FAQS

General

Q: How can the app help me?

A. MedEmpower Fuel is a nutrition-driven health and wellness solution designed to motivate small changes for improved health outcomes. The app provides personalized nutritional guidance considering the user's self-reported health condition and data such as weight, height, activity, A1c level, and eating habits and preferences. The app can help you create healthier habits and improve overall nutrition and wellness.

Q: What health conditions are supported through the nutrition content in the app?

A. The app currently supports the following self-reported conditions: Diabetes, Heart Health, Pregnancy/Maternity, Men's Health, Women's Health, and General Health. Selecting one or more conditions for your health profile will personalize the app and optimize your experience.

Q: What features are included in the app?

A. Features include personalized nutritional guidance, meal planning, scored recipes and recommended foods, certain restaurant nutrition facts, daily and weekly challenges, educational articles, and tracking of sleep, activity, hydration, focus, and goals.

Download & Installation

Q: Where can I download the app?

A. Search "MedEmpower Fuel" and download the free app from the Apple App Store and Google Play Store.

Q: Which mobile devices support the app?

A. The app is available for iPhone (iOS 12.0 or later) and Android (6.0 or later) phones.

Q: Can I use the app on multiple devices?

A. Yes, the app can be installed on multiple supported devices. Simply download the app and install it on each device you wish to use. After signing in, your account will be accessible from all validated devices.

Q: Can I use the app on an iPad or Android Tablet?

A. For the best experience, the app should be used on a mobile phone.

Application Login

Q: Do I need an account to use the app?

A: Yes, you will need to create an account upon your first time opening the app. You will need your UMR medical plan ID card and RxGRP code (**UAS1**) to register.

Q: How do I create an account?

A: To create your account, simply download and launch the application, and follow the registration steps. Once you complete the registration process, you are ready to go!

Q: I forgot my password. How do I recover it?

A: Tap the "Forgot Password?" link on the Sign In page. Choose to receive the password reset instructions by email or text.

Q: How can I recover my username?

A: The email address you entered to sign up is your username.

Q: Is my data secure?

A: Yes. The security of your data is our highest priority. The app's data infrastructure leverages secure, encrypted Data Cloud Technology. All data is encrypted. In addition, physical, technical, and administrative security measures are used to preserve the integrity and security of your information.

Q: Do you sell or share my personal information?

A: Except as explained in the privacy policy, your data is not shared with or sold to 3rd parties. Any information collected is used to provide a personalized experience, to help us understand application utilization, and to improve the overall application and offering. Your prescription benefit Plan may access certain aggregate data to evaluate application effectiveness and to track points accrued or level attained. As a User, you may choose to join the optional leaderboard, where your display name and avatar will be visible to other users. The only visible information is your display name, avatar, and points accrued. For more details, please refer to the privacy policy located in the app.

Q: Can my Plan see that I have a certain health condition?

A: Your Plan cannot see that you have a health condition or other self-reported personal information you enter into the app. Any data reported to your Plan is deidentified and reported in aggregate.

Health Profile Information

Q: How can I add or change my health condition(s), dietary preference, and allergens?

A: to add or modify your dietary preference or other health information, go to your nutrition profile section under the "more" menu.

Q: How do I add another nutrition profile to my account?

A: You can add additional nutrition profiles for family members or other members of your household by navigating to the main menu, clicking on "nutrition profiles", and selecting the "add profile" button. There, you can add information about the individual's nutritional preferences. Your recommended foods and recipes will consider additional family members when providing nutrition guidance.

Q: How do I delete my account?

A: You can delete your account by navigating to the main menu, selecting "Account Details," and clicking on "Delete my account." Only delete your account if you are certain you wish to, as you will lose all associated data and points you worked so hard to acquire!

Food and Nutrition

Q: What is a Nutrition Score?

A: Simply put, the Nutrition Score is an indication of how a food or recipe is aligned to the optimal nutritional goals for the health condition, or combination of conditions, selected on your health profile. The optimal nutritional goals for select conditions were developed by nutritionists using evidence-based nutrition science. A higher score means a food or recipe is more aligned with your health condition.

Q: What is considered a "good" Nutrition Score?

A: Scores range from 0-100. Scores 70 and above are considered to be generally aligned with the optimal nutrition for a specific condition or combination of conditions. The higher the score, the more aligned the food is to your nutritional goals. In some cases, instead of a score, the word "Avoid" may be displayed. This means that the food contains an ingredient or is prepared in a way that is not recommended for an individual's health condition. For example, if someone is pregnant, foods with unpasteurized dairy or certain types of seafood may be marked "Avoid".

Q: What if I have an allergy or intolerance to certain ingredients, or follow a specific diet?

A: You can set up dietary preference and allergen alerts within your health profile. Simply select the options that apply to you and the app will let you know if the food you are viewing does not align with your preferences.

Q: How can I find foods that are healthy for me?

A: Browse the food categories under the nutrition section to see specific foods recommended for you. You can also find a food's Nutrition Score and nutrition facts by scanning the package UPC barcode. And don't forget to check out the Better for You recommendations to find even healthier options.

