



UnitedHealthcare Motion

Employees may get healthier and wealthier.

Members with an HSA can earn up to \$3 per day if they meet all three FIT (Frequency, Intensity, Tenacity) goals for up to \$1,095 per calendar year, plus a \$55 registration credit.

Three ways to earn		HSA
F	Frequency. 500 steps in seven minutes; six times a day, at least one hour apart.	\$1.00
I	Intensity. 3,000 steps in 30 minutes.	\$1.00
T	Tenacity. 10,000+ total daily steps.	\$1.00

\$3/day
\$1,095/year

The Motion program incentivizes participants to walk by rewarding them with deposits made directly into their health savings account (HSA).

How it works.

- 1 Eligible employees and covered spouses create an account on unitedhealthcaremotion.com and select an activity tracker from the website, or use a Motion-compatible activity tracker they already own.
- 2 A “registration credit” can be applied to purchased devices or taken as a reward if they use their own device (from the approved list). Purchased devices are delivered to the employee’s home.
- 3 Participants set up their device, begin walking to meet daily FIT goals and sync their device weekly.
- 4 Every day, participants can earn a \$3 incentive, deposited quarterly into their HSA. All they have to do is meet the walking goals to earn \$1,095 per year.

Getting in motion may improve well-being by:

- Losing weight.
- Improving cholesterol and blood sugar.
- Reducing the risk of diabetes and heart disease.
- Decreasing symptoms of depression and anxiety.
- Increasing energy and productivity.

Motion can work.

On average, UnitedHealthcare Motion participants take

**8,000 to
10,000
steps daily**

80% sustain engagement over 18 months.³



Your Apple Watch: Pay it off by walking it off.

Purchase your Apple Watch® through unitedhealthcaremotion.com. As you participate in the UnitedHealthcare Motion® program and meet your daily walking goals, our Walk-It-Off payment option¹ puts your earned rewards toward the cost of your Apple Watch.

Getting started is easy:

- 1 Purchase your Apple Watch through the Motion website.
- 2 Pair your Apple Watch with your phone.
- 3 Start walking.
- 4 Pay off your watch.²

Track your activity. Pay down your balance. Hit your stride.
Just a few reasons why Walk-It-Off can be a step in the right direction.
For more information on Motion, visit unitedhealthcaremotion.com.



For assistance, call 1-855-256-8669 (TTY 711)
or email unitedhealthcaremotion@uhc.com.



Apple Watch is a registered trademark of Apple, Inc. The FIT logo is a trademark of Qualcomm Life, Inc. and is used with permission.

¹ Terms and conditions apply. The Walk-It-Off payment option currently applies to the Apple Watch only. You cannot have any existing outstanding tracking device balances with Motion. You can only purchase one Apple Watch, under the Walk-It-Off payment option, at a time. Your total price = device price + taxes and shipping and handling. As you achieve your daily Frequency, Intensity, Tenacity (FIT) goals, your accrued monthly rewards will be applied toward the outstanding balance for your Apple Watch. The initial payment due at checkout will include taxes and shipping and handling. Any outstanding balance after 6.5 months will be billed to your stored credit card on file. Your credit card information is stored to facilitate automated billing. You can make changes to or update your credit card information at any time by visiting your profile page at [UnitedHealthcareMotion.com](https://unitedhealthcaremotion.com). At that time, the Walk-It-Off option will be complete. At the 90-day mark, you must meet a weekly average of 3 FIT goal completions (any FIT goal combination); otherwise the outstanding device balance will be applied to the stored credit card on file. At that time, the Walk-It-Off option will be complete. Device returns can only be made within 14 days from the purchase date. Specific return criteria applies. If your Apple Watch is deemed to be defective, please contact Motion Member Services for additional details 1-855-256-8669. Device balances left unpaid will be secured from future FIT earnings until balances are paid in full.

² Please note, the 6.5 month Walk-It-Off timeline may not be enough to walk-off the entire device purchase price for select device models. Please contact consumer support if you are interested in a model impacted and have questions.

