

# Rewards: Access to the IncentOne Website

April 2009

# How to complete a Total Health Assessment

Kaiser Permanente - County of San Bernardino employees - Home - Microsoft Internet Explorer

Address <http://my.kp.org/ca/sbcounty/>

1) Go to <http://my.kp.org/ca/sbcounty>

**WELCOME**  
County of San Bernardino employees

Kaiser Permanente's time-saving online tools, quality doctors you choose from, and award-winning wellness programs mean you get more than a health plan—you get a plan for living well.

Whether you're looking for the first time or a renewing member, you'll find the information and inspiration you need to [enroll](#).

**GET STARTED NOW**

- Already a member? [Manage your care at kp.org](#).
- Find the right clinician for you using our [clinical staff directory](#).
- We're where you are—search our [facility directory](#).
- [Why join Kaiser Permanente?](#)

**IN THE KNOW**

- Soak up [sunscreen facts](#).
- See how we're inspiring kids to make [healthy choices](#).

**HEALTHY AT WORK**

Taking an active role in your health just got more rewarding. Earn rewards for making healthy changes with [My Health Matters!](#)

**MY HEALTH MANAGER**

Order prescription refills in your pajamas? E-mail your doctor's office at 2 a.m.? [My health manager](#) lets you take charge of your health your way.

[Terms & conditions](#) [Privacy practices](#) [Technical information](#) [kp.org](#) [Glossary](#)

Before completing a total health assessment, you will need to be registered at KP.org. If you are not yet registered at kp.org., go to [www.Kp.org/register](http://www.Kp.org/register).

# How to complete a Total Health Assessment (continued)

Kaiser Permanente - County of San Bernardino employees - Home - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail Write New Folder

Address http://my.kp.org/ca/sbcounty/ Go Links

Google Search Bookmarks Find Check AutoFill Sign In

**KAISER PERMANENTE** My Health Matters! COUNTY OF SAN BERNARDINO HUMAN RESOURCES About us kp.org

Home Plans and services Enroll now Health and wellness My health manager FAQ Contacts

## Welcome

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[Terms & conditions](#) [Privacy practices](#) [Technical information](#) [kp.org](#) [Glossary](#)

Internet

2) Click on My Health Matters!

# How to complete a Total Health Assessment (continued)

HealthWorks by Kaiser Permanente - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://my.kp.org/healthworks/ca/sbcounty/index.html> Go Links

healthworks by KAISER PERMANENTE

My Health Matters! COUNTY OF SAN BERNARDINO

My benefits kp.org

Your rewards Your health resources Contact us FAQ

## Welcome to HealthWorks by Kaiser Permanente

HealthWorks by Kaiser Permanente is a part of "My Health Matters," a wide-ranging wellness program offered to employees of County of San Bernardino.

### Earn rewards

Taking an active role in your health just got even more rewarding. [Learn more about your rewards.](#)

- Earn 50 points for completing an online total health assessment with [HealthMedia® Succeed™](#).
- Participate in one other [Healthy Lifestyle Program](#) and be entered in a monthly drawing for a \$250 AMEX card.
- Attend a Wellness Expo and be entered in a drawing for a \$250 AMEX card.

### Your health resources

[Connect with tools and resources](#) that'll help you stay in charge of your health and make the choices that are right for you.

3) Click on the HealthMedia Succeed link  
4) Complete and submit the total health assessment. It only take 20 minutes!

[Terms & conditions](#) | [Privacy practices](#) | [Site policies](#) | [About us](#) | [kp.org](#)

# How to redeem rewards points

The screenshot shows a Microsoft Internet Explorer browser window displaying the Kaiser Permanente website for County of San Bernardino employees. The address bar shows the URL <http://my.kp.org/ca/sbcounty/>. The website features a navigation menu with links for Home, Plans and services, Enroll now, Health and wellness, My health manager, FAQ, and Contacts. The main content area includes a 'Welcome' message for County of San Bernardino employees, a 'GET STARTED NOW' section with links to manage care, clinical staff directory, facility directory, and why join Kaiser Permanente, an 'IN THE KNOW' section with links to sunscreen facts and healthy choices, a 'HEALTHY AT WORK' section with a link to My Health Matters!, and a 'MY HEALTH MANAGER' section with a link to My health manager. The footer contains links for Terms & conditions, Privacy practices, Technical information, kp.org, and Glossary.

