

## Frequently asked questions



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### General

**How will this program help me achieve my wellness goals?** N Good Health supports your full wellness journey. Take advantage of the program's many exciting features on [NGoodHealth.com](https://www.ngoodhealth.com). The site, accessible from any device that has internet access, provides information on a variety of topics, including nutrition, physical fitness, weight management, tobacco cessation, coping with stress and much more.

You can also:

- Develop your personal wellness plan
- Sign up for special programs
- Track your healthy habits
- Develop meal plans and workout schedules

**What are N Good Health's goals?** N Good Health wants to make Norton Healthcare the healthiest health care system in the region by:

- Being a healthy place to work
- Supporting healthy choices
- Supporting a healthy work-life balance
- Improving employee health
- Lowering avoidable health care costs

N Good Health encourages employees to stay healthy or improve their health by providing appropriate and supportive programs, resources and tools designed for everyone.

**I missed the N Good Health deadline, can I still participate and earn wellness credits? N Good Health allows quarterly 'jump on dates' for wellness credits.** Complete the 4 steps and you will begin receiving wellness credits based on the following time frames:

Completing the 4 steps		Wellness credits start appearing on pay voucher
Start	End	
Sept. 16, 2018	Sept. 30, 2018	Preparing for 2019 program launch
Oct. 1, 2018	Dec. 15, 2018	Jan. 11, 2019
Dec. 16, 2018	March 15, 2019	April 5, 2019
March 16, 2019	June 15, 2019	July 12, 2019
June 16, 2019	Sept. 15, 2019	Oct. 18, 2019

**Who will have access to my personal health information?** Health information, medical test results and other personal information provided as part of the N Good Health wellness program will only be used by N Good Health staff and their agents or third-party administrators of approved programs.

- Your health information will be used to help you succeed in the wellness program.
- Numerical data will be used to monitor your health trends and outcomes.
- Your eligibility for wellness credits or program discounts will be shared with the Payroll department in order for you to be paid appropriately.

**Will my personal health information be kept confidential?** Yes. N Good Health will not share your personal health information gathered through the health risk assessment, yearly N Good Health Physical or any of the wellness tools used without your expressed permission.

- N Good Health staff members are held to HIPAA standards.
- Human Resources employees will not have access to your health information, nor will this information be used for any employment actions or decisions.

**How do I check if my 4 steps have been completed?** You can check your progress at any time.

- Log in to your account at [NGoodHealth.com](http://NGoodHealth.com).
- You'll see four green bars representing the 4 steps on your home page.
- A step is complete when the bar is green. All bars must be green by the **Sept. 15** deadline (or if you are a new hire within your first 180 days.)

**What should I do if it is unreasonably difficult or inadvisable for me to complete N Good Health's 4 steps?** If it is unreasonably difficult or inadvisable for you to complete the 4 steps due to a medical condition, you may complete a medical exclusion form. Call N Good Health at **(502) 629-2162** with any questions.

**What if I forget my username and/or password?** Go to [NGoodHealth.com](http://NGoodHealth.com) and select the "Forgot username and password" button, then follow prompts to reset your password.

**Will my insurance go up for being "unhealthy"?** Your insurance rates are not connected to your health outcomes. N Good Health's goal is to reward you for participating in prevention and wellness activities such as completing the 4 steps.

Who can participate?

**Who can participate in N Good Health?** All Norton Healthcare employees are encouraged to participate in the N Good Health wellness program. All employees have full access to the N Good Health portal, wellness programs, wellness challenges, prizes, discounted activity trackers and more. Spouses on a Norton Healthcare medical plan can also participate in N Good Health programming and earn wellness credits.

Does my spouse need to complete the same 4 steps? How does my spouse create an account? Spouses on a Norton Healthcare medical plan can earn wellness credits, too, when they complete the 4 steps.

- Spouses can create their account on the first Friday after their medical plan becomes effective.
- To create an NGoodHealth.com account, call the Norton Service Center at (502) 629-8911, option 3 to obtain a spouse member number.
- Go to [NGoodHealth.com](https://www.ngoodhealth.com) and select the green "Sign up now" button.
- Enter the spouse member number in the field indicated and then choose a username and password.

