

Optum

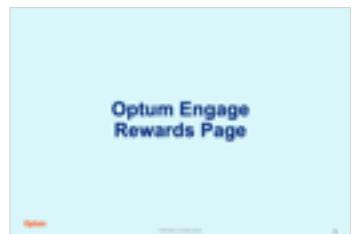
Optum Engage Overview 2026

City of Tampa

January 2026

Presentation Summary

- Home Page Overview
- Explore Page Overview
- Rewards Page Overview
- Features Overview
- Manage Your Account Overview
- Appendix
 - Specific Affiliation Screens
- Troubleshooting and Workarounds

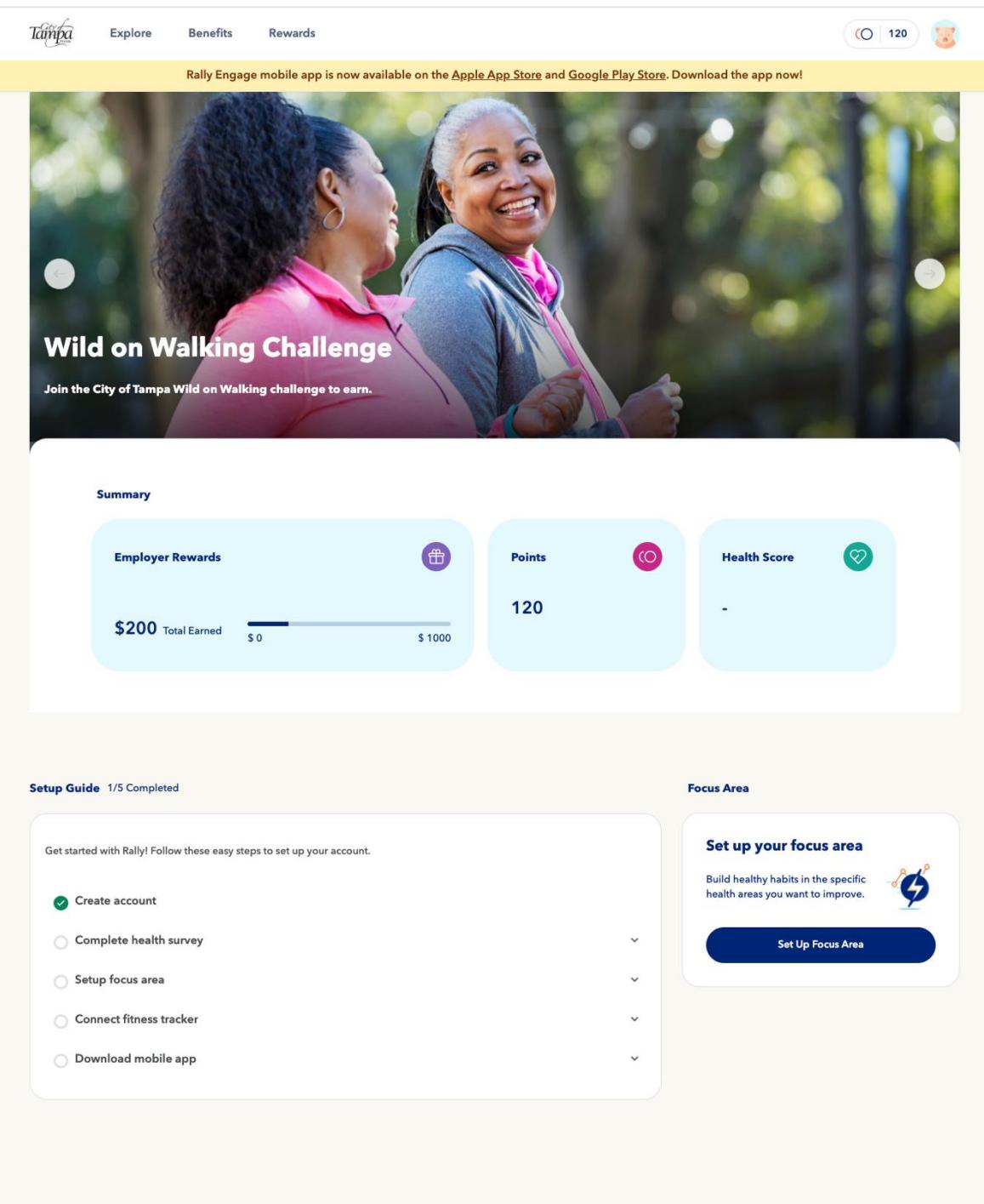


Optum Engage Home Page

Home Page

Members see the following features on the **Home Page** when entering the website or app:

- Spotlight Banner
- Summary of:
 - **Employer Rewards:** incentives or benefits provided by an employer as part of a broader rewards, recognition and health strategy.
 - **Points:** Participants earn points based on their engagement or performance, which can later be redeemed for various rewards.
 - **Health Score:** A composite indicator used to measure and assess an individual's overall health and well-being.
- Setup Guide
- Focus Area
- Top Picks



The screenshot shows the Rally Engage mobile app interface. At the top, there is a navigation bar with the City of Tampa logo, 'Explore', 'Benefits', and 'Rewards' buttons, and a notification badge showing '120'. A banner at the top right encourages users to download the app from the App Store and Google Play Store. The main content area features a large image of two women smiling outdoors, with the text 'Wild on Walking Challenge' and 'Join the City of Tampa Wild on Walking challenge to earn.' Below this is a 'Summary' section with three cards: 'Employer Rewards' (total \$200 earned, \$0 to \$1000 scale), 'Points' (120), and 'Health Score' (indicated by a minus sign). At the bottom, there are two sections: 'Setup Guide' (1/5 completed) with steps: Create account (checked), Complete health survey, Setup focus area, Connect fitness tracker, and Download mobile app, and 'Focus Area' with a 'Set up your focus area' button and a 'Build healthy habits in the specific health areas you want to improve.' icon.

Home Page | Employer Rewards Affiliation 2

From the home page, members can click on **Employer Rewards** which includes

- Summary Section:
 - Total Earned: The cumulative rewards earned
 - Balance: The current reward balance after fulfillment.
 - A progress bar indicating regular activities completed towards a goal.
- History Section:
 - A detailed transaction log organized by Item, Amount, and Balance.
 - Includes separate tabs to filter between all, earned, and redeemed transactions.
 - A running balance is displayed after each transaction.

The screenshot shows the Optum Rally Engage home page. At the top, there is a banner with the text "Know Your Numbers to Earn" and a subtext "Check your blood pressure, cholesterol, and more with a quick biometric screening." Below the banner, there is a "Summary" section with a progress bar for "Employer Rewards" (Balance: \$0, Points: 300, Health Score: 526). A red arrow points to the "Employer Rewards" tab in the navigation bar. The main content area is titled "(\$) HRA Reward" and contains a "Summary" section with "Total Earned" (\$200) and "Balance" (\$0), and a progress bar for "Regular Activities" and "Bonus Activities". Below this is a "History" section with tabs for "All", "Earned", and "Redeemed". The "Earned" tab is selected, showing a table of transactions:

Item	Amount	Balance
CLIENT_FULFILLED_HRA_DOLLARS	-\$200	\$0
Tobacco Free	+\$200	\$200

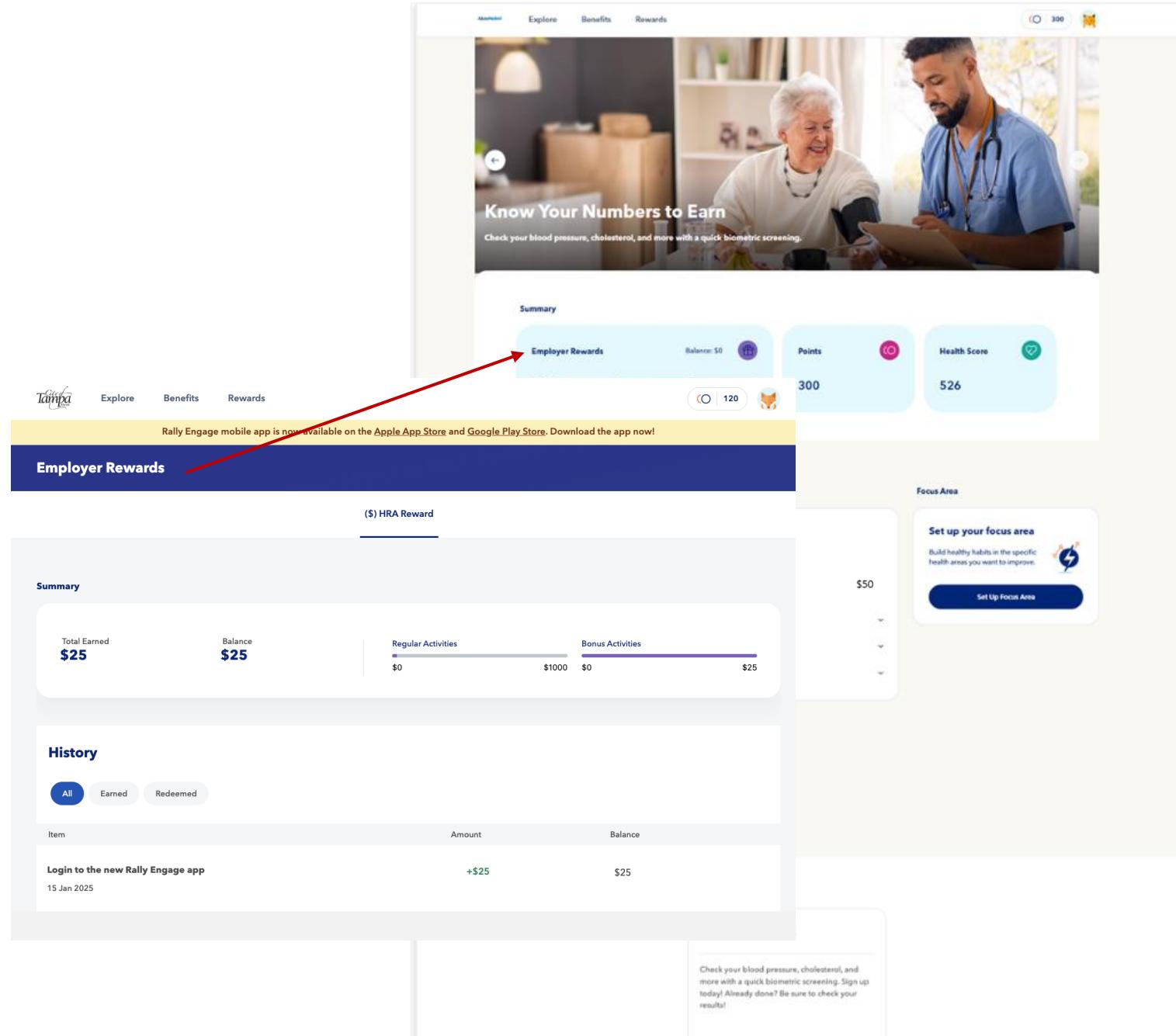
On the right side of the page, there is a "Focus Area" section with a "Set up your focus area" button and a "Build healthy habits in the specific health areas you want to improve" message. At the bottom, there is a "Know Your Numbers" section with a "Check your blood pressure, cholesterol, and more with a quick biometric screening. Sign up today! Already done? Be sure to check your results!" message.