1) Go to <http://my.kp.org/ca/sbcounty>

# How to redeem rewards points (continued)

Kaiser Permanente - County of San Bernardino employees - Home - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail Write Print Print Preview

Address http://my.kp.org/ca/sbcounty/ Go Links

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**KAISER PERMANENTE** My Health Matters! COUNTY OF SAN BERNARDINO HUMAN RESOURCES About us kp.org

Home Plans and services Enroll now Health and wellness My health manager FAQ Contacts

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Internet

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# How to redeem rewards points (continued)

HealthWorks by Kaiser Permanente - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://my.kp.org/healthworks/ca/sbcounty/index.html>

Google Search Bookmarks Find Check AutoFill Sign In

healthworks by KAISER PERMANENTE

My Health Matters! COUNTY OF SAN BERNARDINO HUMAN RESOURCES

My benefits kp.org

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### Your health resources

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Terms & conditions | Privacy practices | Site policies | About us | kp.org

Done Internet

3) Click on "Learn more about your rewards" under Earn Rewards

# How to redeem rewards points (continued)

HealthWorks by Kaiser Permanente - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://my.kp.org/healthworks/ca/sbcounty/rewards.html> Go Links >>

Google Search Bookmarks Find Check AutoFill Sign In

Your rewards Your health resources Contact us FAQ

## Your rewards

- [Earn 50 points for completing a total health assessment with HealthMedia®Succeed™](#)
- [Participate in a healthy lifestyle program and be entered in a monthly drawing for a \\$250 AMEX card](#)
- [Attend a Wellness Expo and be entered in a drawing for a \\$250 AMEX card](#)
- [Two \\$500 gift card drawings announced for 2009!](#)

### Earn 50 points for completing a total health assessment with HealthMedia®Succeed™

Take a look at the health choices you make each day with HealthMedia® Succeed™, an online total health assessment, and instantly get a personal plan to improve your well-being and the quality of your life.

The online questionnaire takes just 20 minutes to complete and the results are completely [private](#)—though you may choose to share your results with your doctor.

To earn a reward for completing your total health assessment, you must:

- be at least 18 years old
- have Web access
- have a kaiserpermanente.org user ID and password
- agree that HealthMedia, Inc., can send your name, address, date of birth, and other enrollment information necessary for issuing a reward to Kaiser Permanente and to a rewards administrator. (See the [Privacy](#) section in the FAQ for more information.)
- complete a total health assessment questionnaire, and submit it to HealthMedia, Inc.

Points can be redeemed for gift cards chosen from a list of hundreds of national retailers. To redeem your reward points, [log on to IncentOne and track your rewards](#). Your points will be available for redemption approximately one week after completing your total health assessment.

Before you submit your programs for rewards, you will be asked to agree that HealthMedia, Inc. can send your name, address

4) Scroll to and click on “log on to IncentOne and track your rewards”

Internet

# How to redeem rewards points (continued): IncentOne Sign-In Page

Welcome to health power - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://www.yourhealthpower.com/healthpower/Login/LoginLanding.aspx>

Google Search Bookmarks Find Check AutoFill Sign In

Home Customer Service

**KAISER PERMANENTE**

Sign In

User ID

Password

Sign In

Forgot Password?

**Get healthy.  
Earn rewards.**

**Welcome to your rewards program**

Take an active role in your health and start earning rewards. Sign on to see the rewards you can earn.

If you have questions about how to login, please contact:

IncentOne Customer Service  
Telephone: (877) 868-2001 (toll free)  
Monday - Thursday 9:00 a.m. - 8:00 p.m. Eastern Time  
Friday 9:00 a.m. - 7:00 p.m. Eastern Time

**5) Enter your User ID:  
Date of birth (MMDDYYYY)  
Up to first 5 letters of first name  
Up to first 5 letters of last name  
(Must be in capital letters)**

**6) Enter your password:  
Your password is your medical  
record number**

My Health Matters!  
COUNTY OF SAN BERNARDINO  
HUMAN RESOURCES

Powered by  
**INCENT ONE**  
integrated incentive solutions

Brought to you by County of San Bernardino in conjunction with IncentOne. Copyright © 2009 IncentOne.