Once an account is created, spouses can log in and begin completing the 4 steps.

If I am not eligible\* for wellness credits, can I participate in prevention and wellness activities on NGoodHealth.com and complete my 4 steps? Yes. Even if you are not eligible for wellness credits, you are strongly encouraged to participate in N Good Health initiatives. You can also qualify for subsidized wellness programs, participate in wellness challenges, win wellness prizes and much more. Our goal is to have all Norton Healthcare employees participate in N Good Health programs to help them stay or become healthier.

*\*Employees stashed to work at least 32 hours per pay period and spouses who are enrolled in a Norton Healthcare medical plan can qualify to earn \$35 in wellness credits per participant per pay period by doing the 4 steps. The credits appear on the employee's pay voucher under "Wages" and increase gross earnings.*

## New Hires

I am new to Norton Healthcare. How do I get started with N Good Health? Welcome to Norton Healthcare. N Good Health is excited you are part of the Norton family and is ready to put you on the road to wellness.

Here's what you need to know before starting your journey with N Good Health:

- You must wait seven days from your hire date before you can create an account on NGoodHealth.com.
- All employees can create an N Good Health account and receive the program benefits. If you are on a Norton Healthcare medical plan you are eligible for wellness credits.
- Your spouse can participate, too, if he/she is on a Norton Healthcare medical plan, earning you double the wellness credits. Your spouse must create their own account. Go to section "who can participate?" to learn how your spouse can get started.

## When do I need to have my 4 steps completed?

- New hires have 180 days from your hire date to complete 4 steps.
- Eligible spouses also have 180 days from your hire date to complete the 4 steps.

I am an existing employee who had a status change (changing from PRN to full or part time). Do I have 180 days to complete my N Good Health steps?

- Existing employees do not have 180 days from a status change to complete the 4 steps. N Good Health encourages all employees with or without eligibility for the wellness credits to participate.
- Status change employees are eligible to complete their 4 steps quarterly to 'jump on' to start earning wellness credits. A calendar of jump on dates can be reviewed in the "general" section earlier in the FAQ.
- If your spouse is also covered on Norton Healthcare medical insurance, go to section "who can participate?" to learn how your spouse can get started.

### I am an existing employee who just changed from having non-Norton medical insurance to being on a Norton Healthcare medical plan. Do I have 180 days to complete my 4 steps?

- Existing employees do not have 180 days from an insurance change to complete the 4 steps. N Good Health encourages all employees with or without eligibility for the wellness credits to participate.
- Status change employees are eligible to complete their 4 steps quarterly to 'jump on' to start earning wellness credits. A calendar of jump on dates can be reviewed in the "general" section earlier in the FAQ.
- If your spouse is also covered on Norton Healthcare medical insurance, go to section "who can participate?" to learn how your spouse can get started.

### Health Risk Assessment (step 1)

**What is a Health Risk Assessment?** The online health risk assessment helps identify your health risks and allows you to create your own personal wellness plan. The assessment consists of 50 questions and takes 15 minutes to complete.

**How often do I take the health risk assessment?** The health risk assessment is taken online every year between Oct. 1 and Sept. 15.

### Annual Wellness Statement (step 2)

**What is the annual wellness statement?** The annual wellness statement helps ensure that you are up to date on your cancer prevention screenings and encourages you to live a tobacco-free lifestyle.

#### **Before you can complete your annual wellness statement, you must:**

- Have an up-to-date mammogram and Pap smear (women).
- Have an up-to-date colorectal screening (men and women).
- Not be a tobacco user, or if you are a tobacco user, have completed an approved tobacco cessation program.

#### **What if I am not up to date on my preventative cancer screenings?**

- Your appropriate screening(s) must be completed before you can complete the annual wellness statement.
- Be sure to work with your primary care provider to get your screenings completed as recommended.
- The screenings must be completed by Sept. 15 of the program year.