Home Page | Employer Rewards

Affiliation 3

From the home page, members can click on **Employer Rewards** which includes

- Summary Section:
 - Total Earned: The cumulative rewards earned
 - Balance: The current reward balance after fulfillment.
 - A progress bar indicating regular activities completed towards a goal.
- History Section:
 - A detailed transaction log organized by Item, Amount, and Balance.
 - Includes separate tabs to filter between all, earned, and redeemed transactions.
 - A running balance is displayed after each transaction.



The screenshot shows the Rally Engage mobile app's home page. At the top, there are tabs for 'Dashboard', 'Explore', 'Benefits', and 'Rewards'. Below the tabs, a banner features a doctor checking a patient's blood pressure with the text 'Know Your Numbers to Earn' and 'Check your blood pressure, cholesterol, and more with a quick biometric screening.' A red arrow points from the text 'From the home page, members can click on Employer Rewards which includes' to the 'Employer Rewards' tab in the navigation bar. The 'Employer Rewards' section is highlighted with a blue background. It displays 'Total Earned \$25', 'Balance \$25', and a progress bar for 'Regular Activities' and 'Bonus Activities'. Below this is a 'History' section with tabs for 'All', 'Earned', and 'Redeemed'. The 'All' tab is selected, showing a single transaction: 'Login to the new Rally Engage app' on '15 Jan 2025' with an amount of '+\$25' and a balance of '\$25'. To the right of the main content, there is a 'Focus Area' section with a 'Set up your focus area' button and a 'Check your blood pressure, cholesterol, and more with a quick biometric screening. Sign up today! Already done? Be sure to check your results!' message.

Home Page | Employer Rewards

Affiliation 4

From the home page, members can click on **Employer Rewards** which includes

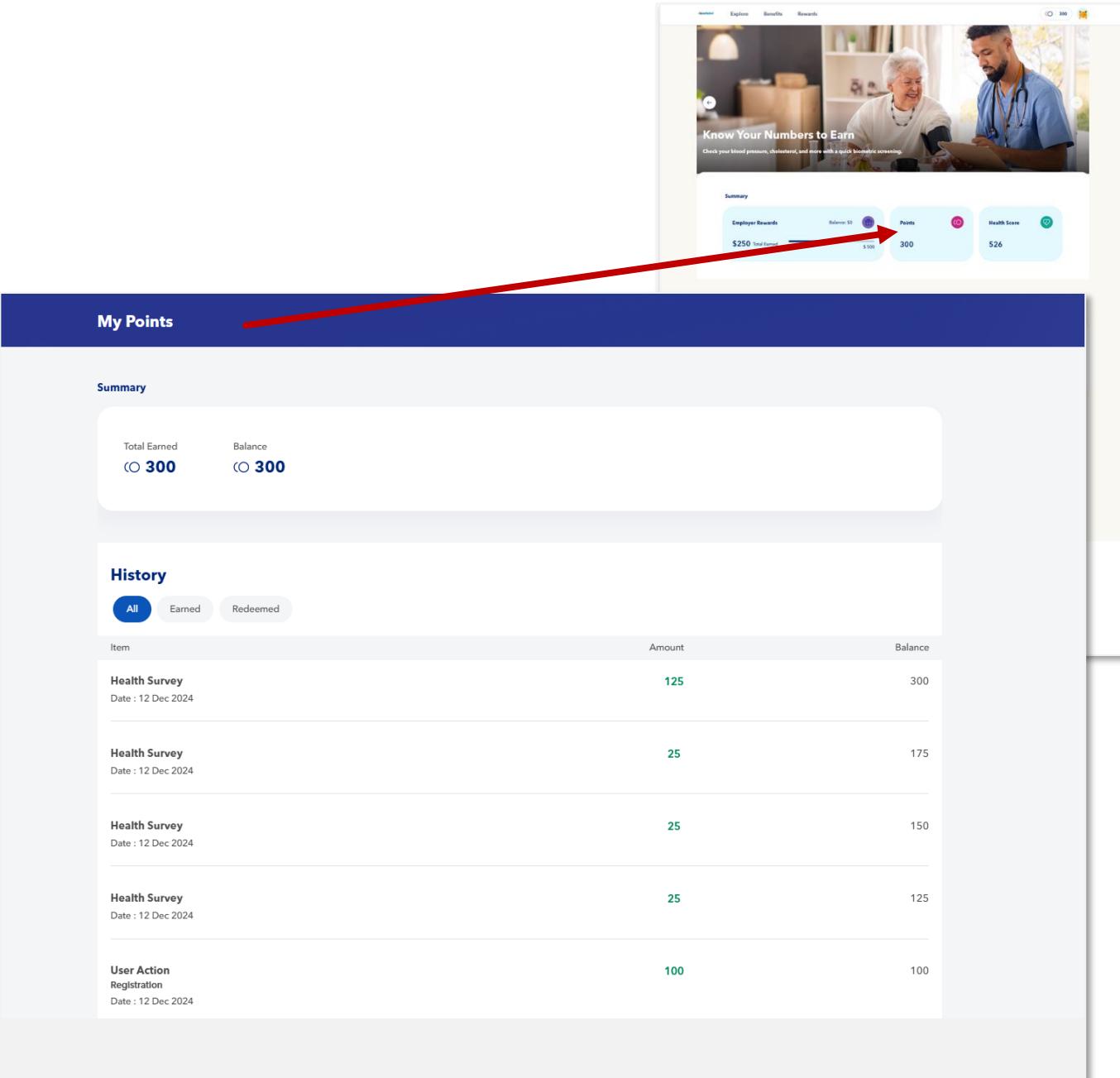
- Summary Section:
 - Total Earned: The cumulative rewards earned
 - Balance: The current reward balance after fulfillment.
 - A progress bar indicating regular activities completed towards a goal.
- History Section:
 - A detailed transaction log organized by Item, Amount, and Balance.
 - Includes separate tabs to filter between all, earned, and redeemed transactions.
 - A running balance is displayed after each transaction.

The screenshot shows the Optum Rally Engage Employer Rewards home page. At the top, there's a banner with the text "Know Your Numbers to Earn" and a subtext "Check your blood pressure, cholesterol, and more with a quick biometric screening." Below the banner is a "Summary" section with a progress bar for "Regular Activities" and "Bonus Activities". A red arrow points to the "Employer Rewards" tab in the navigation bar. The "History" section shows a single transaction: "Login to the new Rally Engage app" on "09 Jan 2025" with an amount of "+\$25" and a balance of "\$25". On the right, there's a sidebar titled "Focus Area" with a button "Set up Focus Area".

Home Page | My Points

From the home page, members can click on **Points** which includes

- Summary Section:
 - Total Earned: Displays the cumulative points earned (e.g., 300).
 - Balance: Shows the current available balance of points (e.g., 300).
- History Section:
 - A detailed transaction log organized by Item, Amount, and Balance.
 - Includes separate tabs to filter between all, earned, and redeemed transactions.
 - Displays actions that contributed to earning points.
 - Includes a running balance for each transaction, starting from the earliest activity and updating with each entry.



The screenshot displays the 'My Points' section of the Optum dashboard. At the top, there is a banner with the text 'Know Your Numbers to Earn' and a subtext 'Check your blood pressure, cholesterol, and more with a quick biometric screening.' Below the banner, the 'Summary' section shows 'Total Earned' as 300 and 'Balance' as 300. A red arrow points to the 'Balance' value. The 'History' section is titled 'History' and includes tabs for 'All', 'Earned', and 'Redeemed'. The 'All' tab is selected, showing a list of transactions. The transactions are as follows:

Item	Amount	Balance
Health Survey Date : 12 Dec 2024	125	300
Health Survey Date : 12 Dec 2024	25	175
Health Survey Date : 12 Dec 2024	25	150
Health Survey Date : 12 Dec 2024	25	125
User Action Registration Date : 12 Dec 2024	100	100

Home Page | Health Profile

From the home page, members can click on Health Score, bringing them to their **Health Profile** which includes

- Health Score: Displays a current score with progress tracking.
- Health Factors: Visual breakdown of key contributors (mood, exercise, nutrition, sleep) with progress indicators and actionable insights.
- Biometrics: Key health metrics such as BMI, blood pressure, cholesterol levels, and blood glucose, sourced from surveys or screenings.
- Includes a prompt to retake the health survey for updated insights.

Know Your Numbers to Earn
Check your blood pressure, cholesterol, and more with a quick biometric screening.

