

Healthy Tracks Frequently Asked Questions

(Pre-Launch Testing)



How do I sign up?

Signing up is easy – Here is how to sign up...

1. Go to seniorcareplus.myhealthytracks.com
2. Click on register
3. Have your insurance card available as you need to enter your first and last name exactly as it appears on your insurance card. You need to use a valid email that you have access to because you will be sent an email with a link to complete the registration process. Password needs to be at least 8 characters long, have an uppercase, a lower case and a number. DOB needs to be in mm/dd/yyyy format you must agree to both terms and click on register in blue.
4. You will have a box pop up on the website that says a registration email has been sent.
5. Go to your email account and open up the email from Healthytracks@hometownhealth.com
6. Click on Email Verification in blue on the email
7. You will be sent back to the Healthy Tracks website and will be prompted to enter your height, weight and Mobile phone. If you do not want to enter this information just click continue in blue on the bottom right corner. You have now successfully set up your Healthy Tracks account.

What is a Wellness Point?

Wellness points are points earned for completing an applicable challenge. Not all challenges earn wellness points. Wellness points can be redeemed for rewards.

How do I earn e-gift cards?

For every point you earn, you'll get \$1 toward an e-gift card of your choosing from the rewards mall.

What is a Challenge?

Each activity in Healthy Tracks is called a Challenge. Challenges are represented in the many tiles on your Healthy tracks homepage. Some challenges, such as your preventive screenings are eligible for wellness points.

Why do I need an Annual Wellness Visit?

Your Annual Wellness Visit helps your Primary Care Provider (PCP) catch possible problems earlier – when they're easier to treat. It's an important part of keeping you healthy. Your plan includes this special visit for a \$0 copay.

Are all members eligible to earn wellness points?

Yes. All members can earn wellness points, but your eligible points may be different from someone else. Challenges are based on age, gender, screenings that are due in the current calendar year, and any applicable chronic diseases you may have.

What screenings and exams can earn wellness points?

We have several screenings that are eligible for wellness points each year – however, the ones you’re eligible for may be different than your spouse or your friends. Screenings available for wellness points include colorectal cancer screenings, breast cancer screening, diabetic screenings (A1c, retinopathy screening, and nephropathy screening), annual wellness visit, and more! All screenings must be completed between January 1, 2019 and November 30, 2019 to be eligible for wellness points. Challenges are based on age, gender, screenings that are due in the current calendar year, and any applicable chronic diseases you may have.

How do I know what screenings I need?

Your PCP can help you decide which screenings you need. We’ll also send you a personalized wellness report card each quarter that explains which screenings you are due for this year. If you have questions about it, please give us a call. We’re right here to help.

Why can’t I complete my screening in December of 2019?

By completing your screening in December, it is not guaranteed that we will receive a claim prior to the end of 2019. We want to make sure that you get points for completing your wellness goals. Therefore, to ensure that you get the credit you deserve, your screenings need to be done no later than November 30, 2019.

How long before I am awarded wellness points after I complete the screening(s)?

You'll earn your wellness points after we process your claim for the screening(s) or test(s). Providers vary in the time it takes to submit the claim. You should typically expect to see your rewards populate into your account between 30-45 days.

If more than 90 days has passed, please let us know by notifying us through the “Contact Support” feature on your Healthy Tracks page. Please provide the date of service as well as the location the service was provided. Senior Care Plus will request the applicable medical records to validate service was completed and then add your reward points.

Can I choose what kind of e-gift card I receive?

There is a large variety of e-gift cards available to you in the rewards mall! It is your choice! Once you select your e-gift card, your e-gift card voucher will be emailed to you.

How long do I have to redeem my points?

Wellness points must be redeemed no later than December 31, 2019. Points can be redeemed immediately after credited to your account. Gift card merchant minimum redemption amounts vary from \$1.00-\$10.00. REMEMBER: ALL POINTS MUST BE REDEEMED NO LATER THAN DECEMBER 31, 2019 BEFORE BEING FORFEITED.

Can I receive an actual gift card in the mail or will they all be emailed to me?

E-gift cards can only be emailed to you. They can be used online or in any retail store. Just log into your email, print them out, and you are ready to shop!

Are there other benefits of signing up for Healthy Tracks?

Absolutely!! You'll find helpful health courses, tools to track your fitness progress and much more in the online portal. Sign up today to explore!

Why are there not points associated with all the challenges?

Not all activities are eligible for wellness points. Challenges focused on your annual health screenings are eligible for wellness points. Other challenges are there as a personal reward to help you on your wellness journey.

I am having trouble navigating the program. Who do I talk to get help?

Senior Care Plus is happy to help make this easier for you! If you get stuck, please feel free to call us at 775-982-6644 or email the Healthy Tracks team at healthytracks@hometownhealth.com.