

# Wellvibe FAQ

Q

How do I know I have done everything to earn my incentive?

A

The best place to find the requirements for your incentive, is your Wellvibe homepage. You can see this by going to [wellvibelogin.com](http://wellvibelogin.com) and signing in. Once you sign in you will land on your homepage and it will give you the requirements to meet the incentive. You can then check your activities page (both optional and required) to see if you have met the incentive.

Q

I faxed, emailed, or uploaded my barcode scan form BUT my activity is still not complete.

A

Processing time for all barcode scan forms is 7-10 business days. Please be patient and allow us the processing time before checking on the status. If it has been longer than 10 business days, please feel free to contact us or you can resend the scan form. When contacting Wellvibe you will need to have your completed barcode scan form available.

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What if my activity completion is processed after the deadline, even though I completed it on time?

A

Your employer will not run the final incentive reports until Wellvibe has processed all activity completions. Also, activity completion is processed based on the screen- ing date NOT the date it was processed.

Q

I completed an activity on my Insurance carrier's website (ex. Health Assessment) but the activity does not show complete in Wellvibe.

A

Please make sure to read the full activity description for each activity. Most activities that require Wellvibe to receive completion from your Insurance Company will take 4-6 weeks to update. Please be patient and allow us the processing time before checking on the status.

# Wellvibe FAQ (continued)

Q

I'm having trouble logging in.

A

If you are having trouble logging in, probably one of three issues has occurred:

- You have not yet registered. If this is the case, please follow the instructions on the “Register and Sign In to Wellvibe” page.
- You are entering an incorrect password. If this is the case, please click the link “forgot password” on the sign in page to reset your password.
- You are entering an incorrect email address. If this is the case, please contact Wellvibe Support, and we can let you know the email address we have on file.

Q

What do I do with my completed activity forms?

A

Always keep a copy of the activity completion form for your personal records. Turn in your completed forms by following the “Action I need to take” section on the activity description.

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What is Wellvibe Supports turn around time?

A

Wellvibe Support strives to handle your issue or process your information in the timeliest manner. Our turn around times are as follows:

- Initial Contact: up to 48 hours (voicemail, call backs and emails)
- Data Feeds: 3-5 business days
- Barcode Scan Forms: 7-10 business days from date of receipt

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How do I contact Wellvibe when I need help?

A

Wellvibe is available Monday - Friday, 8:00 a.m. to 5:00 p.m. eastern time.

email: [support@wellvibe.com](mailto:support@wellvibe.com)

phone: 800.499.1286

Knowledgebase: <http://support.wellvibe.com>