Summary

Employer Rewards: Balance \$0

Points: 200

Health Score: 526

Health Profile

Health Score

526

Current Score

0 1000

Health Factors

Mood: Almost there! >

Exercise: Almost there! >

Nutrition: Doing good! >

Sleep: Almost there! >

Last health survey: 0 months ago

Retake survey

Biometrics

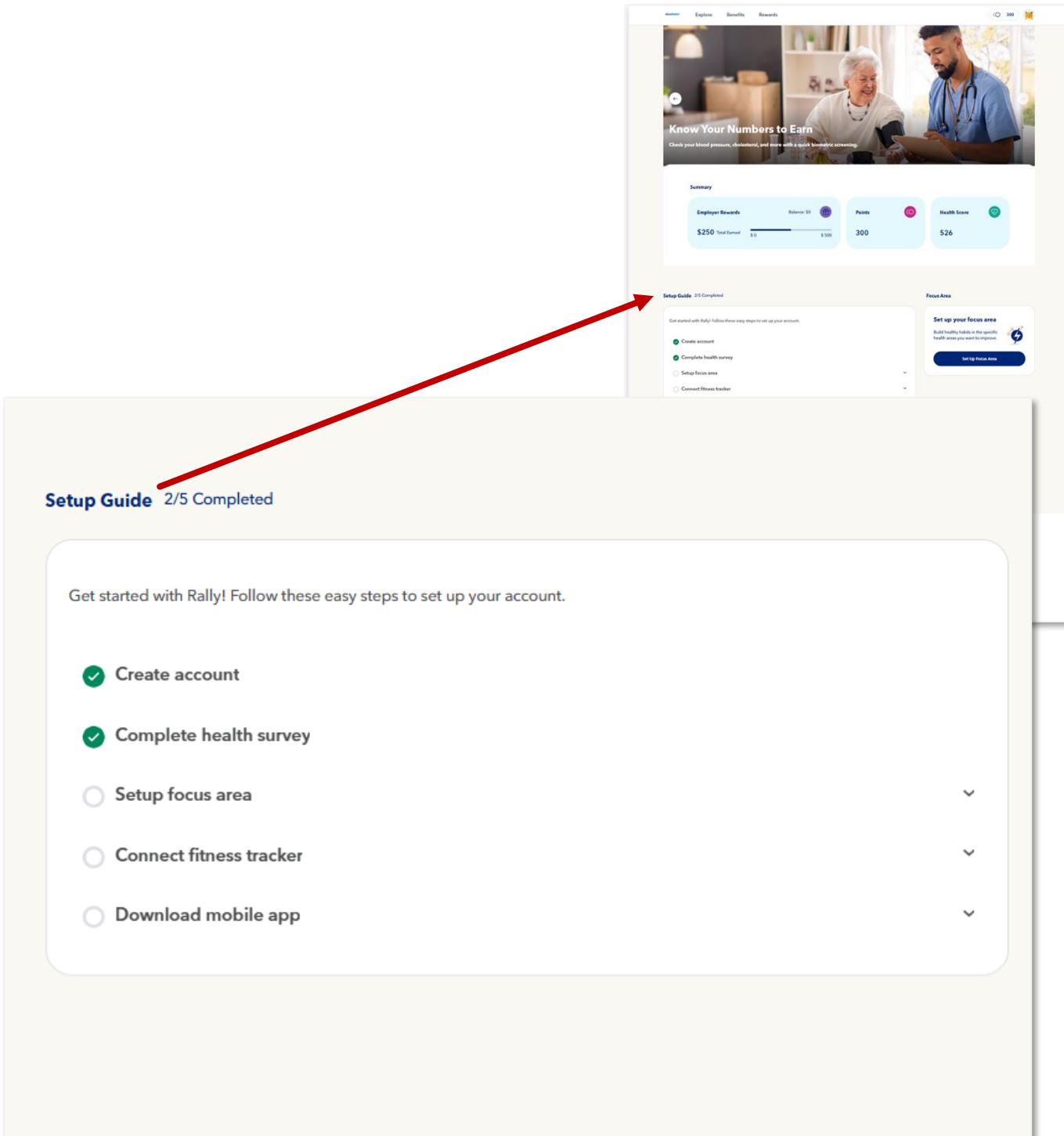
Source: Health survey and biometric screening

BMI	Blood Pressure mmHg	LDL Cholesterol	HDL Cholesterol
24.53 in-range	90/60 in-range	100 mg/dL in-range	40 mg/dL below
Blood Glucose	Hemoglobin A1C	Triglycerides	Total Cholesterol
0 mg/dL	0 %	150 mg/dL in-range	200 mg/dL in-range

Home Page | Setup Guide

From the home page, members can scroll down to view and complete their **Setup Guide** which

- Displays progress for completing account setup.
- Visually highlights completed steps with green checkmarks and pending steps with open circles, providing a clear and intuitive way for members to understand their progress.
- Serves as a motivational tool, encouraging users to complete all steps for full account functionality.



The screenshot shows the Optum home page. At the top, there is a banner with the text "Know Your Numbers to Earn" and a subtext "Check your blood pressure, cholesterol, and more with a quick biometric screening." Below the banner, there is a "Summary" section showing "Employer Rewards" (Balance \$0), "Points" (300), and "Health Score" (526). To the right, there is a "Focus Area" section with a "Set up your focus area" button. A red arrow points from the "Setup Guide 2/5 Completed" text to the list of steps below.

Setup Guide 2/5 Completed

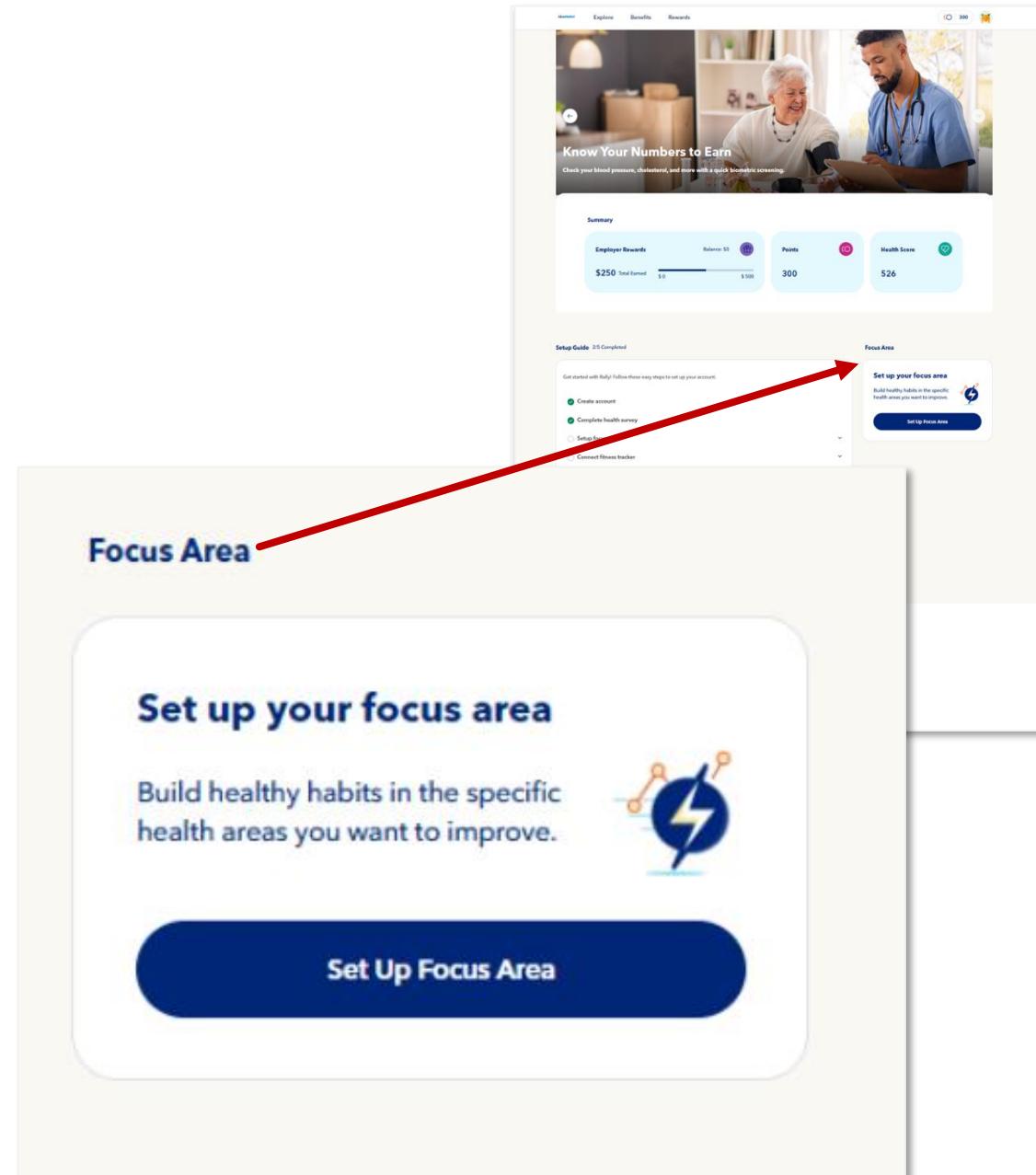
Get started with Rally! Follow these easy steps to set up your account.

- Create account
- Complete health survey
- Setup focus area
- Connect fitness tracker
- Download mobile app

Home Page | Focus Area

The **Focus Area** feature allows members to personalize their health goals by identifying specific areas they want to improve. Once set, it

- Matches members with tailored missions and resources to support their goals.
- Encourages the development of healthy habits in chosen focus area.
- Provides a more personalized and engaging health journey.



The image shows a screenshot of the Optum app's home page. At the top, there are tabs for 'Dashboard', 'Explore', 'Benefits', and 'Rewards'. Below the tabs, a banner says 'Know Your Numbers to Earn' with a subtext: 'Check your blood pressure, cholesterol, and more with a quick biometric screening.' On the right side of the banner, there's a photo of a healthcare professional taking a blood pressure reading of an elderly woman. Below the banner, there's a 'Summary' section with 'Employer Rewards' (Balance \$1), 'Points' (300), and 'Health Score' (526). To the right of the summary, there's a 'Focus Area' button with a red arrow pointing to it. A callout box is overlaid on the page, containing the text 'Focus Area' and 'Set up your focus area'. The callout also includes the subtext: 'Build healthy habits in the specific health areas you want to improve.' and a 'Set Up Focus Area' button.

Optum Engage Explore Page

Explore Page

Members see the following features when accessing the **Explore Page**:

- Rewardable Activities: Showcases incentivized activities chosen by the employer to engage members and drive participation in health and wellness programs.
- Missions Section: Provides a variety of personal activity options to help users improve their health and build better habits.
- Challenges Section: Includes competitive challenges designed to motivate members through healthy competitions with other users.

The screenshot displays the 'Explore' page of a health and wellness platform. At the top, there are tabs for 'Explore', 'Benefits', and 'Rewards', along with a user icon and a '360' badge. The 'Explore' tab is active.

Rewardable Activities: This section features three challenges with a \$100 HRA Reward. Each challenge is for a specific period (Feb 01, 2024 - Feb 28, 2024; May 01, 2024 - May 31, 2024; Aug 01, 2024 - Aug 31, 2024) and includes a 'Challenge Activity' description, a reward amount, and a 'Let's Go!' button.

Missions: This section is titled 'Missions' and describes easy, healthy activities. It includes a photo of two women and a list of missions with descriptions, points, and 'Learn more' and 'Join mission' buttons. The missions listed are:

- Eat heart-healthy veggies (CHD, HBP, HC, +1)
- Get protein from plants (CHD, HBP, HC, +1)
- Eat high-fiber foods (HC)
- Eat potassium-rich foods (HBP)
- Eat heart-healthy fruits (CHD, HBP, HC, +1)
- Check your blood pressure (HBP)

Explore a Category: This section shows various categories represented by icons: Weight, Dental, HC, Financial, Tobacco, Diabetes, Sleep, Mood, Nutrition, Alcohol, Stress, and Exercise.

Challenges: This section is titled 'Challenges' and describes competitive activities. It includes a photo of two children and a list of challenges with descriptions, points, and 'Join challenge' buttons. The challenges listed are:

- Wild On Walking (Private Challenge, 9 Jan - 28 Feb, 180,000 steps, 0 points)
- Regression Individual Challenge 2024 (City walk, 1 Dec - 31 Aug, 400 miles, 274 days, 200 points)
- Stroke Star (Exercise, 1 Dec - 31 Aug, 100,000 meters, 274 days, 190 points)
- InternalTestChallenge_Steps (City walk, 24 Jan - 30 Dec, 15 miles, 700 days, 120 points)

Explore Page | Rewardable Activities

Members can click "View All" to explore the full list of **Rewardable Activities** available to them.