Q: What are "Better for You" options?

A: These options are foods that are similar to the food being viewed, only with a higher Nutrition Score. Better for You options are an easy way to optimize your nutrition and eat healthier.

## Q: What do the dietary preference and allergen alerts mean?

A: To determine if a product is aligned with a dietary attribute, the app analyzes the manufacturer's published nutrition, ingredient, and processing data. Results can be displayed as:

- **Aligned with your preferences:**
  Data shows that the product ingredients, nutrients, and/or processing standards <u>meet</u> your dietary preferences or allergen criteria.
- **Not aligned with your preferences:**
  Data shows that the product ingredients, nutrients, and/or processing standards <u>do not meet</u> your dietary preferences or allergen criteria.
- **Unable to determine**
  Data is incomplete or cannot be defined as meeting your dietary preferences or allergen criteria.

Note: The app's data is continually being updated as additional manufacturer data becomes available and may result in these tags changing to "aligned" or "not aligned". For your safety and consideration, the app will alert you when it is not certain if a food or recipe is aligned with your preferences or not. If you require additional information, please contact the manufacturer of the specific food directly.

Q: How do I set nutrition goals?

A: To set nutrition goals, you must first complete the nutrition survey. Access the survey by clicking the survey tile on your dashboard.
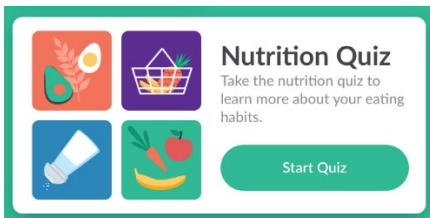
Q: Why did the item I scanned not have a score?

A: Scores consider the product's nutrition facts, ingredients, and how the food is prepared. Sometimes this information is not available, contains inconsistencies, or does not contain enough data for the app to accurately score a product, determine if it contains allergens, or aligns with dietary preferences or allergen concerns.

Q: Why could the app not find an item I scanned?

A: The database has over a million products and leverages an industry leader in consumer package goods data publication, Syndigo. As new products, sizes, and variations are released, they are added to our continually growing database. Sometimes the product may be available in store before the product data has been published. Some products are packaged for promotional or short-term distribution, in which case the manufacturer may not include those specific UPC in their published product data. In addition, most of the validated product data available is sourced from national and regional brands.

Logging Data & Streaks

Q: What can I track using the app?

A: You can log and track the following metrics via the app.

- Blood sugar
- A1c
- Blood pressure
- Cholesterol
- Nutrition
- Activity
- Sleep
- Hydration
- Weight
- Focus (such as meditation or other activity that reduces stress)

Q: Which connected biometric devices integrate with the app?

A: The app integrates with Apple Health, Google Fit, and Fitbit.

Q: Do I need a connected device to log my wellness activity and biometric data?

A: No. All data can be manually entered quickly and easily.

Q: What is a health pillar?

A: Health pillars are the different tracking areas available in the app (activity, sleep, hydration, nutrition, focus, etc.). Each health pillar is represented by a different color and contributes toward your total streak counter. Health pillars are also individually tracked so you can determine areas of improvement.

Q: What are streaks?

A: Streaks highlight consecutive days where you are consistently engaged in activities that can positively impact health. Tracking streaks makes it easier to identify patterns and influences that may either help or hinder you from meeting your goals.

Q: How are streaks tracked?

A: Streaks are tracked when you achieve your goals multiple days in a row. The longer you can keep a streak going, the closer you will get to your goals.

Goals

Q: How are my goals determined?

A: Goals are determined based on the responses provided when you complete your health profile and nutrition survey. You can adjust your goals at any time. Nutrition goals are updated based on your responses to the nutrition survey.

Challenges & Awards

Q: What are challenges?

A: Challenges are offered on a daily and weekly basis. Every day, you'll be given one Daily Challenge. The harder the challenge, the more points you can get. You can hold a maximum of 3 daily challenges at a time. Every week, you have access to one Weekly Challenge. This challenge will expire and be refreshed on Sunday at 11:59 PM in the time zone you and your phone are located in. If you don't like a challenge, simply swap it for new options. Daily and weekly challenges can be swapped as many times as you want until you find one you like.

Q: How are points awarded?

A: Points are awarded for completing challenges and streaks. Points are awarded at the end of each week on Sunday at 11:59 PM in the time zone you and your phone are located in.

- **Points earned by logging health pillars:**
  Each health pillar you track contributes towards your total streak counter. Health pillars are also individually tracked so you can determine areas of improvement. You will earn 1 point for each day you complete your goal for each health pillar. If you continue to achieve that goal over multiple days, you will earn a streak and gain 1bonus point per connected day. Achieving all goals in a week earns a bonus of 2extra points!
- **Points earned by challenges and awards:**
  Points are earned for each completed challenge and each award earned. Point values for awards and challenges vary, with the number of points corresponding to the degree of difficulty.