- If you do not complete your appropriate preventative cancer screenings as recommended, you will not be eligible for wellness credits.

#### I am over 50, do I have to get a colonoscopy?

- It is recommended that all adults over 50 have a colon cancer screening performed at least every 10 years (or less if you have risk factors).
- Colonoscopy is considered the gold standard test for detection of colorectal cancer. It is considered to have the highest sensitivity and specificity of any other detection test/screening.
- If you do not complete your appropriate preventative cancer screenings as recommended, you will not be eligible for wellness credits.

**Where can I get a colonoscopy?** Call Norton Healthcare's Access Center at (502) 629-1234 to schedule your colonoscopy or ask your primary care provider for a referral.

#### I do not want to have a colonoscopy. What are my options?

- Colonoscopy is considered the gold standard test for detection of colorectal cancer; however, there are other screening tests available for colorectal cancer, including Cologuard, fecal occult blood tests, fecal immunochemical based stool tests (FIT), serum markers and more. Discuss these options with your primary care provider to determine the best screening tool for you based on your health history and risk factors.
- If you do not complete your appropriate preventative cancer screenings as recommended, you will not be eligible for wellness credits.

**I do not use tobacco, do I need to do anything?** Employees who do not use tobacco products must complete a urine tobacco test as part of your N Good Health physical (step 3). Once there is a negative tobacco test result in Epic, no further testing is needed.

**I use tobacco, what do I need to do?** Tobacco users must complete a tobacco cessation program to complete step 2 and be eligible for wellness credits. Go to the tobacco testing tab within the FAQ for information about tobacco cessation programs available to employees.

#### N Good Health physical (step 3)

**What is the N Good Health physical?** The N Good Health physical is the same thing as an annual wellness exam. Having an annual physical has been shown to detect early warning signs of many diseases.

**When do I need to have my N Good Health physical?** The N Good Health physical needs to be completed each year before the Sept. 15 deadline. Many times prizes and incentives are awarded to individuals who complete their physical early in the year. Watch Nsite or contact N Good Health to find out more.

**How do I schedule my N Good Health physical?** Your N Good Health physical can be scheduled through MyNortonChart or by calling (502) 629-1234. Be sure to schedule your N Good Health Physical as an N Good Health physical. At your appointment, be sure to sign the N Good Health consent.

**Is tobacco testing part of the N Good Health physical?** Yes. Participants who self-report not using tobacco need to have a urine tobacco test as part of their N Good Health physical. Once there is a negative tobacco test result in Epic, further testing is not needed. Participants who self-report tobacco use need to complete a tobacco cessation program. Go to the tobacco testing tab within the FAQ for information about tobacco cessation programs available to employees.

**Do I have to wait a full year (365 days) to have another N Good Health physical?** No. With Norton Healthcare's medical plans, the annual N Good Health physical benefit resets on Jan. 1 each year so you are eligible for a N Good Health Physical at any time during the calendar year regardless of when you had your previous physical the year before. If you have questions, call **(502) 629-2363** to speak to a benefits education specialist. They can help you plan the timing and cost of your annual N Good Health physical and preventive cancer screenings.

**I don't have a primary care provider. How can I find one?** Visit [NortonHealthcare.com/PrimaryCare](https://www.nortonhealthcare.com/PrimaryCare) for a list of providers, or call the Access Center at **(502) 629-1234** and request an N Good Health physical with a primary care provider.

**Will my N Good Health physical be covered by my medical plan?** Yes. Norton Healthcare medical plans emphasize prevention and wellness by covering an annual N Good Health Physical (routine physical) and preventive cancer screenings (e.g., colorectal, breast and cervical) up to 100 percent. To better understand your coverage and your Norton Healthcare medical plan, call **(502) 629-2363** to speak to a benefits education specialist.

**What should I do if I receive a bill from my provider's office or lab (or both) or I am charged a co-pay for my annual N Good Health physical?** If you receive a bill for your annual N Good Health physical, contact your provider's office and Norton Healthcare Billing Services at **(502) 479-6300**. They will help you understand why you received a bill and help remedy the situation if necessary and/or appropriate.