- Each activity includes:
 - The reward amount.
 - Applicable Points that can be earned. *Available for only select activities.*
 - A short description of the activity and its benefits.
- Time Frame: Activities are available for a defined period set by the employer within the CRD.
- Call-to-Action Buttons: Each activity features call-to-action buttons like "Learn more" or "Finish Survey" for engagement.
- Navigation Options: Users can switch between various tabs or sections, including Completed Activities and Expired Activities.

The screenshot displays a grid of 18 activity cards, each representing a different challenge or goal. The cards are arranged in a 6x3 grid. Each card includes the following information:

- Title:** The name of the activity, such as "Challenge Activity", "Engage with an Onsite UHC Health Coach", "Get a Biometric Screening", etc.
- Time Frame:** The period during which the activity is available, such as "Feb 01, 2024 - Feb 28, 2026", "Jan 01, 2024 - Dec 31, 2026", or "Aug 01, 2024 - Aug 31, 2026".
- Description:** A brief description of the activity and its benefits.
- Reward:** The reward amount (e.g., \$100, \$200) and the applicable points (e.g., 50, 100, 200).
- Call-to-Action Buttons:** Buttons for "Let's Go!", "View Details", "Verify", "Register", "Attest", "Learn more", "Get Care Now", and "Attest".

Explore Page | Rewardable Activities – Quest activity

The screenshot shows the 'Available Activities' section of the Rally Engage mobile app. A red arrow points from the 'Get Started' button for the 'Get a Biometric Screening' activity to a detailed Terms and Conditions page for Quest Diagnostics.

Available Activities

- Engage with an Onsite UHC Health Coach for three sessions**
01 Jan 25 - 31 Dec 25
\$ 200 HRA Reward
[View Details](#)
- Real Appeal**
01 Jan 25 - 31 Dec 25
\$ 200 HRA Reward (0 400 Points)
[Register](#)
- Get a Biometric Screening**
01 Jan 25 - 31 Dec 25
\$ 200 HRA Reward (0 400 Points)
[Get Started](#) (highlighted with a red box)
- Get an Annual Physical or Preventive Screening**
01 Jan 25 - 31 Dec 25
\$ 200 HRA Reward (0 400 Points)
[Learn more](#)
- Complete a Virtual Visit**
01 Jan 25 - 31 Dec 25
\$ 100 HRA Reward (0 100 Points)
[Get Care Now](#)
- Complete any 3 Missions**
01 Jan 25 - 31 Dec 25
\$ 100 HRA Reward (0 200 Points)
[Learn more](#)
- Attend an UHC Onsite Wellness Class**
01 Jan 25 - 31 Dec 25
\$ 100 HRA Reward
[View Details](#)
- Confirm your eye exam**
01 Jan 25 - 31 Dec 25
\$ 100 HRA Reward
[Attest](#)
- Attest to your visit with the dentist**
01 Jan 25 - 31 Dec 25
\$ 100 HRA Reward
[Attest](#)
- Complete 1 of the following**
01 Jan 25 - 31 Dec 25
\$ 50 HRA Reward
[Learn more](#)
- Complete 1 of the following**
01 Jan 25 - 31 Dec 25
\$ 50 HRA Reward
[Learn more](#)
- Complete your Health Survey**
01 Nov 24 - 31 Dec 25
\$ 100 HRA Reward (0 200 Points)
[Finish Survey](#)

Quest Diagnostics

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Terms and Conditions

1. Terms of Service: Quest Diagnostics Workforce Health Solutions ("WHS") supports health benefit management programs with policies in place to maintain the confidentiality of your information consistent with Quest Diagnostics Notice of Privacy Practices, which may be found at [QuestDiagnostics.com/our-company/privacy](#). Our Privacy of Protected Health Information (PHI) policy requires that we must obtain, maintain, use, and disclose patient protected health information in a manner that protects patient privacy and complies with all state and federal laws. Though this is a voluntary program, should you choose not to accept these Terms of Service, you will not be able to participate.

2. You are participating in a voluntary population health program, and by your participation you freely and voluntarily assume any risks associated with the screening process. You must be 18 years of age or older. As needed for the program(s) available to you, you consent to the collection of a blood sample from a fingerstick or from the arm (venipuncture); capillary blood collection from the arm using the Tasso device; measurement of blood pressure, height, weight, waist and/or hip measurements; the collection of a cheek swab or blood sample for the purpose of cotinine testing to detect tobacco use; the collection of a nasal swab for the purposes of performing a test for the detection of COVID-19 and/or a blood draw to determine whether you have developed antibodies to COVID-19; and/or the collection of a fecal sample for Colorectal Cancer screening. You understand that collection of a blood sample involves certain potential risks that may include but are not limited to prolonged bleeding, fainting or feeling lightheaded, bruising and multiple sticks. If the program includes the reporting of results at the point of collection, this data should be considered preliminary, as the results are screening assessments only. The instrument used on-site may yield results that vary from what would be reported if the same testing was

[Accept & Continue](#) [Download Terms and Conditions](#)

[Your Privacy Choices](#) [Contact](#)

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Explore Page | Missions

Members can click "View All" to explore the full list of **Missions** available to them.

- Categories: Missions are organized into categories like Weight, Dental, and more.
- Details for Each Mission:
 - Frequency: Specifies the required activity frequency (e.g., 1 time/day).
 - Points: Indicates the number of points users can earn.
 - Call-to-Actions: Buttons like "Learn more" and "Join mission" allow users to easily engage.
- Navigation: Users can filter missions by categories and view more options within each section.

Activities Rewardable Activities **Missions** Challenges

All Weight Dental HC Financial Tobacco More

Weight

- Swap a sugary drink for water**
CHD HC Heart Failure +1
1 time / day 4 time a week for 4 weeks (235+ Points)
[Learn more](#) [Join mission](#)
- Eat mindfully**
Weight
1 time / day 4 times a week for 4 weeks (315+ Points)
[Learn more](#) [Join mission](#)
- Listen to your appetite**
Weight
1 time / day 4 times a week for 4 weeks (315+ Points)
[Learn more](#) [Join mission](#)
- Go for a swim**
Exercise HC Stress +1
30 minutes / day 2 times a week for 4 weeks (235+ Points)
[Learn more](#) [Join mission](#)
- Eat at planned times**
Weight
1 time / day 4 times a week for 4 weeks (315+ Points)
[Learn more](#) [Join mission](#)
- Go for a bike ride**
Exercise HC Stress +1
20 minutes / day 2 times a week for 4 weeks (235+ Points)
[Learn more](#) [Join mission](#)

[View More](#)

Dental

- Brush your teeth twice a day**
Dental
2 times / day 7 times a week for 4 weeks (435+ Points)
[Learn more](#) [Join mission](#)
- Floss once per day**
Dental
1 time / day 7 times a week for 4 weeks (435+ Points)
[Learn more](#) [Join mission](#)
- Wear retainer or night guard**
Dental
1 time / day 7 times a week for 4 weeks (435+ Points)
[Learn more](#) [Join mission](#)

[View More](#)

Explore Page | Challenges

Members can click "View All" to explore the full list of **Challenges** available to them.

- Categories: Challenges are grouped into themes such as City Walk and State of Mind, with options to explore others like Nutrition and Exercise.
- Details for Each Challenge:
 - Duration: Specifies time frame (e.g., 3 months, 70 days).
 - Goals: Defined in terms of miles walked or minutes of activity.
 - Rewards: Points earned upon completion.
 - Call-to-Actions: Buttons like "Learn more" and "Join challenge" enable participation.
- Customization Options: Users can create their own challenge or join existing challenges with an invite code.
- Navigation: Includes filtering options for challenge categories and a "View More" button for additional activities.

The screenshot shows the 'Challenges' section of the Optum app. At the top, there are tabs for 'Activities', 'Rewardable Activities', 'Missions', and 'Challenges', with 'Challenges' being the active tab. Below the tabs are filtering options: 'All' (selected), 'City walk', 'State of Mind', 'Nutrition', and 'Exercise'. There are also buttons to 'Create your own challenge' and 'I have an invite code to join challenge'.

The challenges are organized into sections: 'City walk' and 'State of Mind'. Each challenge card includes the challenge name, duration, points, and 'Learn more' and 'Join challenge' buttons.

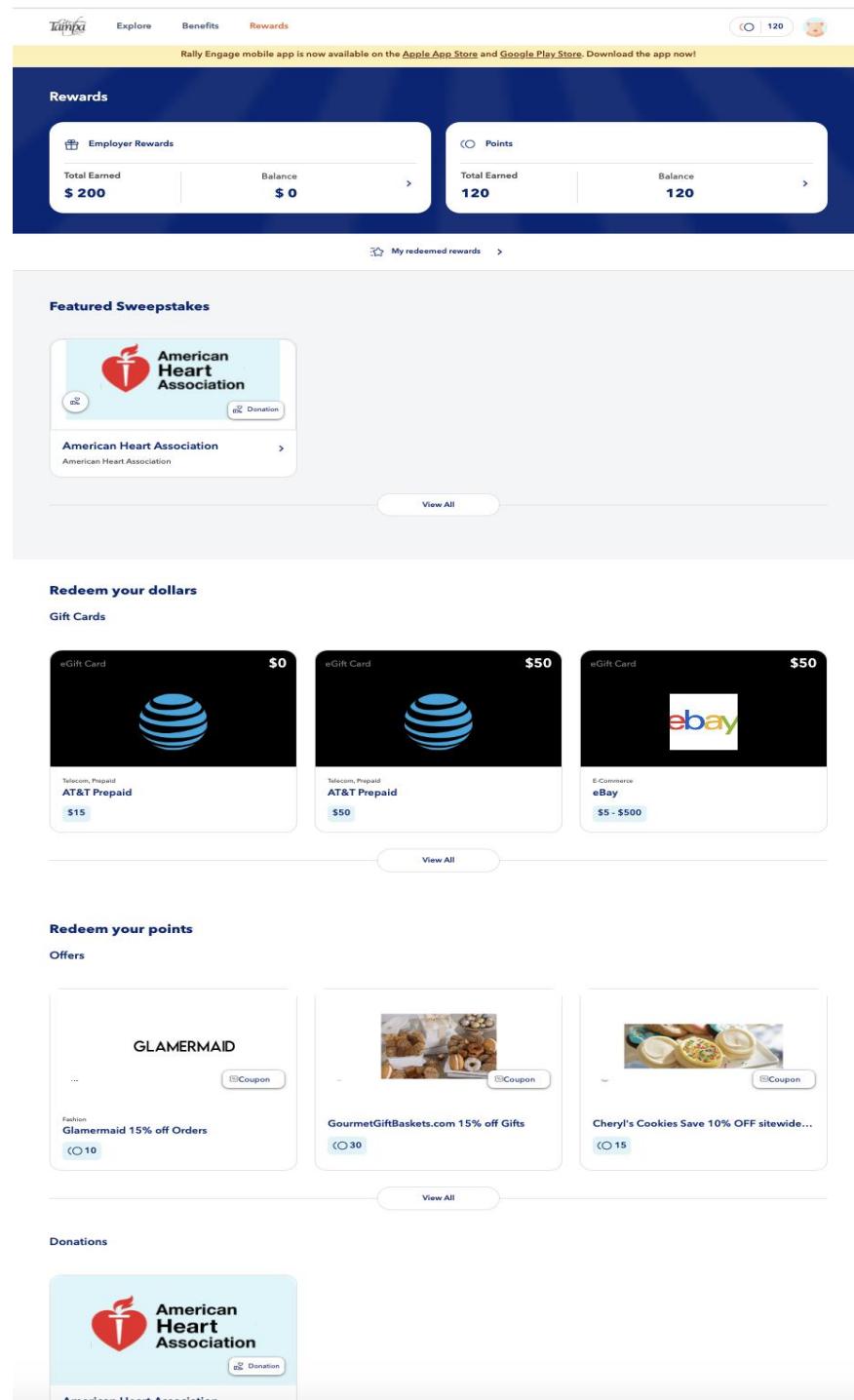
Challenge Category	Challenge Name	Duration	Points
City walk	DC Dash	19 Oct - 19 Jan (3 months)	180 Points
	Chi Town Shuffle	15 Nov - 24 Jan (70 days)	280 Points
	Hollywood Hustle	15 Nov - 24 Jan (70 days)	390 Points
State of Mind	London Lunge	15 Nov - 24 Jan (70 days)	129 Points
	Sin City Strut	15 Nov - 24 Jan (70 days)	280 Points
	Houston Hustle	15 Nov - 24 Jan (70 days)	330 Points
Get Centered	Get Centered	15 Nov - 24 Jan (70 days)	130 Points

