

# Your hard work pays *rewards*

## Redeem your Rewards Cash today!



You have been working hard to improve your health and wellbeing. Now it is time to get your reward. There are three ways for you to cash in.

Visit the Personify Health  
Store to select a gift.

Redeem your points  
for a gift card.

Donate your reward  
to charity.

**Step-by-step directions** are provided on the other side for any of these options.  
**Not enrolled in ThriveWell<sup>SM</sup> yet?** Log in or create your online account at [ExcellusBCBS.com](https://ExcellusBCBS.com).

### Questions?



#### Web

[support.personifyhealth.com](https://support.personifyhealth.com)



#### Email

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



#### Live chat

[member.personifyhealth.com](https://member.personifyhealth.com)  
Monday–Friday, 2 a.m.–9 p.m. ET



#### Call




888-671-9395  
Monday–Friday, 8 a.m.–9 p.m. ET

Rewards Cash is considered taxable income. All purchases made using the Personify Health Store are final. Once an order has been placed and submitted, it cannot be cancelled, returned, or refunded. If you have any questions regarding this policy, please feel free to contact our Member Services team via phone or chat.



# Ready to get started?

Sign into your ThriveWell<sup>SM</sup> account. Hover over “Home” in the top-navigation menu. In the drop-down menu that appears, select “Rewards” and choose “Spend.”  
Note: you must have Rewards Cash available to spend to have this option display.

 <h3>Visit the store.</h3> <ul style="list-style-type: none"><li>• Click “Shop the Store”</li><li>• Select the product you would like to buy and click “Buy” to add it to your shopping cart</li><li>• To check out, click on your shopping cart icon located in the upper right corner</li><li>• Enter your Rewards Cash amount into the field labeled “Use Your Personify Health Rewards Cash”</li><li>• Click “Apply Cash”</li><li>• Click “Checkout” and complete the shipping and billing information</li></ul>	 <h3>Get a gift card.</h3> <ul style="list-style-type: none"><li>• Click “Get a Gift Card”</li><li>• Select the store you would like your gift card from</li><li>• Enter the amount of Rewards Cash you would like to exchange into the open field and click “Next”</li><li>• Submit a request for a code</li><li>• A redemption code will be sent to the email used to log in to your Personify Health account</li><li>• Once you receive the redemption email, follow the steps it provides to secure your gift card</li></ul>	 <h3>Donate it.</h3> <ul style="list-style-type: none"><li>• Click “Donate it”</li><li>• Select the charity you want to receive your Rewards Cash</li><li>• Enter the amount of Rewards Cash you want to donate in the open field and click “Next”</li><li>• If you choose Charity on Top, a gift card number will be emailed to you, which can be redeemed to donate to a non-profit of your choice at <a href="https://charityontop.org">charityontop.org</a>.</li></ul>
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