Other helpful numbers:

- Norton Healthcare benefits education specialists: **(502) 629-2363**
- Anthem Member Services: **(844) 344-7416**

**I see a non-Norton Healthcare primary care provider. What happens to my provider form once it is received by N Good Health?**

- It is your responsibility as an N Good Health participant to be sure your provider sends N Good Health the required N Good Health physical form.
- When your form is sent to N Good Health via fax or email, it goes into a secure folder on the computer as an unidentified file. It is not printed on paper. We do this to secure your personal health information.
- Once your form is in the secure folder, we identify it by opening the file and naming it with your name and AHSN/spouse member number. Once the form is named, your information is manually entered into a secure database and then uploaded to your N Good Health account.
- The process takes 14 business days from the time your form is received by N Good Health. Once it is complete, five points for "screening data received" will be awarded to your N Good Health account.

**I see a non-Norton Healthcare primary care provider. What if some fields on the N Good Health provider form are not complete when the form is submitted to N Good Health?** All fields must be complete in order to receive points towards step 4. If N Good Health receives a form that is missing information in any fields, **the form will be marked incomplete and step 3 will be incomplete.** In addition:

- It is your responsibility as an N Good Health participant to be sure your provider sends N Good Health the required N Good Health physical form.
- **The form must be legible.** If we cannot read any of the fields, the form will be marked incomplete.
- It is **your responsibility** as the patient to make sure your provider completes all tests requested on the form.
- If the form cannot be completed during your physical because the test results are not available or for any other reason, request to have a copy sent to you once it is complete. **It is your responsibility, not your provider's, to ensure that N Good Health receives a copy of the completed N Good Health provider form.**

**I have made improvements in my labs and/or biometrics since I had my N Good Health physical. What can I do?** For improvements in your outcomes after your N Good Health physical, you can submit an appeal form to N Good Health for review. The appeal form allows you to dispute the accuracy or show improvement of lab and biometric values (such a weight, BMI, waist circumference, BP). If the improvement in your values show risk category improvement or a normal/low risk, you will be awarded 30 healthy outcome points.

Healthy outcomes

**What are healthy outcomes?** Healthy outcomes are key markers of wellness gathered during your N Good Health physical. Completing your physical early is important to know if you meet three of five healthy outcomes or have had risk category improvement. For each healthy outcome you meet, including risk category improvement, you will earn 30 points towards step 4.

**What are the healthy outcomes?**

- **Weight** (worth 30 points)
  - Body mass index (BMI) between 18.5 and 24.9 *or*
  - 5 percent weight loss from previous N Good Health exam *or*
  - Waist circumference
    - Men: less than 40 inches (102 cm)
    - Women: less than 35 inches (88 cm)
- **Blood sugar** (worth 30 points)
  - Fasting glucose: 70 to 99mg/dL *or*
  - Random glucose: 80 to 139 mg/dL *or*
  - Hemoglobin: A1C less than 5.7 percent
- **Blood pressure** (worth 30 points)
  - Less than 120/80 mmHG (systolic/diastolic)
- **Cholesterol** (worth 30 points)
  - LDL less than 130 mg/dL
- **Tobacco use** (worth 30 points)
  - Negative nicotine test result (If N Good health has a negative tobacco test on record, you do not need to be tested further)

**How do I earn points towards step 4?** There are many ways to earn points towards step 4 that are meaningful to your health journey.

- Earn 30 points for each healthy outcome achieved based on your N Good Health physical. Meeting three of five healthy outcomes will satisfy step 4. **Points are also earned if you move from a higher risk range to a lower risk range based on results from your previous year's N Good Health physical.** For example, if you were in the high risk range for blood pressure in 2018 and you improved to the moderate risk range in 2019 based on your N Good Health physical, you will earn 30 points for the blood pressure healthy outcome.
- You can earn points by completing healthy actions. There are nine to choose from and all are worth varying amounts of points. Go to the healthy action tab within the FAQ for information about available healthy actions and their point value.