Optum Engage Rewards Page

Rewards Page

Members see the following features when accessing the **Rewards Page**:

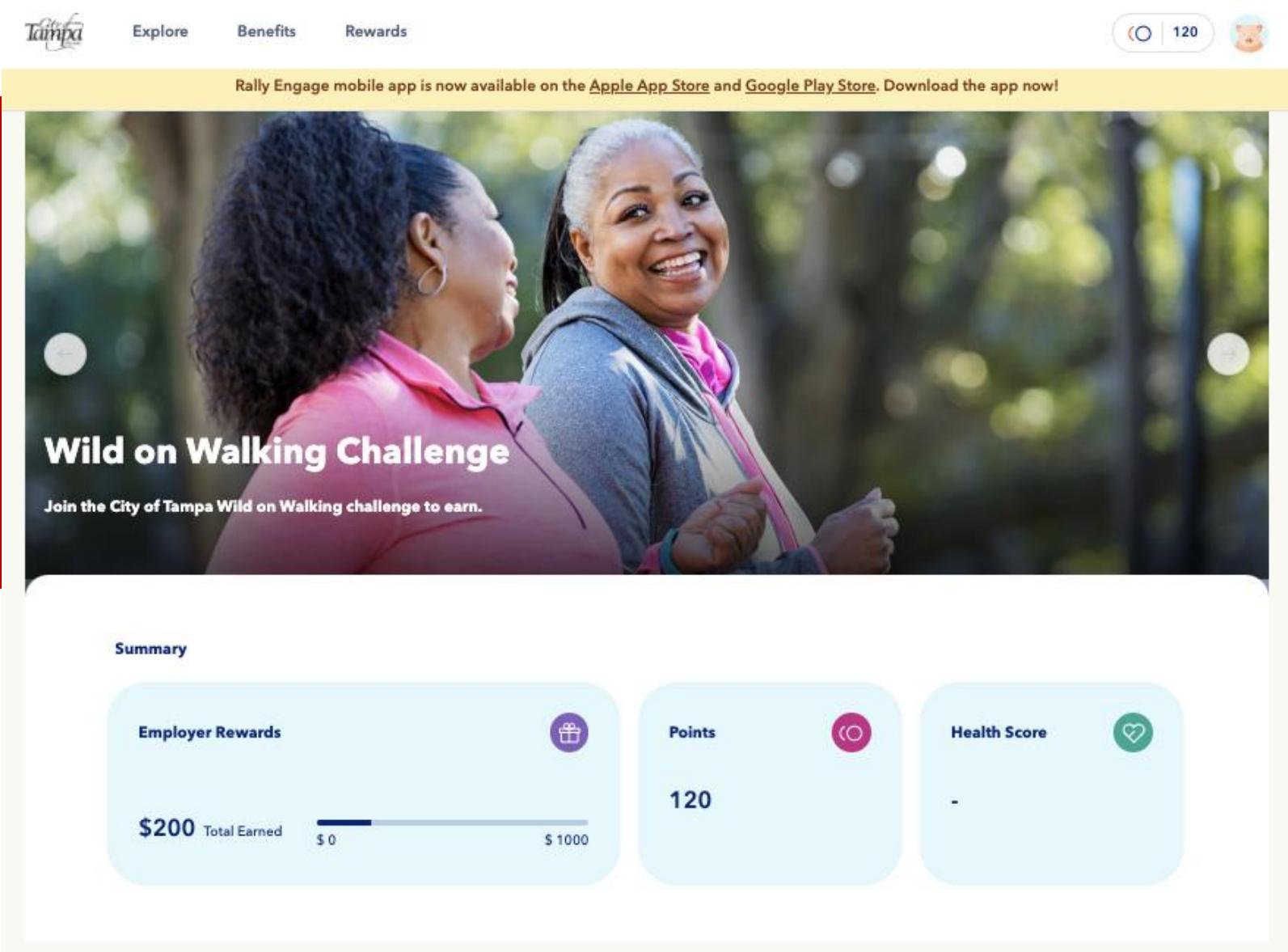
- Rewards Summary:
 - Displays two reward types: Employer Rewards and Points, each showing total earned and current balance.
 - Includes a link to view redeemed rewards for tracking past activity.
- Redeem Your Points Section:
 - Showcases exclusive marketplace offers available for redemption using points.
- Includes "View All" to explore more offers.
- Donations Section:
 - Allows members to donate points to organizations like the American Heart Association.



**Note: The displayed gift cards, offers, and donations are provided for illustrative purposes only and may not represent the actual rewards that will be available on Optum Engage as of January 1st.*

Optum Engage Features

Home Page – Campaign



The screenshot shows the home page of the Rally Engage mobile app for the City of Tampa Wild on Walking Challenge. At the top, there is a banner with the text: "Rally Engage mobile app is now available on the [Apple App Store](#) and [Google Play Store](#). Download the app now!" Below the banner is a large image of two women, one with curly hair and one with grey hair, smiling and walking outdoors. The text "Wild on Walking Challenge" is overlaid on the image, along with the subtext "Join the City of Tampa Wild on Walking challenge to earn." The main content area is titled "Summary" and includes three cards: "Employer Rewards" (Total Earned: \$200, \$0 to \$1000 scale), "Points" (120), and "Health Score" (indicated by a dash). The top right corner of the screen shows a user profile icon with the number 120 and a small profile picture.

Explore Benefits Rewards

Rally Engage mobile app is now available on the [Apple App Store](#) and [Google Play Store](#). Download the app now!

Wild on Walking Challenge

Join the City of Tampa Wild on Walking challenge to earn.

Summary

Employer Rewards

\$200 Total Earned

Points

120

Health Score

-

Home Page – Top Picks

 Explore Benefits Rewards  120 

Rally Engage mobile app is now available on the [Apple App Store](#) and [Google Play Store](#). Download the app now!

Setup Guide 1/5 Completed

Get started with Rally! Follow these easy steps to set up your account.

- Create account
- Complete health survey
- Setup focus area
- Connect fitness tracker
- Download mobile app

Focus Area

Set up your focus area

Build healthy habits in the specific health areas you want to improve.



Set Up Focus Area

Top Picks

Need Counseling Services?

Your Optum Employee Assistance Program can help. Call 866-248-4096 for advice, referrals, and counseling or click [Learn More](#) for more information.

ATTENTION NEW HIRES

New hires will have 90 days to complete all activities to earn their reward. The 90-day period will not be reflected within the Rally platform.

[Learn more](#)



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Benefits Page – Your Benefit Cards

 Explore Benefits Rewards

Rally Engage mobile app is now available on the [Apple App Store](#) and [Google Play Store](#).

Your Benefits

Elevate your wellbeing.



Congenital Heart Disease Resource Services

Get support from experienced nurses to get information about medical care, your plan coverages, and finding treatment centers.

[Learn more](#)



Bariatric Resource Services

Bariatric Resource Services offers weight loss surgery with experienced caring nurse support from pre-surgery to post-surgery, we're here for you.

[Learn more](#)



Diabetes Management

Work 1:1 with a nurse to learn more about diabetes and create a personalized plan to help you manage it and stay healthy.

[Learn more](#)



Heart Failure Management

Get access to a nurse who can help you watch your health, manage medication and help you understand your benefits.

[Learn more](#)



Optum Community Connector

Find local services, resources, and support in your community and get connected to food pantries, housing assistance and more.

[Learn more](#)



Coronary Artery Disease Management

Get access to a nurse with our heart disease program for support with benefits, cost savings, finding providers and managing your care.

[Learn more](#)



Chronic Obstructive Pulmonary Disease (COPD) Management

Get resources to help you manage your COPD condition and live a healthier life.

[Learn more](#)



EAP Core

Get emotional, financial, or legal support 24/7 with a no-cost call to the Employee Assistance Program. 1-888-887-4114, TTY 711

[888-887-4114](#)



Cancer Resource Services

Our specialized oncology nurses work with you to help you make decisions about where to get care and explain available treatment options.

[Learn more](#)



Cancer Guidance Program

A technology platform, which provides payers' transparency to the oncologic spend and treatment of their population, as well as a tool for immediate prior authorization and narrowing of pathways.

[Learn more](#)



Bariatric Resource Services

Bariatric Resource Services offers weight loss surgery with experienced caring nurse support from pre-surgery to post-surgery, we're here for you.

[Learn more](#)



Maternity Support

Discover resources to support a healthy pregnancy including trimester-specific topics, exercise, breastfeeding, and postpartum care.

[Learn more](#)



Clinical Care Management

Get help reaching your goals with one-on-one support by phone from a case manager or behavioral health coordinator at no additional cost.

[Learn more](#)



Asthma Management

Breathe easier with support from an asthma nurse. They can help you manage symptoms, create an action plan and understand your costs.

[Learn more](#)



Coronary Artery Disease Support

Get access to a nurse with our heart disease program for support with benefits, cost savings, finding providers and managing your care.

[Learn more](#)

Benefits Page – Your Benefit Cards, Cont'd



Heart Failure Support

Get access to a nurse who can help you watch your health, manage medication and help you understand your benefits.

