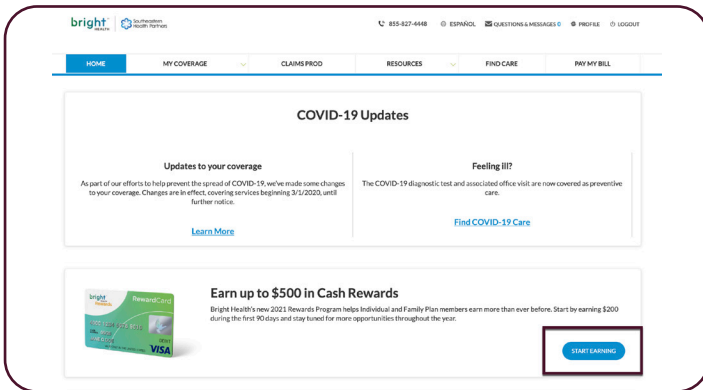


Member Hub

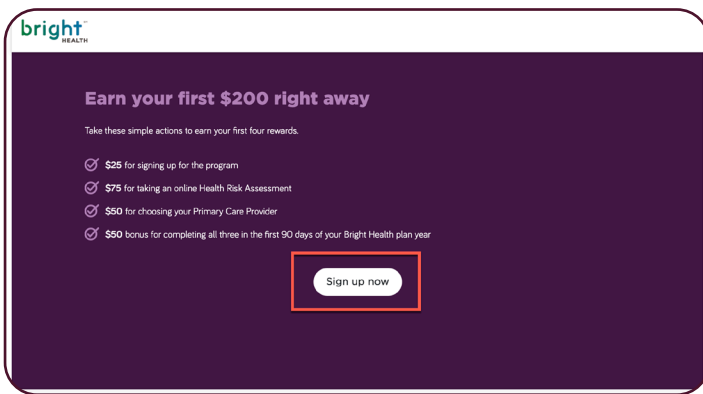
Rewards

This job aid shows how Individual and Family Plan members can register for the Rewards program and understand how to identify active and completed rewards



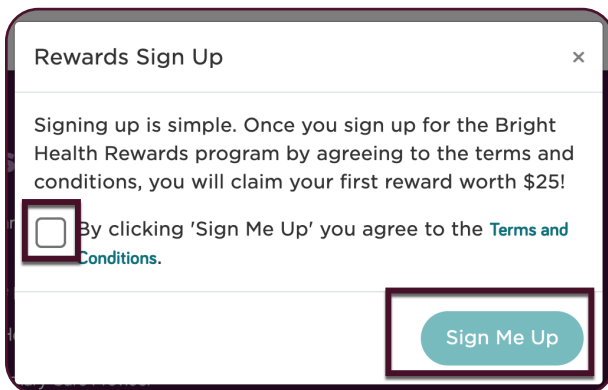
Start Earning

To begin, select **Start Earning** from the home page of the Member Hub



Sign Up

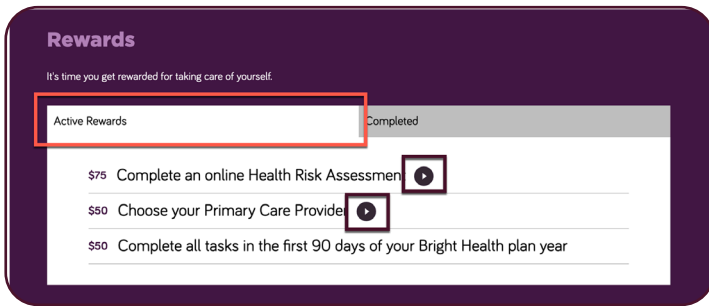
There will be a quick signup process the first time accessing rewards. It will show some benefits of the rewards program and the member will need to click **Sign Up Now** to continue the process



Agree to terms

To complete the rewards registration, check the terms box and click **Sign Me Up**. The member can read through the terms and conditions by clicking on the teal "terms and conditions" text

Member Hub- Rewards



Active Rewards

After registering, the member will immediately have access to rewards. Signing up also earns the first \$25 reward automatically! Under the Active Rewards tab, there are 2 other actions needed:

1. Complete an online Health Risk Assessment
2. Choose your Primary Care Provider

Click the button next to each to start the process and complete the step

Do you expect to have surgery in the next 6 months?

Yes

No

In the last 12 months, have you stayed overnight as a patient in the hospital?

No

Yes, 1-2 nights

Yes, 3-5 nights

Yes, 6 or more nights

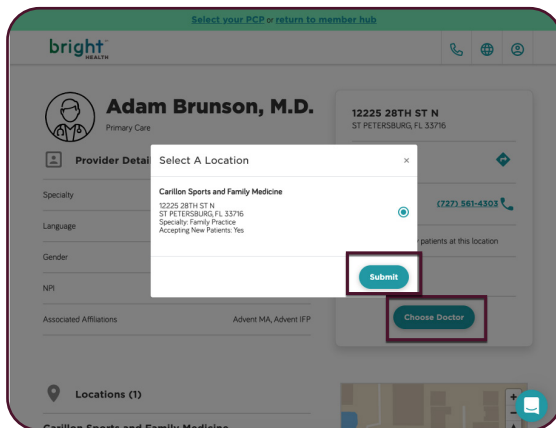
By submitting this form you agree that we can share the health information you provide us with doctors in the Bright Health network of physicians, including your selected Primary Care Provider.

Submit Answers

Health Risk Assessment & PCP Selection

The Health Risk Assessment is a series of questions about the member's overall health. Go through and answer each question. When all questions are answered, select **Submit Answers** to complete the reward

The Primary Care Physician selection takes the member back to the home page to complete the same PCP selection process that is completed on the Member Hub. Please see the Member Hub- PCP Selection job aid in the Broker Portal under OnDemand Training for more details on completing this process



Member Hub- Rewards

Completed Rewards

Once a reward is earned, it moves into the Completed tab. Clicking that tab will show rewards progress.

If the member registers for rewards, completes the Health Risk Assessment, and chooses their Primary Care Provider within 90 days of the start of your Bright Health Plan year, they will automatically earn the final \$50 reward

All Rewards Claimed

If all rewards have been earned, the rewards page will say "all active rewards claimed!".

The member will receive an email if there is a new reward available. It is also recommended to check back periodically to see if there are any new rewards to earn as the year progresses

