

JIFF GOOD FOR YOU™

FREQUENTLY ASKED QUESTIONS

Find the most up-to-date version of these FAQs on the Cedars-Sinai Benefits Portal at Cedars-Sinai.MyBenefitChoice.com.

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General

What is Jiff Good for You?

Cedars-Sinai has partnered with Jiff, a leading digital healthcare company to bring you Good for You. Good for You provides an easy-to-use, centralized place to manage your health, fitness and nutrition goals - and rewards you for the healthy choices you make every day.

What is the value to you?

Choose programs, such as step, food and sleep tracking. If you are enrolled in a Cedars-Sinai medical plan, you can also take a pledge for good health - to Partner with your Primary Care Physician (PCP) and complete Biometrics from BiolQ. Earn points to redeem for rewards like the HealthFund (if you're eligible) or direct rewards like gift cards. With Jiff Good for You, you'll have the virtual support you need to achieve better balance, quick access to customized digital health tools and resources to help you achieve your goals.

Eligibility and Enrollment

Am I eligible?

Brief answer:

- All benefits-eligible employees can participate in Jiff to track wellness goals.
- Employees enrolled in a Cedars-Sinai medical plan are also eligible to earn a HealthFund contribution.
- Family members are not eligible to participate in Jiff.

See “Program and Points” below for more information on eligibility for specific programs.

Detailed answer:

JIFF GOOD FOR YOU – FOR BENEFITS-ELIGIBLE EMPLOYEES	
If you're ...	You can....
A benefits-eligible employee and enrolled in a Cedars-Sinai medical plan	<ul style="list-style-type: none"> ▪ Earn points for participating in the following programs: <ul style="list-style-type: none"> - Partner with Your PCP - Biometrics - Get Active – steps tracking - Sleep Soundly – sleep tracking - Track Your Food – food tracking ▪ Redeem points at the Jiff Rewards Center: <ul style="list-style-type: none"> - First 1,200 points must be redeemed for a HealthFund contribution - Additional points may be redeemed for gift cards and may include: <ul style="list-style-type: none"> • Amazon gift card • Starbucks gift card • Prepaid Visa card • Jiff Store credit
A benefits-eligible employee but not enrolled in a Cedars-Sinai medical plan	<ul style="list-style-type: none"> ▪ Earn points for participating in the following healthy activities: <ul style="list-style-type: none"> - Get Active - Sleep Soundly - Track Your Food ▪ Redeem points at the Jiff Rewards Center to receive gift cards

How do I get started?

1. **DOWNLOAD** the Jiff – Health Benefits app on your smartphone (iPhone or Android) or log in to the Jiff website at app.jiff.com. You can learn more about compatible devices, platforms and versions that work with Jiff at jiff.force.com/s/article/Which-Platforms-work-with-Jiff.
2. **ACTIVATE** an account using the Jiff token: good4you.

- Type in your email address you would like to use (can be Cedars-Sinai email address or personal email address, such as Gmail or Yahoo)
- Create a password.
- You will be asked to verify your identity by entering your Employee ID.

Programs and Points

How do I earn points?

Jiff offers a number of healthy activities (called programs in the app) that you can participate in and track your progress to earn points.

- Partner with Your PCP (for employees enrolled in a Cedars-Sinai medical plan)
- Biometrics (for employees enrolled in a Cedars-Sinai medical plan)
- Get Active
- Sleep Soundly
- Track Your Food

How does Partner with Your PCP work?

Your PCP (primary care physician) is a key resource to help you manage your health and wellbeing — and the CS Benefits App helps you take the first steps in contacting your PCP. That’s why you earn 400 points for using the CS Benefits App as part of partnering with your PCP.

How to earn points:

- From your program screen, select the Partner with Your PCP program
- Read through informational screens as directed, and link to the CS Benefits app by selecting CS Benefits
- While not required to earn points, you can use the CS Benefits app to access your benefit vendor resources, store your insurance ID cards and find an in-network PCP
- Your points will be reflected on your Jiff Program dashboard.

I don’t have a smartphone. How do I complete the “Partner with Your PCP” activity to earn 400 points toward the HealthFund?

If you don’t have access to a smartphone, you can participate and complete the activities through the Jiff website at app.jiff.com. You will need to register for an account using the Jiff token (good4you), just as a smartphone user would. Once you are registered in Jiff, follow the prompts. By clicking on “Partner with Your PCP,” you will earn 400 points.

How does biometrics work?

Biometrics are an opportunity for you to check indicators of health and wellbeing recommended by the medical community for regular testing. You have the opportunity to complete the Biometrics screenings for free through LabCorp or through your physician. If you go through your physician, you are responsible for any applicable copays or coinsurance related to the office visit/labs.