**What does risk category improvement mean?** There are risk category groups for each healthy outcome. You earn points towards step 4 if you are within national standards or the low risk category for the healthy outcome based on your N Good Health physical. You can also earn points if you move from a higher risk range to a lower risk range based on your previous year's N Good Health physical results. For example, if you were in the high risk range for blood pressure in 2018 and you improved to the moderate risk range in 2019 based on your N Good Health physical, you will earn 30 points for the blood pressure healthy outcome.

To see the risk categories and the national standards, log onto NGoodHealth.com, click the FAQ tab on the top gray bar, and then click "healthy outcomes."

**When will I see my healthy outcome points for step 4?**

- You will earn 30 points for a negative tobacco test result when the results from your N Good Health physical are uploaded into your N Good Health account. Uploads are done each Friday.
- All other normal/low risk healthy outcome points will be awarded within seven days after your N Good Health physical is uploaded into your N Good Health account.
- If you feel you are eligible for healthy outcomes points and they have not been awarded 14 days after your N Good Health physical, please contact N Good Health.

**I improved an outcome after my N Good Health physical. How do I get points for my improvements?** You can still earn healthy outcome points after your N Good Health physical if you've improved your risk category for any of the five outcomes. Submit an appeal form with the new results to N Good Health. The form will be reviewed by the N Good Health team and points awarded if you successfully improved your risk category for an outcome. Call N Good Health at **(502) 629-2162** with any questions.

**How can I show outcome improvements?** Norton Healthcare Employee Health offices will check the following outcomes by appointment:

- Weight
- Waist circumference
- Blood pressure



Bring an [appeal form](#) with you to your appointment. The Employee Health office staff will complete the form and return it to you to submit to N Good Health for consideration.

## Healthy actions

**What are healthy actions?** Healthy actions are ways to improve your health and can help you earn points towards step 4. From nutrition to physical activity, mental well-being to community belonging, there's more to your health. Points are awarded when you meet healthy outcomes based on your wellness exam (step 3) or complete a healthy action.

**What are the healthy actions?** Healthy actions consider the whole you. Consider earning points towards step 4 through the following healthy actions:

1 point	Walking more than 7,500 steps	Physical activity is the best way to reach many of the healthy outcomes. Walking more than 7,500 steps per day can earn you 1 healthy action point.
1 point / hour volunteered	<i>NEW!</i> Nvolved community engagement (coming January 2019)	Social wellness is related to your emotional well-being and is an important part of your overall health. Activities such as volunteering allow us to connect with our community helping to enforce positive behaviors and feelings. For each hour you volunteer, you'll earn one healthy action point up to 15 points total. <i>Only available to employees at this time.</i>
3 points	YMCA or Y @ Work Check-in	A regular workout routine is a cornerstone of good health. The YMCA makes it easy to find fitness opportunities that fit you and your lifestyle. Call Jill Ballard at (502) 587-2118 to alert the YMCA that you are a Norton Healthcare employee or spouse. You must scan in each time you visit the YMCA or Y @ Work Fitness Center. Each check-in earns 3 healthy action points. Points will be aggregated and awarded at the beginning of every month.
25 points / session	<i>NEW!</i> Staying Balanced with EAP	Life can throw you off balance sometimes. Reaching out to someone can help keep you well. Norton Healthcare offers all employees free, confidential support through the Employee Assistance Program (EAP), administered by Wayne Corporation. You will earn 25 healthy action points per visit up to 100 points. Call <b>(502) 451-8262</b> to make an appointment.
30 Points	Anthem ConditionCare	Sometimes a little support can go a long way. Anthem ConditionCare offers free resources to support participants and their covered dependents with the following health conditions: asthma, COPD, coronary artery disease, diabetes and heart failure. You'll earn 30 healthy action points after completing three calls with Anthem ConditionCare.
30 Points	<i>NEW!</i> Real Food and You online workshop series	Making the healthy food choice is not always easy to do or understand. However, recognizing the benefits of "real food" in your diet, and discovering easy ways to incorporate it into your

