

1. What is Personify Health?
 - a. The program helps members make small, everyday changes to their wellbeing that are focused on areas you want to improve the most. Engage daily to build healthy habits, have fun with coworkers, and experience the lifelong rewards of better health and wellbeing.
2. Who can participate?
 - a. All employees are eligible to participate in Personify Health.
3. How do I sign up for Personify Health?
 - Visit <https://join.personifyhealth.com/miltoncat> or if already a member, visit <https://app.personifyhealth.com>
 - "Milton CAT / RENTS" is the organization name.
 - Use your legal first name as listed in your UKG profile. For instance, it may be David rather than Dave.
 - Enter your 5-digit employee ID.
 - To find your ID number, [log into UKG](#), choose Myself → Personal → Employee Summary.
4. How does my spouse sign up for Personify Health?
 - a. They should visit <https://join.personifyhealth.com/miltoncat>
 - b. When asked for Employee ID, enter the spouse's ID with an "S" at the end. Example: **012345S**. Use their own email and date of birth to register. Do not create a family & friends account.
5. How do I log into Personify Health after registering?
 - a. Your username will always be your work email address. Simply enter your email and password into the fields provided at the sign-in page.
6. What are Personify Points?
 - a. Each quarter, you will have the opportunity to earn as many Personify Points as you can to reach all 4 levels of the program. Everyone starts at Level 1 and must earn 500 points to reach your first reward of \$5 in Total Reward Points. Keep earning points to reach new levels. Each participant can earn up to \$50 in Total Rewards points per quarter, and up to \$200 Total Reward Points per year.

Level	Points	Total Rewards Points Earned	Cumulative Total Reward Points (per Quarter)
1	500	\$5	\$5
2	4,000	\$10	\$15
3	8,000	\$15	\$30
4	15,000	\$20	\$50

7. How are Personify Points different from Total Rewards Points?
 - a. Personify Points are the points you earn *inside Personify Health* for doing healthy activities every day. You can earn Personify Points for things like:
 - Setting your interests
 - Taking steps
 - Reading your daily cards
 - Joining challenges
 - Playing a Headspace session
 - Completing monthly Airbo tiles
 - Tracking sleep or habits

- Browsing healthy recipes
 - Watching short videos
 - ...and many more activities.
- b. As you earn Personify Points, you move through four reward levels. When you reach a level, you unlock a reward, and that reward is paid out in *Total Rewards points*.
 - c. For example: If you earn 500 Personify Points, you reach Level 1, which gives you \$5 in Total Rewards points.
 - d. Total Rewards points are the points that actually go into your Total Rewards account, where all your points from the different programs are combined. These are the points you use to shop for rewards. It's not money (such as gift cards or actual dollars), it's points to be redeemed for the award(s) of your choice from a catalog containing hundreds of thousands of brand-name merchandise and travel award options. Points accumulate throughout the life of the program. You can pick one big item or several smaller ones—it's completely your choice.
 - a. In short:
 - Personify Points = what you earn by doing healthy activities.
 - Total Reward Points = the dollars you receive when you hit a level in Personify, and the points you spend on gifts.
 - e. Annual physical and cancer care screenings are earned in Personify Health. Upload your form and receive \$200 the next month in Total Rewards.
8. What types of cancer care screenings qualify?
- a. You can receive \$200 for only one cancer care screening per program year, even though several types of screenings are eligible. This means you may complete any of the screenings listed, but you will only earn the incentive **once per year**, regardless of how many screenings you complete. Eligible screenings include colorectal cancer screening, breast cancer screening, cervical cancer screening, and prostate cancer screening.
9. What is Total Rewards and how does it connect to Personify Health?
- a. Total Rewards is our new company-wide program that celebrates and recognizes employees. It brings together two programs under one umbrella:
 - Personify Health (well-being activities)
 - Years of Service (service anniversary awards)
 - Safety Above All (*for safety sensitive employees only*) connects to your Total Rewards points bank.

You earn points in each of the above programs, as applicable, and those points roll into your Total Rewards account. This gives you one combined balance and more ways to earn recognition and rewards for everything you accomplish.
 - b. When you hit a level in Personify Health, the reward you earn (for example, \$5) becomes \$5 in Total Reward Points, which is added to your Total Rewards balance. You can then redeem those points for gifts from a huge catalog of gifts.
10. How do I earn points?
- a. Everyone can earn up to \$600 Total Reward points each year, or up to \$1,000 Total Reward points if your spouse is covered by Cigna.
 - b. Each Total Rewards point is one dollar in purchasing power.
 - c. You earn Personify Points for tracking your physical activity, completing the daily cards, keeping track of your sleep, completing monthly activity promotions, and much more. For a complete list of ways you can earn Personify Points, go to Home → Rewards → How to Earn.
 - d. You also earn points when you get your annual physical and one age-appropriate annual cancer care screening. If you and your spouse are covered under Cigna, spouses can also earn points for an annual physical and cancer care screening. All spouse-earned points are deposited into the employee's Total Rewards account for redemption; spouses cannot select gifts or redeem points themselves.



