purchase a Fitbit via the [Harris Health Fitbit Marketplace](#) or the [Harris Health Friends and Family Marketplace](#) at a reduced rate

19. How many times can I use my promo code?

- a. The employee promo code is a once in a lifetime promo code
- b. The spouse promo code is a once in a lifetime promo code
- c. Each employee gets 5 “Friends and Family” promo codes

20. If my Fitbit breaks how do I replace it?

- a. You can purchase a new Fitbit via the [Harris Health Fitbit Marketplace](#) or the [Harris Health Friends and Family Fitbit Marketplace](#) for a reduced price
- b. Once you have linked your new device to your Fitbit account, please contact [Employee Wellness](#) to ensure you are still a member of the [Harris Health Fitbit Group](#).

Contacting Fitbit Customer Care

- c. For Fitbit Customer Service please contact: cwsupport@fitbit.com or 844-5-FITBIT

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