30 Points	NEW! Back to Life online neck and back support workshop (coming January 2019)	meals could be the key to your wellness success. This two part online series earns you 30 healthy action points per workshop. Neck and back discomfort can not only keep you from doing the things you love, it also can affect your work. Don't let discomfort turn into pain or injury. Complete this 6-week online workshop to earn 30 healthy action points.
85 Points	YMCA Diabetes Prevention Program	Get your health on track through healthy eating, activity and weight loss. This program is now 100 percent covered by Norton Healthcare medical insurance. Successfully complete the program to earn 85 healthy action points.
85 Points	Rx for Better Health Program	You can balance it all, including managing your diabetes with the support of Rx for Better Health. The supported program connects you to a registered dietician, pharmacist and other resources to improve your condition and reduce the chances of complications. You can earn 85 healthy action points after two visits.

**When will my healthy action points for step 4 be awarded?** Points for healthy actions will be awarded four weeks from completion of the healthy action.

Healthy outcomes and/or healthy actions must be completed within the current program year:  
**10/1/2018 - 9/15/2019**

Providing false information to receive wellness credits could result in disciplinary action as well as the immediate, permanent withdrawal of the wellness credits. Information provided may be subject to verification.

## Tobacco Testing

**Will I be tested for tobacco?** Tobacco testing is part of the N Good Health physical. However, for many participants, a tobacco test is not required every year. If you have a negative tobacco test result in Epic, further testing is NOT needed. Testing is only required if:

- You are not a tobacco user but do not have a previous tobacco test result completed by a Norton Healthcare facility.
- Your tobacco use status has changed since your last physical. For example, you were a tobacco user but now are not.

If you use tobacco (including e-cigarettes), you must disclose this information on your annual wellness statement (step 2) and at your N Good Health physical. Your provider will document your self-reported tobacco use in your medical record or on your provider form. A tobacco cessation program must be completed as part of the 4 steps.

**What is a tobacco test?** The Norton Healthcare approved tobacco test is a simple, one-step urine test that detects only the presence of nicotine metabolites. A positive test result does not provide any indication of intoxication or urinary concentration.

All employees and spouses with positive test results will be sent for a confirmatory tobacco test by the outside lab performing the initial tobacco test. The confirmatory test is a urine test used to detect only the presence of nicotine metabolites such as anabasine. Anabasine is a unique marker of tobacco use. It is present in tobacco products but not in nicotine replacement therapy products or people exposed to secondhand smoke. The presence of anabasine in amounts equal to or greater than 3 ng/mL indicates active tobacco use.

**Note:** If you see a non-Norton Healthcare provider, you will need to visit a Norton Immediate Care Center for tobacco testing. Call the Norton Healthcare Access Center at **(502) 629-1234** for testing locations and hours.

**I use tobacco and/or have a positive tobacco test result. What are my next steps?** Tobacco users will need to complete an approved online tobacco cessation workshop or in-person tobacco cessation program. You will need to complete a tobacco cessation program every year you use tobacco in order to complete the 4 steps. Visit [NGoodHealth.com](http://NGoodHealth.com) to explore your cessation program options. The approved online tobacco cessation workshops and in-person classes range from four to 12 weeks in length and must be completed by the **Sept. 15** deadline.

**Can employees receive free nicotine replacement therapy?** Receive a free nicotine replacement therapy product, such as gum, lozenges or the patch, when you participate in a tobacco cessation workshop. The workshops are available to employees and their spouses/partners online or in person.

You must complete three weeks of a workshop to receive the free nicotine replacement therapy product. At week three, you will receive a certificate to present at any Norton Pharmacy location:

- Norton Audubon Hospital • (502) 636-8790  
Open Monday through Friday, 8 a.m. to 6 p.m.
- Norton Brownsboro Hospital • (502) 446-8800  
Open Monday through Friday, 8 a.m. to 6 p.m.
- Norton Hospital • (502) 629-3800  
Open Monday through Friday, 8 a.m. to 6 p.m. and Saturdays, 8 a.m. to noon
- Norton Women's & Children's Hospital • (502) 559-1710  
Open Monday through Friday, 8 a.m. to 6 p.m.