UnitedHealthcare Motion is a voluntary program. The information provided under this program is for general informational purposes only and is not intended to be nor should be construed as medical advice. You should consult an appropriate health care professional before beginning any exercise program and/or to determine what may be right for you. Receiving an activity tracker and/or certain credits may have tax implications. You should consult an appropriate tax professional to determine if you have any tax obligations from receiving an activity tracker and/or certain credits under this program, as applicable. If any fraudulent activity is detected (e.g., misrepresented physical activity), you may be suspended and/or terminated from the program. If you are unable to meet a standard related to health factor to receive a reward under this program, you might qualify for an opportunity to receive the reward by different means. Contact us and we will work with you (and, if necessary, your doctor) to find another way for you to earn the same reward. Rewards may be limited due to incentive limits under applicable law.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or their affiliates.

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Apple Watch[®] Walk-It-Off Payment Option

Member Frequently Asked Questions

Q. How do I qualify for the Walk-It-Off payment option?

A. All UnitedHealthcare Motion[®] registered members automatically qualify for the Apple Watch[®] Walk-It-Off payment option.

Q. Is there a deadline to participate in the Walk-It-Off payment option?

A. All Motion registered members can elect to participate anytime during the plan year.

Q. Is there a cost for members to participate in the Walk-It-Off payment option?

A. Yes, members who elect to acquire an Apple Watch[®] through the Walk-It-Off payment option will be charged an administration fee. For those members who are registering for Motion for the first time, or still have their \$55 registration credit in their Motion account, the \$55 registration credit will be used to cover the Walk-It-Off administration fee. For those members who do not have their \$55 registration credit still in their Motion account, the \$55 Walk-It-Off administration fee will be added to their Walk-It-Off balance.

Q. Why don't I see the Walk-It-Off option for all of the activity trackers?

A. At this time, the Walk-It-Off option is only available for the Apple Watch[®].

Q. Can my spouse that is eligible to participate in the Motion program also participate in the Walk-It-Off payment option?

A. Yes, all Motion registered members qualify for the Apple Watch[®] Walk-It-Off payment option.

Q. Can I participate in more than one device payment option at a time?

A. A member can only purchase one Apple Watch[®], under the Walk-It-Off payment option, at a time. However, you may purchase another device in a separate transaction if selecting the Immediate payment option.

Q. Do I have to use the activity tracker purchased through the payment option with the Motion program?

A. No. Registered members can pair a currently owned activity tracker as long as the Apple Watch[®] model is compatible with the Motion program.

Q. Can a member get a new Apple Watch[®] if it is defective?

A. First contact Motion Member Services to provide troubleshooting assistance. If your device is found to be defective, it may be eligible for replacement.

Q. Can a member return their Apple Watch[®] if it is not defective?

A. Device returns can only be returned within 14 days from the purchase date, except for device malfunction. Malfunctioned devices will be replaced; the cost will not be refunded.

Q. Will a full refund be provided for returns made within the 14 day?

A. If you are not satisfied with your Apple Watch® purchase, you may request a return for full a full refund within 14 days of purchase. Returned devices must be in good physical condition. All accessories and the original box must be included with the return to receive a full refund. Please contact us at 855-256-8669 for return authorization.

Q. What rewards apply to the Walk-It-Off payment option and are they taxable?

A. The FIT (Frequency, Intensity, Tenacity) earnings accrued through the Motion program applied towards the Walk-It-Off payment option. While a Walk-It-Off device balance exists, any FIT earnings accrued will be used to offset the outstanding balance.

Earned rewards that apply towards the member's Walk-It-Off balance may count as taxable income for the member. Members should consult with an appropriate tax professional to determine whether they have any tax obligations with respect to these rewards.

Q. How often are accrued FIT earnings applied towards the Walk-It-Off device balance?

A. Monthly.

Q. Can a member use existing accrued FIT earning rewards towards the selection of the Walk-It-Off payment option?

A. No. At point of purchase, existing accrued FIT earning rewards cannot be applied towards the cost of the device.

Q. Where do I find my payment history?

A. Payment history can be found under the Member Ledger, or FIT Earnings Statement. Under the menu, a member can select FIT Earnings under Account.

Q. Does the Walk-It-Off payment option have a specific timeline?

A. Under the Walk-It-Off payment option, a member has 6.5 months from the month this payment option is selected to walk off the outstanding balance due otherwise any remaining balance owed at that time will be charged to the member's credit card on file.