What is BioIQ?

BioIQ administers the biometrics screening process via the Jiff app. They help you locate a lab, process your lab or physician form, share your results with you and make sure your points show up in Jiff so you get credit.

How can I complete my biometric screening through BioIQ?

If you are a benefits-eligible employee enrolled in a Cedars-Sinai medical plan, you will earn 800 points by completing a screening through BioIQ. All lab results are digitized and stored in your secure personal account, enabling you to track your progress over time.

How do I register for a biometric screening through Jiff?

If you are a benefits-eligible employee enrolled in a Cedars-Sinai medical plan, the BioIQ Health Screening program labeled "Biometrics" is accessible from your Jiff Dashboard.

Where can I complete my biometric screening?

- **Lab:** You may complete your screening through a wide array of BioIQ partner labs across the US, including LabCorp. From within the Jiff app, a lab location will be recommended to you based on your home or work location. Or you can select another lab location that is convenient for you and specify a date and time. Once you select a lab, you will receive a BioIQ lab form via email to bring with you to your appointment.
- **Physician:** When you select the physician screening option via Jiff, you do not select a location, date or time; you make your own appointment. You will receive an email from BioIQ with a physician form to take to your appointment. The form will instruct the physician how to submit the results to BioIQ. You may wish to confirm with your physician's office that the office sends your form to BioIQ for processing.

My physician did my tests a couple of months ago – can I get points credit for them?

You have a couple of different options:

1. Take the form to your PCP and ask him or her to sign off on the form (showing a current date after July 1). The PCP does not have to complete the entire form, but may leave fields blank.
2. Or you can use a BioIQ screening center and do the lab tests again. Cedars-Sinai covers the cost at no charge to you.

Once BioIQ receives the form from your doctor, your 800 points will show up on your Jiff account.

Do I have to pay for the health screening?

There is no cost to you for completing a BioIQ health screening. If you choose to see your physician for the Biometrics tests, you will be responsible for any applicable copays or coinsurance related to the office visit/labs.

What if there are tests my doctor does not recommend for me and leaves blanks on the biometrics form?

The BioIQ form only requires your doctor's signature and other key information, such as the date. If your doctor leaves blanks on your form, you will still receive the Biometrics program points.

How long does it take for my Biometrics results and points to appear in Jiff?

If you go through LabCorp, allow up to 4 weeks for results and your points to appear in Jiff after completing your Biometrics.

If you complete your screening through your physician, the timing depends on when your physician submits the Physician Results Form to BioIQ. If your results don't show up within 4 weeks of your screening, you may need to follow-up directly with your doctor to confirm when the Physician Results Form was submitted to BioIQ.

How does Get Active work?

Staying active is an important part of short and long term health. With Get Active you'll earn points for tracking steps with an activity tracker or a free step tracking app.

How to earn points

- Earn up to 5 points for every day you track your steps.
 - 5,000 steps = 3 points
 - 7,000 steps = 4 points
 - 10,000 steps = 5 points
- Sync your steps to your tracker's service within 7 days for them to count
- Find a list of eligible devices at <https://jiff.force.com/s/article/Tracking-Device-Compatibility> (includes Fitbit, Misfit, Garmin, Fitbit Free App, Moves Free App, My Fitness Pal Free App, Apple HealthKit Free App, GoogleFit Free App).

I use a Garmin when I run, but a Fitbit to track my daily steps and sleep.

Can I use multiple trackers?

You can link one tracking device of your choice for each program, for example, your Garmin for Get Active and your Fitbit for Sleep Soundly.

Can I manually enter my activity?

No, you cannot manually enter your steps, food or sleep tracking in the Jiff app. However, sleep and food can be manually tracked in other compatible apps or devices that you can then sync with Jiff.

How does Sleep Soundly work?

With Sleep Soundly, you earn points for tracking your sleep with a sleep tracker or a free sleep tracking app (entry directly into Jiff is not available).

How to earn points:

- For every night you track your sleep, earn 5 points.

- Use a supported tracker and record a night's sleep within 3 days. Include at least 2 continuous hours of sleep each night.
- Find a list of eligible devices at <https://jiff.force.com/s/article/Tracking-Device-Compatibility>.

How does Track Your Food work?

With Track Your Food you earn points for tracking the food you eat with a food tracker or a free food tracking app (direct entry into Jiff is not available). Jiff supports current and recent models of the devices listed at <https://jiff.force.com/s/article/Tracking-Device-Compatibility>.