## Online workshops

**What are online wellness workshops?** Online workshops are a resource to help provide a convenient way to gain knowledge on topics of interest and improve your health.

**Where are the online wellness workshops?** Online workshops can be found on [NGoodHealth.com](http://NGoodHealth.com). Once logged into your account, select "wellness workshops" under wellness resources on the left-hand side of the page.

**Are wellness workshops worth points?** All the workshops will help you gain knowledge and insight into specific areas of health and wellness; however, not all wellness workshops on [NGoodHealth.com](http://NGoodHealth.com) are worth points. The workshops worth 30 healthy actions points include:

1. Real Food and You: Beginner Guide
2. Real Food and You: Part 2
3. Back to Life: Neck and Back Online Support Workshop

- **What and where are the tobacco cessation workshops that tobacco users need to complete?** There are two online tobacco cessation workshops and one in person workshop tobacco users can take to complete the annual wellness statement. A workshop needs to be completed each year you use tobacco. The workshops are:
  1. A four and 12 week online tobacco cessation workshop on com
  2. A 7 week in person tobacco cessation workshop from the American Lung Society.

Nicotine Replacement Therapy is available at no cost to Norton Healthcare employees. Go to the tobacco testing section within the FAQ for information about tobacco cessation programs and free nicotine replacement therapy available to employees.

Please note: Tobacco cessation workshops are not worth points towards step 4, earn 100 points.

### Activity trackers

**Does N Good Health offer activity trackers?** N Good Health is excited to offer special preferred pricing on select activity trackers. Stay active, eat well, and reach your fitness goals with a Fitbit or Garmin activity tracker. Log into your N Good Health account and click "get your fitness devices" on the lower left-hand side and then follow the following instructions:

- Click the "Shop Now" button below
- Click on "Activate Account"
- Use the group code: NORTON18TWO (Code IS case sensitive)
- Log in to your account to access discounted devices

Once you receive your device, you can then sync it to your N Good Health account.

**How do I sync my activity tracker to my N Good Health account?** Follow these steps to sync your activity tracker with NGoodHealth.com:

- Set up your activity tracker following the manufacturer's directions. If you have trouble during this step, please refer to your activity tracker's support website.
- Once your activity tracker is set up correctly, log into NGoodHealth.com.
- From your N Good Health account, click on the "Connect your Apps and Devices" button on the home page in the lower left hand corner.
- Select the manufacturer of your activity tracker from the list.
- Click "Connect" on the bottom corner of the page.
- You will be asked to sign in to your activity tracker's website using your account information. This information was likely setup by you during the initial step of the process.
- Any issues setting up your activity tracker must be addressed by the manufacturer of your tracker. N Good Health can only assist with issues that occur after the tracker has been connected for at least 24 hours. N Good Health is always available to answer any non-technical questions. Norton Healthcare computers and networks will not allow the initial setup of most activity tracker.

### Do I need an activity tracker to track my activity?

- No. You can either use an activity tracker like a Fitbit or Garmin or an app for your phone. To see a listing of compatible devices or apps, please visit your N Good Health account and click on “Connect Your Apps & Devices” on the left-hand side. A compatible device or app can be synced to your account and is one way to receive healthy action points when you reach 7,500 steps in a day.
- For the purpose of an N Good Health step challenge, you can manually enter your steps. If audited during a steps challenge, you must be able to provide proof of steps taken.

**Does the Apple watch sync to NGoodHealth.com?** Yes. The Apple watch can sync to your N Good Health account by linking your Apple watch to the Withings Health Mate app. Then you will need to connect your Withings Health Mate account to your N Good Health account. For more detailed instructions on how to sync your Apple watch, log into your NGoodHealth.com account and click on “connect your apps and devices” at the bottom left of your home page. Then click on the link “learn how to use your Apple watch with N Good Health”.