[Learn more](#)

Neonatal Resource Services

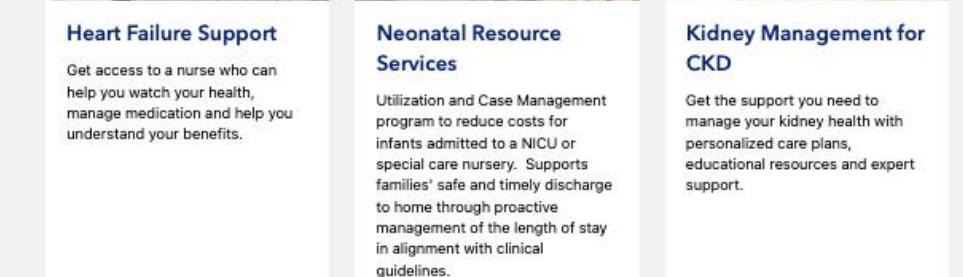
Utilization and Case Management program to reduce costs for infants admitted to a NICU or special care nursery. Supports families' safe and timely discharge to home through proactive management of the length of stay in alignment with clinical guidelines.

[888-936-7246](#)

Kidney Management for CKD

Get the support you need to manage your kidney health with personalized care plans, educational resources and expert support.

[Learn more](#)



1:1 Advocacy

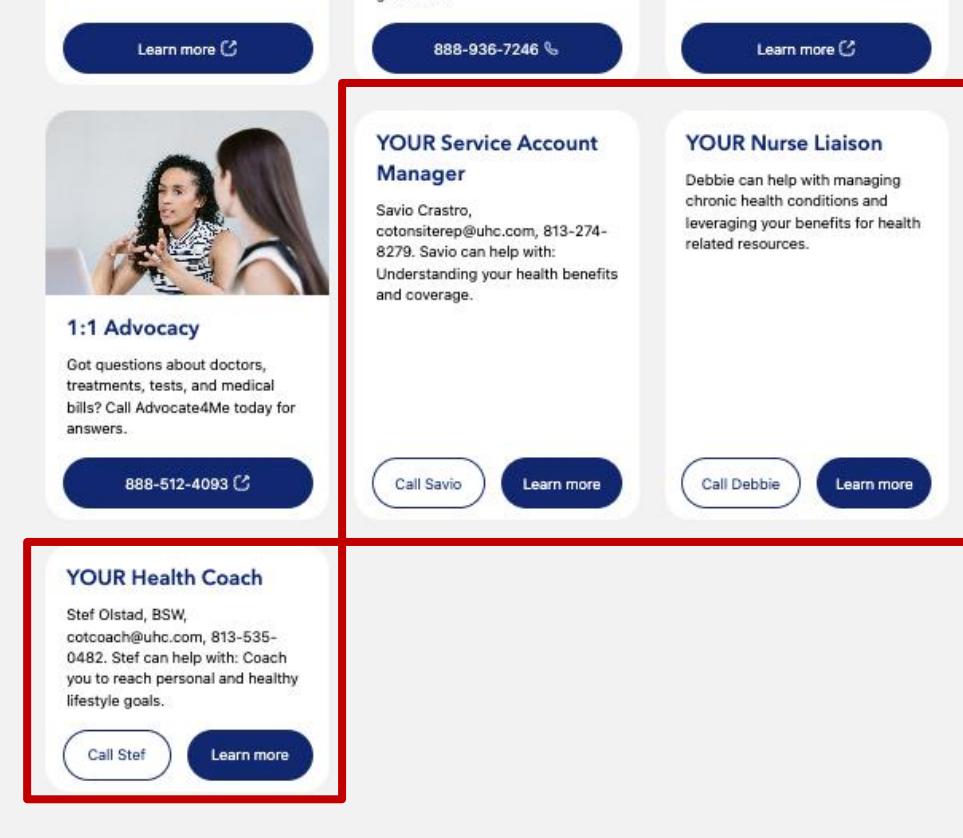
Got questions about doctors, treatments, tests, and medical bills? Call Advocate4Me today for answers.

[888-512-4093](#)

YOUR Service Account Manager

Savio Castro, cotonsterep@uhc.com, 813-274-8279. Savio can help with: Understanding your health benefits and coverage.

[Call Savio](#) [Learn more](#)



YOUR Nurse Liaison

Debbie can help with managing chronic health conditions and leveraging your benefits for health related resources.

[Call Debbie](#) [Learn more](#)

YOUR Health Coach

Stef Olstad, BSW, cotcoach@uhc.com, 813-535-0482. Stef can help with: Coach you to reach personal and healthy lifestyle goals.

[Call Stef](#) [Learn more](#)

Benefits Page – Your Benefit Resources



Explore

Benefits

Rewards



120



Rally Engage mobile app is now available on the [Apple App Store](#) and [Google Play Store](#). Download the app now!

Your Benefits

Elevate your wellbeing.



Congenital Heart Disease Resource Services

Get support from experienced nurses to get information about medical care, your plan coverages, and finding treatment centers.

[Learn more](#)



Bariatric Resource Services

Bariatric Resource Services offers weight loss surgery with experienced caring nurse support from pre-surgery to post-surgery, we're here for you.

[Learn more](#)



Diabetes Management

Work 1:1 with a nurse to learn more about diabetes and create a personalized plan to help you manage it and stay healthy

[Learn more](#)

Resources

City of Tampa Benefits

Introduction to Rally Engage

Optum Engage

Manage Your Account

Manage Your Account

[Explore](#)[Benefits](#)[Rewards](#)

120



Rally Engage mobile app is now available on the [Apple App Store](#) and [Google Play Store](#). Download the app now!

Manage Your Account

[Health Profile](#)[Health Survey](#)

Account Details

[About the Program](#)[Physical activity exemption](#)

Settings

[Activity Tracker](#)

Support

[Help Center](#)

Legal

[Terms of Use](#)[Privacy Policy](#)[Reward Rules](#)[Logout](#)

Version 0.0

Email Address

Your email is not visible to anyone! We will send all rewards and other communications here.

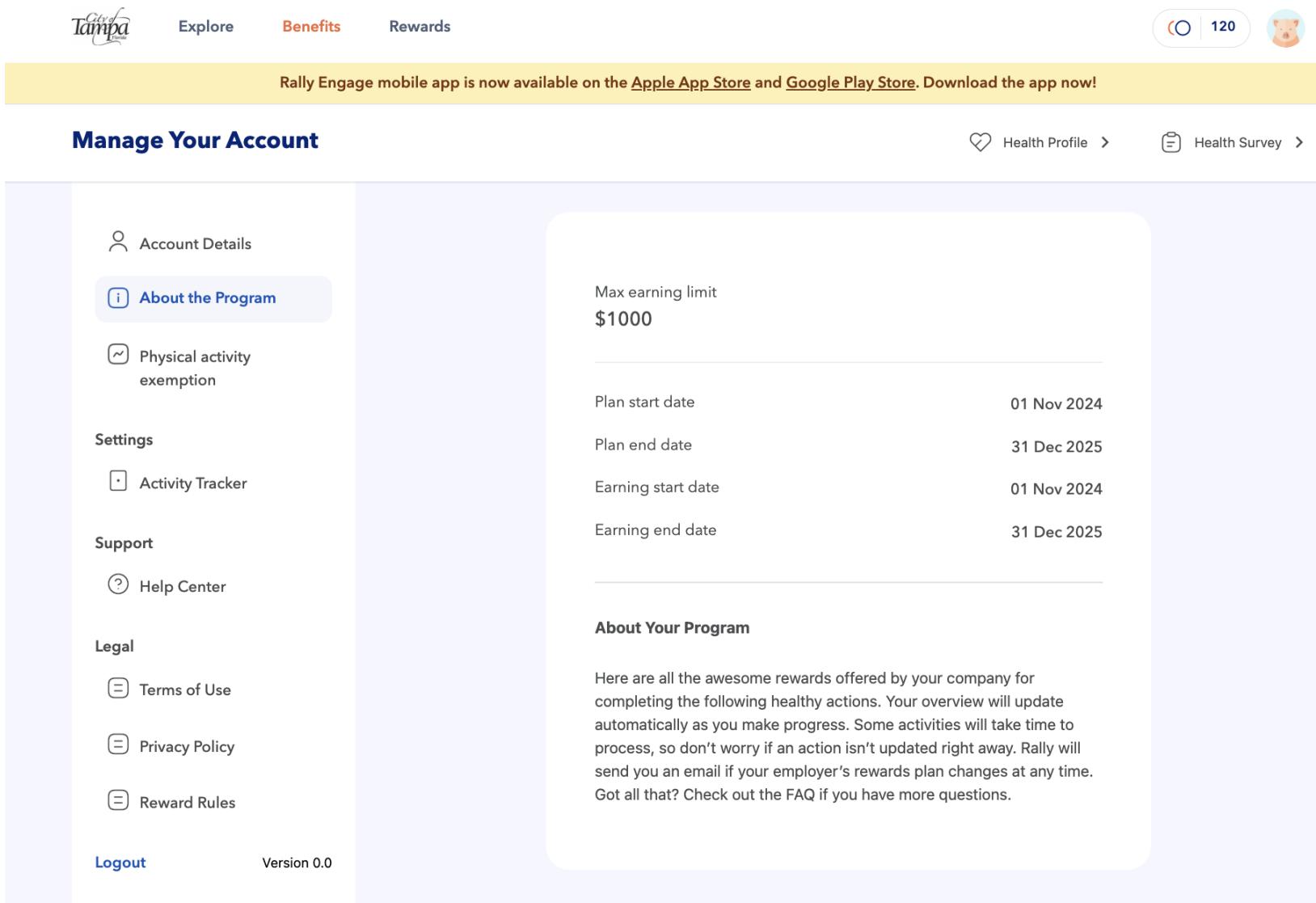
Username

Keep it private! Pick a username (2-20 characters) that doesn't reveal your real name.

Avatar

[Update](#)

Manage Your Account – About the Program



The screenshot shows the 'About the Program' section of the Rally Engage mobile app for the City of Tampa. The top navigation bar includes the City of Tampa logo, 'Explore', 'Benefits', 'Rewards', a notification badge '120', and a user profile icon. A yellow banner at the top promotes the Rally Engage mobile app on the Apple App Store and Google Play Store. The main content area is titled 'Manage Your Account' and shows the following details:

Setting	Value
Max earning limit	\$1000
Plan start date	01 Nov 2024
Plan end date	31 Dec 2025
Earning start date	01 Nov 2024
Earning end date	31 Dec 2025

About Your Program

Here are all the awesome rewards offered by your company for completing the following healthy actions. Your overview will update automatically as you make progress. Some activities will take time to process, so don't worry if an action isn't updated right away. Rally will send you an email if your employer's rewards plan changes at any time. Got all that? Check out the FAQ if you have more questions.