How to earn points:

- For every day you track your food, earn 5 points.
- Record what you eat within 3 days. Each day must include a minimum of 800 calories.

What if I am unable to participate in any of the programs for medical reasons?

If you think you might be unable to meet a standard for a reward under this wellness program, you might qualify for an opportunity to earn the same reward by different means. Contact the MBC HR Employee Benefits Help Desk at 888-302-3941 and we will work with you (and, if you wish, with your doctor) to find a reasonable alternative that is right for you in light of your health status.

Tracking and Devices

How do I get an activity tracker and get started tracking my activity?

You can use a tracker you already have or purchase one. The Jiff Store offers a number of tracking devices. If you already have a tracker, the Jiff Store offers other fitness and health products (such as blenders, health monitors and sporting equipment) or you can get a Visa gift card. See the "Eligibility and Enrollment" section for more details.

What options do I have for tracking my steps for the Get Active program?

You can:

- Download a free step-tracking app on your smartphone. A list of options can be found at <https://jiff.force.com/s/article/Tracking-Device-Compatibility>.
- Link a step-tracking device you already own. A full list of compatible trackers can be found [here](#). If the device you use is not on that list, email support@jiff.com.

What options do I have for tracking my food for the Track Your Food program?

A full list of compatible food tracking apps can be found at <https://jiff.force.com/s/article/Tracking-Device-Compatibility>.

What options do I have for tracking sleep for the Sleep Soundly program?

Use an activity tracker that tracks sleep (list of compatible trackers can be found at <https://jiff.force.com/s/article/Tracking-Device-Compatibility>).

How do I return or exchange my device purchased through the Jiff Store if I changed my mind or want a different size/color?

See Jiff's Return and Exchange Policy at <https://jiff.force.com/s/article/What-is-your-return-exchanges-policy-for-rewards>.

How do I get a replacement if my device purchased through the Jiff Store is malfunctioning or broken?

See Jiff's Return and Exchange Policy at <https://jiff.force.com/s/article/What-is-your-return-exchanges-policy-for-rewards>.

My step count doesn't seem accurate. How do I update my steps?

First, make sure you have synced your activity tracker to its tracking app (for example, if you are using a Fitbit, make sure the Fitbit app reflects your most recent step count). Then, when you open the Jiff app, your steps will automatically sync. To force an update, you may also tap the sync button in the lower right hand corner of the Jiff app home screen. It may take a few seconds for the Jiff app to update your steps. With further issues, you can read more about your device or tracking program's troubleshooting on their website for more information.

How often do I need to sync to ensure my steps are tracked?

We recommend syncing your steps at least once daily, and checking your steps with your activity tracking service as well as within the Jiff app. To ensure your steps are up-to-date, your activity tracker must first be synced with your activity tracking service. Then, open the Jiff app to read the steps from your tracking service. Steps need to be synced to the activity tracking service within 7 days for them to count in the Jiff app.

Rewards, including the HealthFund

Find additional FAQs about the HealthFund on the Benefits Portal at Cedars-Sinai.MyBenefitChoice.com.

What are the rewards and how do I earn them?

You earn points for participation in the programs available in Jiff Good for You. (See "Programs and Points" for additional details and a breakdown of points.)

All Cedars-Sinai benefit eligible employees are eligible to earn and redeem points for gift cards to popular stores.

To be eligible for the HealthFund, you must be a Cedars-Sinai employee and enrolled in a Cedars-Sinai medical plan.

How much is the annual HealthFund contribution?

The annual HealthFund contribution is based on your hourly pay rate. For 2018-2019, HealthFund contributions are:

CEDARS-SINAI HEALTHFUND 2018-2019	
Pay Band/Per Hour	Annual HealthFund Contribution
Under \$35.00	\$300
\$35.00 or more	\$150

Is there a deadline for earning the HealthFund?

Yes. You can earn a HealthFund contribution once per benefit year by earning 1,200 points between July 1 and June 30.

Do I have to do the Biometrics and Partner with Your PCP programs to get the HealthFund?

No, you just have to earn 1,200 points by participating in any of the healthy programs. However, completing Partner with Your PCP and Biometrics is the fastest way to earn the HealthFund contribution.

Once I earn 1,200 points, how do I get my HealthFund contribution?

Once you have earned 1,200 points, the quickest way to get your HealthFund contribution is to go into the Jiff Rewards Center and redeem it yourself. If you do not do that, your HealthFund will automatically be credited to your account but it will take a little longer.

Your HealthFund money will be available around the middle of the month following the month you redeem your points in the Jiff Rewards Center (if not sooner). For example, if you redeem your HealthFund on January 20, your HealthFund money would be available around mid-February.

