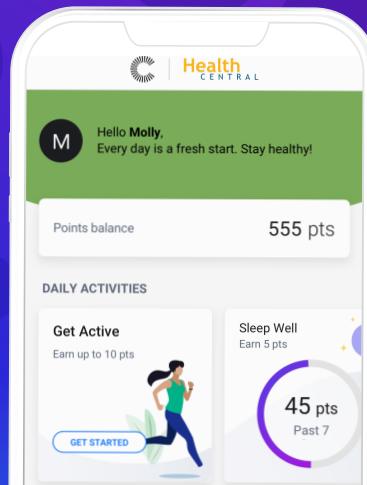


# Benefits & sweet rewards?

## *We've got you.*



Finally, a way to see all of your benefits and track your health goals in one place.

It's time to get rewarded for the healthy things you do.



Track your daily activities  
and progress



Access all your benefits  
at your fingertips



Earn points for making  
healthy choices

Don't forget! Redeem your points by going to the Reward Center and  
picking a **\$35 gift card** of your choice



**Register in seconds.**

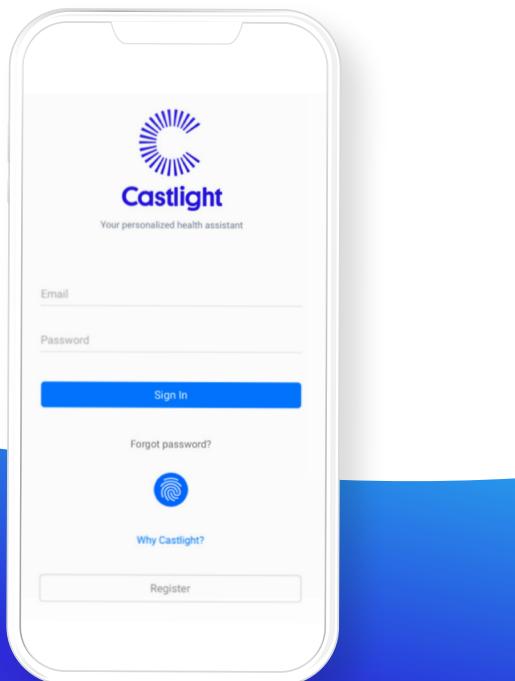
Download the app in Google Play or App Store,  
or register at [awctrust.org](http://awctrust.org) from your desktop.





## Access your account today

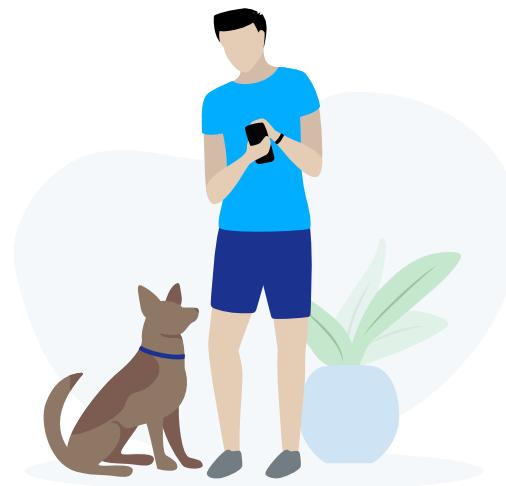
Your secure and confidential account is waiting in Castlight!



Download the **Castlight** app or register in seconds at [mycastlight.com/awc](http://mycastlight.com/awc)



## Get started with Castlight today!



Available on desktop, mobile, and tablet

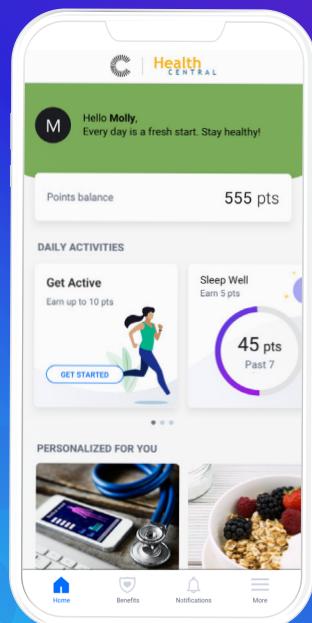


Health  
CENTRAL

Castlight is provided by your employer at no cost and is completely confidential. | Castlight is personalized for you. That means the info and features you see are based on your benefits and health plan. | To enter without Castlight sign-up obligation, legibly hand print on 3"x5" card campaign title, employer name, Employee ID# (as possible), complete name, address, email address (if available), phone number, and year of birth and mail it to Compliance/Rewards Campaign, PO Box 468, Stonington, CT 06378. Void where prohibited. To view official rules: <http://my.castlighthealth.com/terms-and-conditions/sweepstakes-rules>.