Account Details

- About the Program** (selected)
- Physical activity exemption

Settings

- Activity Tracker

Support

- Help Center

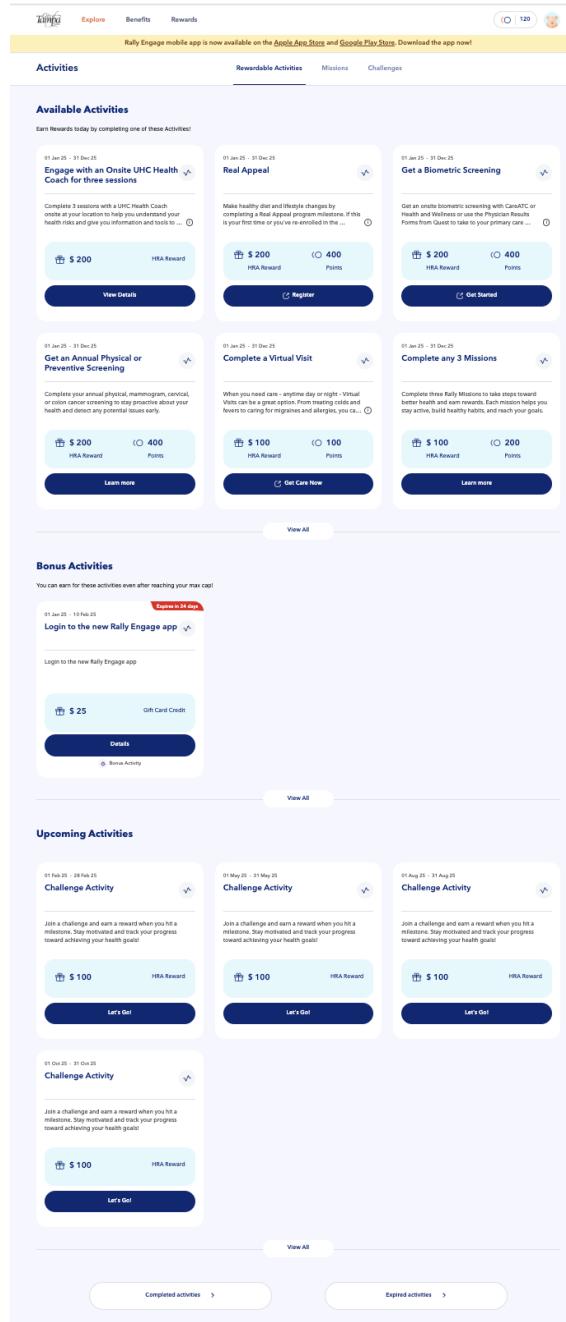
Legal

- Terms of Use
- Privacy Policy
- Reward Rules

Logout Version 0.0

Appendix

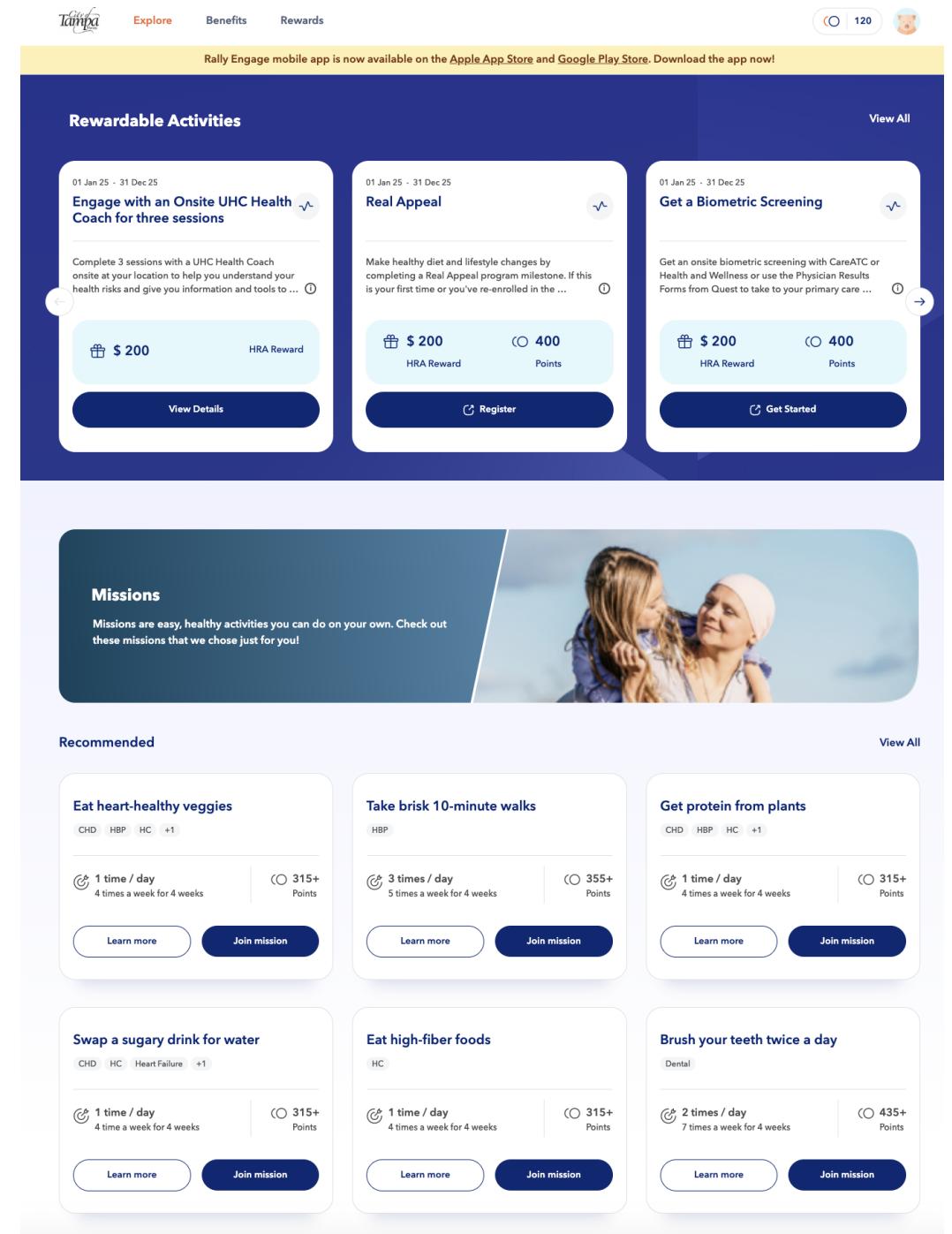
HRA, Client Fulfilled



The screenshot shows the 'Available Activities' section of the Rally Engage mobile app. It includes a header with the app logo, 'Explore', 'Benefits', and 'Rewards' tabs, and a notification badge for 120 notifications. The main content area displays various activities with descriptions, reward amounts, and participation counts. Activities include:

- Engage with an Onsite UHC Health Coach for three sessions**: \$200 HRA Reward, 400 Points, 120 participants.
- Real Appeal**: \$200 HRA Reward, 400 Points, 120 participants.
- Get a Biometric Screening**: \$200 HRA Reward, 400 Points, 120 participants.
- Get an Annual Physical or Preventive Screening**: \$200 HRA Reward, 400 Points, 120 participants.
- Complete a Virtual Visit**: \$100 HRA Reward, 100 Points, 120 participants.
- Complete any 3 Missions**: \$100 HRA Reward, 200 Points, 120 participants.

Below this is a 'Bonus Activities' section with a 'Login to the new Rally Engage app' button and a 'Gift Card Credit' offer of \$25.



The screenshot shows the 'Rewardable Activities' section of the Rally Engage mobile app. It includes a header with the app logo, 'Explore', 'Benefits', and 'Rewards' tabs, and a notification badge for 120 notifications. The main content area displays three rewardable activities with descriptions, reward amounts, and participation counts. Activities include:

- Engage with an Onsite UHC Health Coach for three sessions**: \$200 HRA Reward, 400 Points, 120 participants.
- Real Appeal**: \$200 HRA Reward, 400 Points, 120 participants.
- Get a Biometric Screening**: \$200 HRA Reward, 400 Points, 120 participants.

Below this is a 'Missions' section with a sub-section titled 'Recommended' showing six mission cards. Each card includes a title, description, reward amount, and participation count. Missions include:

- Eat heart-healthy veggies**: CHD, HBP, HC, +1, 315+ Points.
- Take brisk 10-minute walks**: HBP, 3 times / day, 355+ Points.
- Get protein from plants**: CHD, HBP, HC, +1, 315+ Points.
- Swap a sugary drink for water**: CHD, HC, Heart Failure, +1, 315+ Points.
- Eat high-fiber foods**: HC, 1 time / day, 315+ Points.
- Brush your teeth twice a day**: Dental, 2 times / day, 435+ Points.

HRA, Client Fulfilled

Available Activities

Earn Rewards today by completing one of these Activities!

- Get a Biometric Screening** (01 Jan 25 - 31 Dec 25) - \$200 HRA Reward, 400 Points. Get an onsite biometric screening with CareATC or Health and Wellness or use the Physician Results Forms from Quest to take to your primary care ...
- Get an Annual Physical or Preventive Screening** (01 Jan 25 - 31 Dec 25) - \$200 HRA Reward, 400 Points. Complete your annual physical, mammogram, cervical, or colon cancer screening to stay proactive about your health and detect any potential issues early.
- Confirm that you're tobacco-free** (01 Jan 25 - 31 Dec 25) - \$200 HRA Reward. Confirm that you don't use tobacco to maintain a healthier lifestyle and reduce the risk of various health issues.
- Engage with an Onsite UHC Health Coach for three sessions** (01 Jan 25 - 31 Dec 25) - \$200 HRA Reward. Complete 3 sessions with a UHC Health Coach onsite at your location to help you understand your health risks and give you information and tools to ...
- Real Appeal** (01 Jan 25 - 31 Dec 25) - \$200 HRA Reward, 400 Points. Make healthy diet and lifestyle changes by completing a Real Appeal mission. If this is your first time or you've re-enrolled in the ...
- Complete any 3 Missions** (01 Jan 25 - 31 Dec 25) - \$100 HRA Reward, 200 Points. Complete three Rally Missions to take steps toward better health and earn rewards. Each mission helps you stay active, build healthy habits, and reach your goals.

Upcoming Activities

- Challenge Activity** (01 Feb 25 - 28 Feb 25) - \$100 HRA Reward. Join a challenge and earn a reward when you hit a milestone. Stay motivated and track your progress toward achieving your health goals!
- Challenge Activity** (01 May 25 - 31 May 25) - \$100 HRA Reward. Join a challenge and earn a reward when you hit a milestone. Stay motivated and track your progress toward achieving your health goals!
- Challenge Activity** (01 Aug 25 - 31 Aug 25) - \$100 HRA Reward. Join a challenge and earn a reward when you hit a milestone. Stay motivated and track your progress toward achieving your health goals!

Completed Activities

Completed on 15 Jan 2025

- Login to the new Rally Engage app** - \$25 Gift Card Credit. Login to the new Rally Engage app.