You can then use your contribution for services received since July 1 (or, if later, the date your Cedar-Sinai medical coverage became effective).

Does my HealthFund money rollover?

Yes. Once contributed to your account, these funds are yours to spend as long as you are employed with Cedars-Sinai. See the HealthFund FAQs for more information about your HealthFund.

If I don't earn enough points to get the HealthFund this year, will my points roll over?

Yes, your points will roll over to use the following year.

Can I keep my Jiff account if I leave Cedars-Sinai?

No, you will no longer be eligible to participate in Jiff if you leave Cedars-Sinai.

What happens to my points if I leave Cedars-Sinai?

Be sure to redeem your points before you leave Cedars-Sinai. You will not be eligible to use your points or participate in Jiff once you leave.

What's the difference between the Jiff Store and the Jiff Rewards Center?

Both the Jiff Store and the Jiff Rewards Center are accessed through the Jiff app.

- **Jiff Store** is where you can purchase a tracking device or other health tools.
- **Jiff Rewards Center** is where you redeem points earned participating in the Jiff programs for rewards that include the HealthFund contribution and direct rewards.

Technical

How do I access Jiff from a browser?

To REGISTER as a new user: <https://app.jiff.com/#/activate>.

To SIGN IN as an existing user: <https://app.jiff.com/#/signin>.

A list of compatible browsers can be found at <https://jiff.force.com/s/article/Tracking-Device-Compatibility>.

What smartphone models are compatible with the Jiff app?

A full list of compatible smartphones can be found at <https://jiff.force.com/s/article/Which-Platforms-work-with-Jiff>.

How do I update my username and profile?

Android and web:

- Go to the Menu and select "My Profile & Settings."
- Type in the name you want to appear in the Jiff app.

iPhone:

- From the main menu click on "My Profile & Settings."
- At the top of the screen, type in the name you want to appear.

Privacy

Cedars-Sinai is committed to protecting the privacy of all employees who participate in Jiff Good for You. Jiff is also committed to protecting your privacy. You can find the Jiff privacy policy at: <http://www.jiff.com/privacy>

Will Cedars-Sinai receive my private health information?

No. Cedars-Sinai has selected certain vendors who may receive or generate your protected health information (PHI), but they hold that information in strict confidence and Cedars-Sinai does not receive it. Cedars-Sinai may receive aggregate statistical information about Jiff Good for You participants to help us better understand our insured population and how best to improve the program, but all information will be de-identified first.

Where can I find Cedars-Sinai's overall privacy practices related to this and other benefit plans?

You may access Cedars-Sinai's Statement of Privacy Policies and Practices at <https://cedars-sinai.mybenefitchoice.com/portal/About/Legal>.

Who do I contact if I have concerns or questions related to the privacy of my data?

Cedars-Sinai has designated a contact in the Corporate Integrity Program to address questions on privacy. You may contact the Cedars-Sinai Chief Privacy Officer at 323-866-7877 with any questions related to the privacy of your data.

Do I need to sign a consent form or HIPAA release form (similar to a form I sign at a doctor's office) to participate in Jiff Good for You?

You're not required to sign a HIPAA release form for your participation in Jiff Good for You because no individual Protected Health Information (PHI) is released to Cedars-Sinai for this program. Your consent to the biometric screening will be obtained by the clinician during your appointment because the clinician will be performing the biometric screening and processing protected health information (PHI) as defined by HIPAA.

Additional Resources

What if I have a technical question about the Jiff application?

If you have technical questions about the Jiff app, contact Jiff:

Phone: 855-224-2777
Web: helpcenter.jiff.com
Email: support@jiff.com.

How will my survey responses be used?

Jiff will periodically conduct random surveys to assess the user experience and identify potential improvements to the programs. These surveys will be sent through email or occasionally via push notifications within the app. Participation in these surveys is completely optional. We do value your feedback, and we hope you'll help us in shaping the future of Jiff.

Questions?

FOR HELP WITH...	CONTACT...
<ul style="list-style-type: none">General questions about the Jiff programJiff app/website technical or downloading issuesHelp redeeming your HealthFund in Jiff app	Jiff Phone: 855-224-2777 Web: helpcenter.jiff.com Email: support@jiff.com
<ul style="list-style-type: none">How the HealthFund works this yearDelays in receiving your HealthFund contributionCS Benefits app technical or downloading issues	MBC HR Employee Benefits Help Desk Phone: 888-302-3941 Email: MBC.cshs.milliman.com Web: Cedars-Sinai.MyBenefitChoice.com