 Castlight

**Benefits & sweet rewards?**  
*We've got you.*

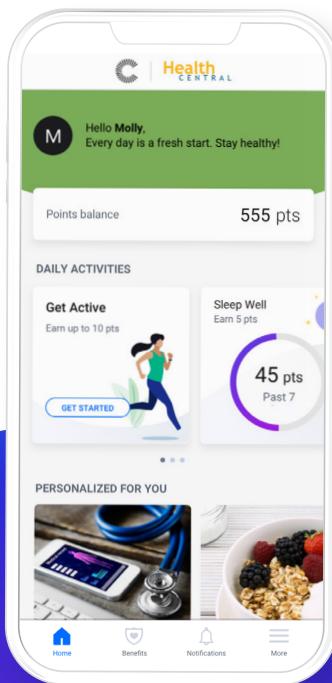


**Redeem your points** by going to the Reward Center and picking a **\$35 gift card** of your choice.



## Check out the Rewards Center

This is where you'll go to redeem the points you've earned from making healthy choices.



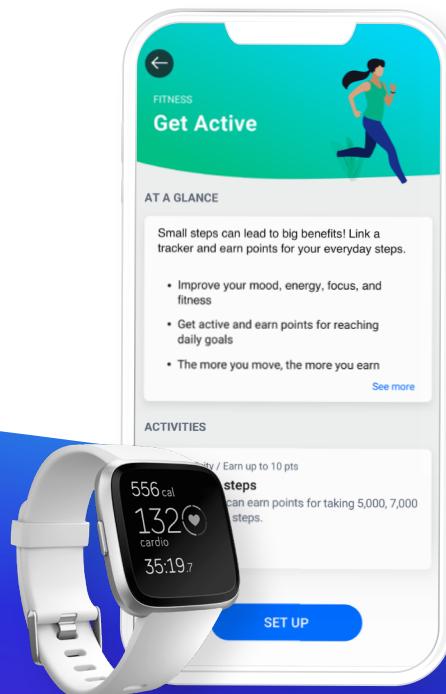
See what's available to you by tapping the **points bar** on the **Home screen**.



## Link a tracker

Start earning points for tracking your steps, food, and sleep.

Don't have a tracker? You can also log activity manually.



Get started under **Daily Activities** on the **Home screen**.



## View your benefits

See all of your benefits in one place. It's time to get rewarded for the healthy things you do.



Head over to the **Benefits tab** and enroll in health and wellbeing programs.

## Frequently asked questions

### The basics

#### **Who is eligible to participate in Health Central?**

Health Central is provided free with your AWC Trust medical plan. All employees, covered spouses, and retirees are eligible to participate.

#### **What resources are available to help promote Health Central?**

The AWC Trust website has a [coordinator toolkit](#) with various promotional materials. Hard copies of the Health Central brochure are also available.

#### **I am a wellness coordinator that is not eligible for Health Central – How can I help promote the program to employees?**

You don't need a personal Health Central account to promote it. Wellness coordinators will find a [variety of promotional materials](#), on the AWC website, to assist with promoting Health Central. If your wellness committee would like to share personal testimonials and offer first-hand experience, look to someone else on the wellness committee that is covered on an AWC Trust medical plan to serve as your in-house expert.

### Getting started

#### **What email address, computer or smart phone should I use when accessing Health Central? Personal or work?**

Start by checking to see if your employer has a policy about this. If you have a choice, your decision is largely based on personal preference, and what is available to you. Also, see the question on public disclosure.

#### **What are common reasons users have trouble registering on Health Central?**

##### **Name doesn't match enrollment form**

Has your name changed since you enrolled in the AWC Trust medical plan? Do you have a hyphenated name? Be sure you spell your last name the same way it was spelled on your enrollment form.

##### **New hire not yet on Castlight eligibility file**

You can expect to wait a few weeks after your medical benefits start, to gain access to Health Central. See details below for new employees.

##### **New hire had Health Central with a prior employer**

Your Health Central account travels with you when you move from one Trust member employer to another. If you used your work email address from your former employer, call Castlight Support at 1-855-716-2888 for assistance in updating your email address.

#### **When do new employees have access to Health Central?**

It can take several weeks for a new employee's eligibility information to arrive in the Castlight system. Expediting the following steps will speed up the process.

1. Employee completes AWC Trust insurance enrollment form.
2. Employer submits enrollment form and premium to AWC Trust.
3. Trust sends updated eligibility file to Castlight on a weekly basis.
4. Employee can set up Health Central account once Castlight receives their name on the eligibility file.

#### **Do I need a smartphone to access Health Central?**

No. You can access Health Central from the web at [www.awctrust.org](http://www.awctrust.org).

## Which mobile devices are supported?

You can access the Castlight app on iOS and Android devices. For details on compatible versions of mobile operating systems, refer to the [Castlight FAQ found here](#).

## Do I need to whitelist any email addresses?

In order to receive important information about upcoming challenges, email responses from Castlight Support agents, and \$35 e-cards, please whitelist the following email addresses. If you are using your work email account, check with your IT department for assistance.

