Frequently Asked Questions

BlueCross BlueShield Arizona

An Independent Licensee of the Blue Cross Blue Shield Association

sharecare

How do I sign up for Sharecare®?

Sign up at **azblue.sharecare.com.** You will need to enter your member ID, or wellness ID if applicable. When entering your ID, only include the numbers and not the alpha prefix. Once you've registered at the website, you can access your account via the Sharecare app on a mobile device, such as a phone or tablet, or using a web browser on any device. You can also access Sharecare via the AZ Blue member portal by logging in, clicking the Health & Wellness tab, and then choosing Sharecare.

How can I find the Sharecare app?

Download the Sharecare app from the app store on your mobile device.

What is the RealAge® Test?

The RealAge Test is a scientifically based health assessment that determines the true age of the body you're living in. After you've completed the RealAge assessment, the app starts delivering content to you that relates to your specific health needs and concerns. It also offers tools to help you improve your health and well-being, and ultimately lower your RealAge.

If I don't finish taking the RealAge Test, do I have to start over?

No, you can pause the RealAge Test at any time, and all your answers are automatically saved so you can complete the test at a later date.

Do I need my biometrics for my RealAge Test?

Biometrics are not required, but your RealAge result will be more accurate with your biometric data. We recommend having your biometric screening prior to taking your RealAge Test. Biometrics are fasting or non-fasting measurements that may include total cholesterol, HDL, LDL, triglycerides, blood glucose, blood pressure, height, weight, and waist measurement.

Some employers may offer a variety of screening options that could include on-site screenings, having your labs from your physician uploaded, or going to a participating lab. Check with your employer for your options.

What are the trackers?

The trackers allow you to record sleep, stress, relationships, blood pressure, weight, smoking, cholesterol, alcohol, activity, diet, medications, and blood glucose. The trackers can be populated from the results of your RealAge Test, uploaded biometrics, or self entry. The platform informs you daily which trackers need to be updated by color coding them. Anything not already green is an opportunity to track and change to green.

What is a Green Day?

Green Days are the health currency that Sharecare uses to measure your progress, essentially empowering you to improve your RealAge in real time by tracking the most critical health factors that affect your RealAge. Each key health factor is rated on a three-point color scale from green to red. Your goal is to be "in the green" for eight of the trackers each day, earning a "Green Day" which is represented by a full green heart.

What is the RealAge Program?

Upon completion of the RealAge Test, you can participate in the RealAge Program. This program is personalized to you based on your RealAge Test responses and personal interest. The program targets the four highest lifestyle risks—stress, sleep, nutrition, and activity. You can create achievable goals, and take small actions to establish habits that can lead to goal achievement. Participate in the program by clicking on the "RealAge Program" under your Health Profile (You).

Is the Sharecare portal and app available to my spouse or dependents?

Yes, your spouse and/or dependents (18 years of age and older) have access to Sharecare.

Is my health information protected with Sharecare?

Your privacy is ensured in compliance with the Health Insurance Portability and Accountability Act (HIPAA) of 1996. Sharecare adheres to strict security guidelines and will not share your personal information without your permission. You can find privacy statements on **azblue.com** and **azblue.sharecare.com.**

What if I need help registering or need more information about Sharecare?

You can find more information at the 24/7 Online Support Center. Just select the Support option in the Sharecare mobile app's Settings menu, or visit **support.you.sharecare.com.** You can also call Sharecare member support (toll-free) at **1-877-292-1359.**

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