Rewardable Activities Page (Explore Page)

Rewardable Activities

- Get a Biometric Screening** (01 Jan 25 - 31 Dec 25) - \$200 HRA Reward, 400 Points. Get an onsite biometric screening with CareATC or Health and Wellness or use the Physician Results Forms from Quest to take to your primary care ...
- Get an Annual Physical or Preventive Screening** (01 Jan 25 - 31 Dec 25) - \$200 HRA Reward, 400 Points. Complete your annual physical, mammogram, cervical, or colon cancer screening to stay proactive about your health and detect any potential issues early.
- Confirm that you're tobacco-free** (01 Jan 25 - 31 Dec 25) - \$200 HRA Reward. Confirm that you don't use tobacco to maintain a healthier lifestyle and reduce the risk of various health issues.

Missions

Missions are easy, healthy activities you can do on your own. Check out these missions that we chose just for you!

Recommended

- Eat heart-healthy veggies** (CHD, HBP, HC, +1) - 1 time / day (4 times a week for 4 weeks) - 315+ Points. Learn more | Join mission
- Take brisk 10-minute walks** (HBP) - 3 times / day (5 times a week for 4 weeks) - 355+ Points. Learn more | Join mission
- Get protein from plants** (CHD, HBP, HC, +1) - 1 time / day (4 times a week for 4 weeks) - 315+ Points. Learn more | Join mission
- Swap a sugary drink for water** (CHD, HC, Heart Failure, +1) - 1 time / day (4 times a week for 4 weeks) - 315+ Points. Learn more | Join mission
- Eat high-fiber foods** (HC) - 1 time / day (4 times a week for 4 weeks) - 315+ Points. Learn more | Join mission
- Brush your teeth twice a day** (Dental) - 2 times / day (7 times a week for 4 weeks) - 435+ Points. Learn more | Join mission

Rewards Page

Affiliation 4 - UHC EE Simple Wellness

Reward, Client Fulfilled

The screenshot shows the 'Activities' section of the Rally Engage app. It displays several rewardable activities with their respective reward amounts and completion status. Activities include:

- Get a Biometric Screening: Reward \$200, Points 400, Status: Pending
- Engage with an Onsite UHC Health Coach for three sessions: Reward \$200, Points 400, Status: Pending
- Get an Annual Physical or Preventive Screening: Reward \$200, Points 400, Status: Pending
- Engage with an Onsite UHC Health Coach for three sessions: Reward \$200, Points 400, Status: Pending
- Real Appeal: Reward \$200, Points 400, Status: Pending
- Confirm that you're tobacco-free: Reward \$200, Points 400, Status: Pending
- Complete a Virtual Visit: Reward \$100, Points 100, Status: Pending

Below this section is the 'Upcoming Activities' section, which lists three challenge activities:

- Challenge Activity: Reward \$100, Points 100, Status: Pending
- Challenge Activity: Reward \$100, Points 100, Status: Pending
- Challenge Activity: Reward \$100, Points 100, Status: Pending

At the bottom of the screen, there are buttons for 'Completed activities' and 'Expired activities'.

The screenshot shows the 'Rewardable Activities' section with three activities:

- Get a Biometric Screening: Reward \$200, Points 400, Status: Pending
- Get an Annual Physical or Preventive Screening: Reward \$200, Points 400, Status: Pending
- Engage with an Onsite UHC Health Coach for three sessions: Reward \$200, Points 400, Status: Pending

Below this is the 'Missions' section, which features a photo of two women and text: 'Missions are easy, healthy activities you can do on your own. Check out these missions that we chose just for you!'. It lists three missions:

- Eat heart-healthy veggies: Reward \$100, Points 100, Status: Pending
- Take brisk 10-minute walks: Reward \$100, Points 100, Status: Pending
- Get protein from plants: Reward \$100, Points 100, Status: Pending

At the bottom of the screen, there is a 'Completed Activities' section showing a completed activity: 'Login to the new Rally Engage app' with a reward of \$25.

Troubleshooting and Workarounds

Gift Card Redemption

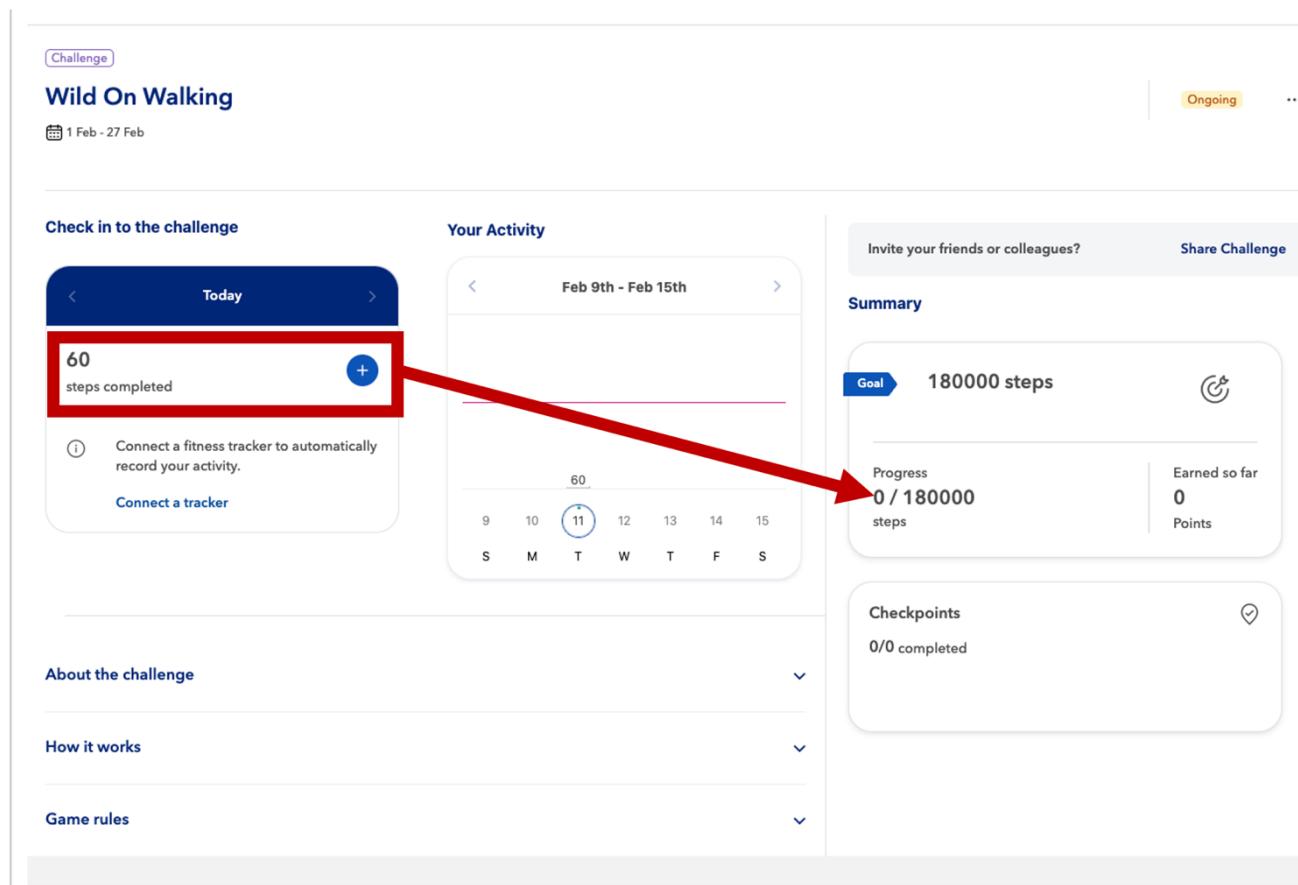
To redeem a gift card using the \$25 gift card credit. Please make sure you have earned the \$25 gift card credit, follow the steps below to confirm you received the \$25 gift card credit.

1. Click on **Rewards**, you will see the **Employer Rewards** progress section that shows **Total Earned** and **Balance**. The **Balance** section will show the \$25 gift card credit.
2. If you see \$0 under the **Balance**, you have not completed the Bonus activity and should contact Optum Engage Support. If you do see \$25 under **Balance**, you can redeem a gift card.
3. On the **Rewards** page, go to **Redeem your dollars** section to redeem a gift card. Select your **Gift Card** type i.e. Amazon, Gap, etc., select a **Value** then click **Redeem Now**.

Note: For some gift cards you may have the option to select virtual or physical gift card. You should receive the virtual gift card information immediately. Also, if you're told you will receive an email and you do not receive an email, please contact Optum Engage Support for investigation.

Wild on Walking Challenge – Device Only Tracking Method

The Wild on Walking Challenge is setup to track your steps via a tracking device only. Although, you can manually enter steps, the manual steps are not added to the **Progress** thus forcing you to connect a tracker.



The screenshot shows the Wild On Walking challenge interface. On the left, under 'Check in to the challenge', a box displays '60 steps completed' with a red border and a red arrow pointing to the 'Progress' section. Below this is a note to 'Connect a fitness tracker to automatically record your activity.' and a 'Connect a tracker' button. In the center, a calendar for 'Feb 9th - Feb 15th' shows the 11th as the current day. On the right, the 'Summary' section shows a goal of '180000 steps' and 'Progress 0 / 180000 steps'. A note indicates 'Earned so far 0 Points'.

Mobile Device Updates



- 1. Apple:** Go to the **App Store** and search for **Optum Engage**. Check whether the blue button says **Open** or **Update**. In the latter case, tap on **Update**.
 - i. If you had to update, it means you were not on the latest version of Optum Engage.
 - ii. If you did not have to update, and just clicked Open, it means you are on the latest version of Optum Engage.
- 2. Android:** Go to the **Google Play Store** and search for **Optum Engage**. Check whether the blue button says **Open** or **Update**. In the latter case, tap on **Update**.
 - i. If you had to update, it means you were not on the latest version of Optum Engage.
 - ii. If you did not have to update, and just clicked Open, it means you are on the latest version of Optum Engage.

Amazon Spam Email

There have been reports of members who select the Amazon gift card that may receive an Amazon GC email. Please see image, this is spam, and should not opened, just delete it. The email is not from any Optum Engage or NeoCurrency platform. The email if redeemed would be from the email address noreply@yourdigitalreward.com.

[EXTERNAL] \$25 on Amazon.com



Amazon <amazon@cyber-sale.net>

If there are problems with how this message is displayed, [click here](#) to view it in a web browser.

Spam email address.
Please delete the email message.



amazon.com
gift card

\$50.00

FBH48-23894525HFY-18691960634

Redeem now ►

Hi

Once applied to your Amazon account, the entire amount will be added to your gift card balance. Your gift card balance can't be transferred to other accounts, used to buy other gift cards, or, except as required by law, redeemed for cash. Your gift card balance will be applied automatically to eligible orders during the checkout process.

If you don't want use your gift card balance on your order, you can unselect it as a payment method in checkout.

If you experience any issues using your gift card, you can reference your gift card by providing the above Claim Code to customer service.

Your Amazon Team

Redeem now ►