- [noreply@tangocard.com](mailto:noreply@tangocard.com)
- [noreply@rewardmail.tangocard.com](mailto:noreply@rewardmail.tangocard.com)
- [noreply@online-rewards.com](mailto:noreply@online-rewards.com)
- [no-reply@castlighthealth.com](mailto:no-reply@castlighthealth.com)
- [support@castlighthealth.com](mailto:support@castlighthealth.com)

## Activity trackers

### Do I need an activity tracker to participate in Health Central programs?

While wearable devices and activity trackers make it easy to automatically track steps, food and sleep, use of a tracker is not required. AWC Trust has enabled the manual entry feature in Castlight, which allows users to manually enter their step count and hours of sleep directly into Health Central, for the purposes of earning points in these programs. Other forms of physical activity can also be converted to steps, by entering the minutes each activity was performed.

## Rewards

### How do I redeem my points to earn a \$35 e-card? How many can I earn?

You can redeem your points for a \$35 e-card in the Rewards Center, once each year. Simply select *Rewards* from the bottom menu of Health Central. Once you have redeemed your \$35 e-card, redeem your extra points by entering quarterly drawings. Keep earning points throughout the year for more chances to win!

## I didn't receive my \$35 reward

Here are a few tips to help ensure you receive your reward.

1. First, visit the Reward Center in your app

and redeem the required points by selecting a \$35 ecard from the options listed. Read the full details for the e-card you select for important information.

2. Watch for an email from [noreply@tangocard.com](mailto:noreply@tangocard.com)
3. It can take 1-2 weeks for delivery.
4. Contact Castlight Support at 1-855-716-2888 if you do not receive your reward.

## Is there a deadline for redeeming my points for a \$35 e-card or drawing entries?

Yes. All points expire on December 31. You will start fresh with earning points and redeeming them for an e-card and drawing entries with the new year! Drawings are held at the end of each quarter.

## Is my \$35 e-card/sweepstakes prize considered taxable income?

Yes. The value of sweepstakes prizes and gift cards are considered taxable income, and individuals who participate in the AWC Trust's wellness programs and earn monetary rewards directly from Castlight on behalf of the AWC Trust are generally responsible for the income tax reporting on such amounts. Please contact your tax advisor if you have questions on the taxability of your prize/gift card.

## Public disclosure and mobile devices

### If an employee uses a city-owned device to access the Castlight app and Health Central, does AWC foresee any issues with responding to potential public disclosure requests and protecting personal health information?

*6/2017 Response provided by AWC Trust legal counsel, with information provided by privacy team members at Castlight Health, based on current public disclosure and HIPAA laws.*

It seems unlikely that Washington state public disclosure requirements would extend to the personal data of a city employee using the Castlight app. A user's individually identifiable health information is not stored on the Castlight app or on mobile devices that connect with the app. Rather, data is stored on a Castlight server that is subject to HIPAA privacy and security rules with respect to electronic protected health information. A user can access Johnson & Johnson's Health Assessment, as well as coaching and screening services provided by ADURO, through the Jiff/Castlight app. Johnson & Johnson and ADURO partner with Castlight to provide those services, and data collected by such companies would be stored on servers and would not be stored on the app or the user's mobile device.

Users can choose among several wearable devices and apps to download and connect to the Castlight app for tracking steps, food and sleep. All such trackers would sync directly to a server (via PC or mobile device) and data that is displayed on PCs or mobile devices is pulled directly from the cloud.

Note that each login requires a username and password combo protecting access to any data.

The AWC Employee Benefit Trust also does not hold the data of participants using the Castlight app. AWC Employee Benefit Trust uses a website that syncs directly to the Castlight server to view platform and program engagement trends, as well as general participant information as needed to administer our wellness program.

In addition, it seems reasonable to conclude that state public disclosure requirements would not extend to a city employee's personal data, if it were stored on a city-issued device, due to his or her right of privacy, such as under RCW 42.56.050. However, each city must analyze this question with its attorney and reach its own determination on whether to permit employees to use city-issued mobile devices to download and access the Castlight app.

## Questions and support

If you have additional questions about Health Central or Castlight, contact Castlight Support or visit the [Castlight Help Center](#).

### What is the best way to contact Castlight Support?

The quickest way to reach an agent is by using the Chat with Support button in the Castlight Help Center. You may also call Castlight Support at 1-855-716-2888. Hours are Monday – Friday, 5 am to 6 pm Pacific Time. Additionally, you may email your question to [support@castlighthealth.com](mailto:support@castlighthealth.com). It can take several days to receive a response by email.

### What is the Castlight Help Center and where can I find it?

The Castlight Help Center is a database of frequently asked questions related to the features and capabilities of the Castlight app. The questions are not specific to each client's use of the Castlight platform, but they are useful for answering general questions about topics like, syncing a tracker, inviting a spouse, technical issues, tracker compatibility, general functionality of challenges, and the rewards system. Manual entry of steps, food and sleep is an optional feature for Castlight clients. AWC Trust **does** provide this feature in Health Central. You'll find the Castlight Help Center in the more section, under Help and Support or at <https://my.castlighthealth.com/faq/help-center>.