11. How do I submit my annual physical or cancer care screening into Personify Health?
 - Once you're logged into Personify, scroll down to My Benefits.
 - In the Your Benefits section, swipe or scroll across until you see the Preventive Care Verified Form.
 - Select the second form in the list - this is the one for annual physicals.
 - Download the pre-populated form (your personal information will already be filled in).
 - Bring the form to your physician so they can complete their section.
 - When it's finished, return to the same screen in Personify and upload the completed form.
 - For privacy and accuracy, spouses must have their own Personify Health account to download and upload their own forms. Employees cannot access or submit forms on a spouse's behalf.
12. I'm covered by Cigna and earned Motivate Me incentives in the past. This new process requires extra steps. Why the change?
 - a. Cigna ended the Motivate Me program on 12/31/2025. Instead of stopping this benefit for Cigna members, we moved it to Personify Health and expanded it so everyone can earn rewards for taking care of their health. The new steps help us confirm preventive care like annual physicals and cancer screenings for all employees, which support early detection and long-term wellness. These incentives help encourage healthy habits.
13. What is a Healthy Habit Challenge?
 - a. Each month a healthy habit will be promoted for seven days. Examples include Time for Friends, Seriously Fun, Device-Free Zone, and more. Be on the lookout for the next Healthy Habit Challenge.
14. How do I redeem my points?
 - a. You'll earn points in Personify Health once you've reached a level, you redeem them in Total Rewards. Total Rewards lets you choose from thousands of gifts - go big with one amazing reward or pick a few smaller favorites. It's completely your choice. Visit the intranet → Employee Hub → Total Rewards.
15. How do I see how many points I have in Personify Health?
 - a. The top of the home page will show progress along the top bar. Go to the Rewards page → How to Earn → to see what you have earned points for and other ways you can earn points.
16. Can I add a workout for days in the past, or just the current day?
 - a. You can add a workout from a previous day, as long as it is not prior to the creation of your Personify Health account. Personify Health will only allow you to go back 14 days; it is recommended that you log in on your mobile device weekly so your activity points sync.
17. Do I have to synchronize a device to get credit for steps or a workout?
 - a. No, steps and activity can be entered into the app or the desktop without synchronizing a device. Note: you will only be able to go back 14 days.
18. Can I change the email preferences and notifications I receive?
 - a. Yes, go to the app setting on your mobile device or your Personify Health Profile settings on the desktop until you see the preferences available.
19. I forgot my password, how do I reset it?

- a. You can go to the Personify Health member login screen and tap “Forgot Password.” You will be asked to type in your username to receive an email from Personify Health to reset your password.
20. Why should I track my activities and habits in Personify Health?
- a. Personify Health is your hub for Wellness. Tracking your activity and healthy habits through Personify Health daily is not only the best way to earn the most incentives, it’s also the place to take small steps and turn them into healthy habits. Small changes have been shown to successfully change behavior over time.
21. Who should I contact if I have difficulty registering, logging in, or synchronizing my device?
- a. If you are experiencing system or access issues with Personify Health, please call Personify Health support at 888-671-9395 or email support@personifyhealth.com. Phone support representatives are available 8:00 am – 9:00 pm, EST, Monday through Friday. Chat representatives are available 2:00 am - 9:00 pm, EST, Monday through Friday.
22. Can I invite my spouse, family, or friends?
- a. Yes, you can invite your spouse or significant other to join Personify Health and embark on a wellness journey together. It’s a great way to stay active and motivated while working towards shared goals. Instructions for spouse accounts are at the beginning of this FAQ. You can invite up to ten friends/family (children, siblings, parents, friends) from outside the company. Those that you invite can create challenges, compare stats, track their healthy habits, and more. They will not be able to participate in some things, such as the company challenge, and are not eligible to receive company-sponsored rewards. Choose Social→ Friends → Invite Friends. Enter their email and select Send Invites.
23. What is the Personify Health Store?
- a. The Personify Store is an online shop where you can purchase wellness related items directly through Personify Health. It’s separate from the Total Rewards catalog. You cannot use Total Reward Points or Personify Points in the Personify Store - all items must be paid for out-of-pocket. The Store is simply an added convenience if you want to buy gear, tools, or wellness products while you’re already in the app.
24. What should I do if I leave Milton CAT/Milton Rents?
- a. Those leaving employment have 30 days to change their email address and cash in your earned rewards. If you cannot access Personify Health, contact Personify Health’s customer service to help with changing your personal email or to cash out your rewards.