



HEALTHYROADS CONNECTED!® FAQ's

About the Healthyroads Connected! Program

1) How does the Healthyroads Connected! program work?

By syncing your app or wearable device* manufacturer's account to the Healthyroads Connected! program, the manufacturer will send data to the Healthyroads® program, which will appear on your Healthyroads Connected! page. Please note that your app or wearable device must first send data to the manufacturer before the data is sent to the Healthyroads Connected! program.

Members can also download the no-cost ASHConnect™ app—an app developed by American Specialty Health—to report participating fitness center visits to the Healthyroads Connected! program. Log in to the ASHConnect app with your Healthyroads login information, and the app will show a list of fitness centers in your area where you can “check in” to track your activity progress.

2) I don't want to use the ASHConnect app. Do I need to purchase an app or wearable device to use the Healthyroads Connected! program?

For most supported manufacturers, no purchase is needed! Many manufacturers offer free apps that are capable of tracking activity and reporting data to the Healthyroads Connected! program. To see a list of supported manufacturers, log in to your Healthyroads account and visit the Healthyroads Connected! Marketplace page:

- a. Hover your mouse over **My Health** and click on **Connected!**.
- b. Click on **Manage Apps and Devices**.

If you wish to purchase a wearable device to track your activity, you can use this list to see which devices are currently compatible.

3) Can my spouse/domestic partner and I use the same app/wearable device manufacturer account and sync it to both of our Healthyroads profiles?

Each app/wearable device manufacturer account can only be synced to one Healthyroads profile at any given time. If a

manufacturer account is synced to a new Healthyroads profile, the previous profile will no longer be synced. You and your spouse/domestic partner will need to have separate manufacturer accounts to successfully participate in the Healthyroads Connected! program.

4) Does the Healthyroads Connected! program support Apple® devices?

Apple iPhone users can sync the ASHConnect app to their Apple Health app. Any step data that is recorded by the Apple Health app will be reported to the Healthyroads Connected! program, whether it is tracked on an Apple wearable device or by having the phone in your pocket. Only step, calorie, and distance data is able to be reported by the ASHConnect app at this time. You will need to use a different app or device located in the Connected! Marketplace to report duration data.

Apple users can also track visits to participating fitness centers via the ASHConnect app.

5) Does the Healthyroads Connected! program also support Samsung® devices?

The ASHConnect app can be used on Samsung devices to track visits to participating fitness centers. However, the Healthyroads Connected! program is unable to receive activity data from the built-in Samsung Health app at this time.

6) I want to use a device from a manufacturer that is not listed on the Healthyroads Connected! Marketplace page, and it is not an Apple or Samsung device. Can I use that device to sync data to the Healthyroads Connected! program?

To ensure the best experience with the Healthyroads Connected! program, please only use the fitness tracking services from supported manufacturers.

7) What if I don't want to download an app or buy a device? Can I record data in other ways?

You may only participate in the Healthyroads Connected! program through these ways.

Troubleshooting

8) Activity data is recorded on my app and/or wearable device. Why is it not transferring to the Healthyroads Connected! program?

If your Connected! activity tracker is not showing any activity data and 48 hours have passed since you synced your manufacturer account to the Healthyroads Connected! program, log in to the manufacturer website and make sure that data is on your account. Chances are that the manufacturer has not received activity data from your app, so the manufacturer is reporting your activity to the Healthyroads Connected! program as “zero” for that day.

It is also possible that you may have synced the wrong account to the Healthyroads Connected! program. Many manufacturers’ websites allow you to see what applications are synced to your account, so check for “Healthyroads” or “American Specialty Health” (which may also show up as “ASH”). If the manufacturer’s website does not show an account synced to the Healthyroads Connected! program, but your Healthyroads profile shows a sync, you may have synced the wrong account. To resolve this:

- Disconnect the sync from your Healthyroads account profile—do not use the desync option on the manufacturer’s website.
- Log out of the manufacturer’s website.
- Clear your cookies and cached data.
- Re-establish the sync between the Healthyroads Connected! program and your manufacturer account and allow 48 hours for data to appear on your profile.

9) Why does Fitbit® show that I have the same amount of calories burned each day? Where is my data?

Fitbit operates under the principle that the human body, even at rest, burns a certain amount of calories each day. You are seeing the same amount of calories burned each day, because Fitbit has not received any other activity data from you. Please refer to question #8 for troubleshooting steps if needed.

10) The data tracked on my wearable device is transferring to the manufacturer’s app, but it is not appearing on the manufacturer’s website account.

First, check to make sure you have logged in to the correct manufacturer account. Sometimes members create two accounts and connect the wrong account to the Healthyroads Connected! program. You can confirm this by checking the app’s user settings to see which email account or username is associated

*The Healthyroads program does not cover the costs associated with the purchase of a wearable fitness device or app.

Healthyroads is a well-being program operated by American Specialty Health Management, Inc. (ASH Management). ASH Management may use and/or provide your plan sponsor/employer, or other entities that have contracted with your plan sponsor/employer to administer your plan, with information (such as program activity points) involving your participation in our programs so that your plan sponsor/employer or its contracted entity can administer the applicable programs. ASH Management may also use personal information obtained from your participation in our programs to provide you with other Healthyroads services on behalf of your plan sponsor/employer. By participating in this program you acknowledge that ASH Management may use and/or provide this information as stated above.

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with your data. If you find you have synced the wrong app account, disconnect the account from the [Healthyroads.com](https://www.healthyroads.com) website and reconnect it using the correct login information.

Please keep in mind that Healthyroads does not manage the manufacturer’s internal communication between their individual products and services. If the manufacturer’s website is not receiving activity data from your app, please reach out to the manufacturer’s customer service for assistance. Once the manufacturer resolves their service issue, the Healthyroads program will automatically receive your missing information and display it on the Healthyroads Connected! page, usually within 48 hours of resolution.

11) Data was transferring correctly, but then it stopped. What happened?

This often occurs when using a wearable device. The wearable device is tracking data while the app, is usually running in the background. Sometimes the app “falls asleep” and fails to receive data from the device. As a result, the app fails to report data to the manufacturer, who then sends a “zero” for that day.

This can be resolved by opening the manufacturer’s app, so it can sync to your wearable device and restart the reporting process. Please check your Healthyroads Connected! page after 48 hours to see if the data transferred over.

12) I’ve done all of the above steps. My app is reporting data to my manufacturer’s account, I have cleared my cookies and cached data, and I’ve resynced the correct account to Healthyroads. However, my data is still not showing after 48 hours have passed.

If issues persist despite taking the above steps, other factors may be preventing data from transferring. Please contact Healthyroads Customer Service at **877.330.2746** or email at CustomEmail@ashn.com for assistance.

If emailing, please pre-verify your email by providing your full name, the name of your employer or health plan, your date of birth, and either the phone number or home mailing address on your Healthyroads account. This will allow Healthyroads Customer Service to assist you in a timelier manner.

13) Where can I get troubleshooting assistance with the ASHConnect app?

Please go to the “Apple Health and Apple Watch” section of the Healthyroads Connected! Marketplace page and select “Troubleshooting” for more information. If you need additional assistance after following the troubleshooting steps, feel free to contact Healthyroads Customer Service for assistance.