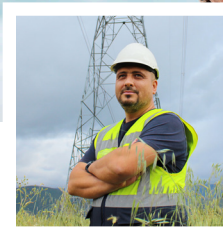


Healthy County Portal Powered by Provant

Frequently Asked Questions



Why is Texas Association of Counties offering the well-being program and portal?

TAC offers the Healthy County portal because we are committed to the health and well-being of our members. Staying healthy and having fun are important for your life - and for your job.

Who is eligible to participate in this program?

All employees enrolled in the county medical plan are eligible to participate.

Do I have to participate in the program?

No, participation is voluntary. However, by participating, you not only have the opportunity to have fun and build healthy habits, but also to earn a \$50 Amazon.com gift card.

Who is Provant?

Provant is a nationally accredited, independent health and well-being company that provides a variety of services designed to help you achieve healthier living.

How do I earn the \$50 Amazon.com gift card in 2018?

Complete three of the four challenges on our Healthy County portal to earn your gift card. These are fun, interactive challenges to get you on the path to a healthier, happier you!

How do I set up an account on the Healthy County portal?

Go to <https://healthycounty.provantone.com> and click Sign Up! Follow the instructions to complete the form and set up your account. Please have your nine-digit number from your TAC-BCBSTX health benefits ID card (903XXX) handy.

Is employee privacy and confidentiality protected?

Yes, your individual health information is completely confidential and protected via HIPAA, GINA, and HITECH privacy regulations. Provant is a nationally accredited health and well-being vendor who adheres to all regulations.

Are the tools and resources on the Healthy County portal private?

Yes, your use of the Healthy County portal is completely confidential. Anything you input (such as logging your meals) or participate in (such as workshops) is private; TAC only receives a report on how many people are using the tools each month.



TEXAS ASSOCIATION OF COUNTIES
HEALTH AND EMPLOYEE BENEFITS POOL



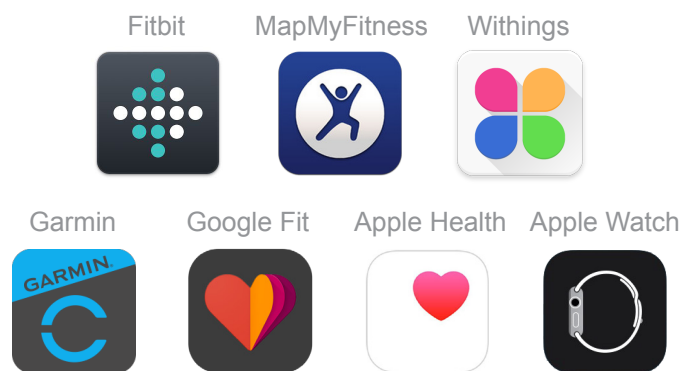
How do I request a wearable fitness device using my voucher?

Log into the Healthy County portal at <https://healthycounty.provantone.com> and click on the Device Storefront banner for more information. Every covered employee will receive a \$30 device subsidy/voucher every three years.

How do I connect my device to the portal?

After receiving your device, you must:

1. Register your device to the manufacturers app or web portal, according to the directions supplied by the manufacturer;
2. Log into <https://healthycounty.provantone.com> and select *Track* from the *Menu* links;
3. Click on *Device Manager*;
4. Click on the red *Connect Now* button;
5. A new window will open, select *Choose Source*. You will see a list of API's that include the following API icons. Choose the one that corresponds to your device and follow the directions.



What if I'm having trouble signing up?

Be sure you are using your full name as it appears on your paycheck and your nine-digit number from your TAC-BCBSTX health benefits ID card (903XXX). Using a nickname or the wrong number will prevent you from creating an account. If you are using the correct information and continue to have problems, there is a link to email Provant's portal support team. Be sure to include your full name, health benefits number, and that you work for TAC in the email.

I forgot my user name and/or password. What should I do?

Go to the main page at: <https://healthycounty.provantone.com> and find the link *Click here if you have forgotten your Username or Password*. Click on it and follow the directions.

I tried to recover my password but I never received an email. How long should I wait for it?

You should receive the password recovery email within a few minutes of the request. Be sure to check your spam folder. Also, be sure that you used the same email address that you initially signed up with. If you signed up with your work email but tried to recover the password with your home email, you will not receive the email. Try another email if that may be the case.

What is involved in the challenges?

Each challenge focuses on building or strengthening healthy habits. You'll have individual goals for steps, activity, healthy eating, and more, as well as team goals to reach with your colleagues. You enter your activities into the challenge website and see where you are ranked against other individuals and teams.

What are the dates for the challenges?

10k-A-Day: February 12 - March 25, 2018
Spring into Motion: April 23 - June 17, 2018
Colorful Choices: July 16 - August 26, 2018
Walktober: October 1 - November 11, 2018

Do I have to register for each challenge?

Yes, if you want to participate in the Healthy County challenges, you will need to register for each challenge during the registration dates. To register for each challenge, log into your account at <https://healthycounty.provantone.com>. Once you're logged in, when a challenge is available, there will be an announcement banner at the top. Click on it to go to the challenge page, and follow the directions. You will not be automatically entered into the challenges and must sign up for each challenge on the portal as it becomes available.

How do I get the challenge app?

Once challenges are live, log into your account at <https://healthycounty.provantone.com> and click on the challenge announcement banner at the top. Once you're at the challenge site, there is information on which app to download and how to set it up.

What if I have other questions?

Contact Provant's Customer Service team either by email at customerservice@provanthealth.com or by phone at 1-877-239-3557.



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