Q. Can I pay my remaining Walk-It-Off balance off early?

A. Yes. Members who are actively achieving FIT goals/rewards under the Motion program could pay off their Walk-It-Off balance prior to the end of the 6.5 months end date. Currently, members cannot elect to pay off their outstanding balance early with a credit card with the exception of eligibility status and if the 90 day goal isn't met.

Q. What if I become inconsistent in my Walk-It-Off earnings?

A. The Walk-It-Off balance is paid off through FIT goal achievement. Members who are actively achieving FIT goals/rewards under the Motion program will continue to accrue earnings to apply to the Walk-It-Off balance. It may take members who are inconsistent FIT goal earners longer to work towards their device balance pay-off goal within the 6.5 months.

As part of the Walk-It-Off payment option, members agree that at the 90-day mark, members must meet a weekly average of 3 FIT goal completions; otherwise the outstanding device balance will be applied to the credit card on file. At that time, the Walk-It-Off option will be complete.

Q. What happens if I don't meet the average number of goals required by the Walk-It-Off payment option?

A. As part of the Walk-It-Off payment option, members are required to meet the weekly FIT goal requirements for the Motion program in order to pay off the cost of the device. At the 90-day mark, the member must meet a weekly average of 3 FIT goal completions; otherwise the outstanding device balance will be applied to the credit card on file. At that time, the Walk-It-Off option will be complete.

Q. What if I signed up for Walk-It-Off but a medical condition is preventing me from meeting my goals?

A. If an employee cannot walk due to medical conditions, he or she must complete a waiver and return by fax or through email to the address indicated on the form. The waiver needs to include an explanation and a signature from the employee's health care provider. Once the waiver has been received, the employee will be exempted from the program and receive full rewards. A sample waiver form will be included in the starter kit for the employer group and is available on the www.unitedhealthcaremotion.com website.

The amount earned will be applied towards the Walk-It-Off device balance on a monthly basis.

Q. What happens if a member's eligibility for the Motion program ends for any reason?

A. The current Walk-It-Off outstanding balance will be applied to the credit card UnitedHealthcare has on file. This will complete a member's transaction for the Apple Watch[®] purchased.

Q. What if I lose my Apple Watch[®] and I cannot walk while I wait for my new tracker to arrive?

A. The member will have to pay for a new device, and related shipping costs to replace the lost device. Once the new device is received the member is able to earn Motion rewards, unless then have another compatible device on hand that they can pair and use until the new device is received.

Q. What happens if I get a new credit card?

A. If for any reason the credit card on file for the Walk-It-Off payment option is no longer active or eligible; members should update their credit card information in their Motion portal profile account under www.unitedhealthcaremotion.com

Q. What happens if a payment is not successful?

A. If UnitedHealthcare attempts to process the member's credit card on file and the payment is not successful, a mailed and emailed reminder will be sent to the member requesting the member update their credit card details. UnitedHealthcare will attempt to process the credit card on file approximately a week later. If a second attempt fails, UnitedHealthcare will send another mailed and emailed reminder and attempt a phone call to the member to remind them to update their credit card details. If the third attempt fails, a mailed and emailed reminder will be sent and UnitedHealthcare will secure any future FIT earning rewards to offset the outstanding device balance.

Q. How is tax calculated?

A. Tax fees are calculated based on the Minnesota state tax rate.

Q. How is the Apple Watch[®] shipped?

A. We ship priority mail, but require signature upon delivery.

Q. What happens if I miss the delivery of the Apple Watch®?

- A.** It is important to avoid missing a delivery so you can begin earning rewards as soon as possible. If a member should miss the delivery of their Apple Watch® any one of the following steps come into effect.
- Postman leaves a notice at the place of delivery alerting the consignee they have a package that requires a signature for receipt. If one of the two options is not completed, the package will be returned to the shipper.
 - The notification provides two options:
 - Arranged redelivery
 - Scheduled customer pickup from the local post office
 - The post office does not automatically try to redeliver.
 - Two reminders will be given if the consignee does not pick up their package within 15 days. On the 15th day the package is sent back to the shipper.
 - After 5 days, if the customer has not come to pick up their package, a second reminder will be left.
 - Second reminder will be left letting the customer know that if they do not come to pick up or arrange redelivery the package will be returned to the shipper.

Apple Watch is a registered trademark of Apple, Inc.

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Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates.
Administrative services provided by United HealthCare Services, Inc. or their affiliates.