Done Internet

# How to redeem rewards points (continued):

Participant Site - Microsoft Internet Explorer

Address: https://www.yourhealthpower.com/HealthPower/Kaiser/Points/Home/Home.aspx

KAISER PERMANENTE

Home | My Account | About the Program | **Rewards** | Customer Service



**Welcome to HealthWorks Rewards**  
Click on the program you want to join and start earning points today!

*Members who earn rewards are responsible for any applicable payroll and income taxes that may be due on the amounts received. Members may find rewards amounts reported either as employee compensation or miscellaneous income, depending on the payor. Members and reward program enrollees should consult their personal tax advisor for specific tax consequences and determination of tax liability.*

HealthWorks by Kaiser Permanente is a wide-ranging wellness program that offers you rewards for taking an active role in your health. It gives you the chance to earn points for participating in wellness programs that help you improve your health at your own pace, feel your best, and live life to its fullest.

The points you earn can be redeemed for American Express gift cards. The more points you earn, the more rewards you get—it's that simple.

Program	Points Available	Points Earned	Total Milestones	Milestones Completed
Total health assessment (THA) completion	40	0	1	0
Healthy lifestyle program	400	0	10	0
kp.org	40	40	1	1

Cart | Print | Sign Out

**Welcome**

**Points**

- Earned: 40
- Redeemed: 0
- Available: 40
- Deposits: \$0
- Last visit: 4/3/2009

**Recommended Activities**

- Back pain prevention..
- Manage "chronic illn..
- Manage diabetes with..

**7) Click Rewards to select a gift card or merchandise**

Internet

# How to redeem rewards points (continued)

Participant Site - Microsoft Internet Explorer

Address: <https://www.yourhealthpower.com/HealthPower/Rewards/Rewards.aspx>

KAISER PERMANENTE

Home | My Account | About the Program | Rewards | Customer Service

**Rewards**

Participant Home >> Rewards

**Rewards**

Click on the categories below to browse the exciting choices available to you!

**Gift Cards**

8) Click here to see the gift card and merchandise options

Site Map | Privacy Statement

Powered by INCENT ONE Integrated Incentive Solutions

Cart | Print | Sign Out

Welcome

Points	
Earned:	40
Redeemed:	0
Available:	40
Deposits:	\$0
Last visit:	4/3/2009

Recommended Activities

- Back pain prevention..
- Manage "chronic illn..
- Manage diabetes with..

Done

Internet

# How to redeem rewards points (continued)

The screenshot shows the Kaiser Permanente Rewards website in Microsoft Internet Explorer. The browser address bar shows the URL: <https://www.yourhealthpower.com/HealthPower/Rewards/GiftCards.aspx>. The website header includes the Kaiser Permanente logo and navigation tabs: Home, My Account, About the Program, Rewards, and Customer Service. The main content area is titled "Participant Home >> Rewards >> Gift Cards" and features a "Gift Cards" section with a description: "You can choose a gift certificate or a gift card from the nation's leading retailers, restaurants, travel and entertainment companies, and e-tailers. There are more than 400 to choose from, so you will be sure to find the one just right for you." Below this is a "View All" link and a grid of category options, each with a circular arrow icon. A callout box with a white background and a black border points to the "Sporting Goods & Activities" category, containing the text: "9) Select from the category that interests you". To the right of the main content is a "Welcome" sidebar with a "Points" summary table and "Recommended Activities" section.

**Participant Home >> Rewards >> Gift Cards**

## Gift Cards

You can choose a gift certificate or a gift card from the nation's leading retailers, restaurants, travel and entertainment companies, and e-tailers. There are more than 400 to choose from, so you will be sure to find the one just right for you.

[View All](#)

- Auto Parts & Accessories
- Books
- Charities
- Department Stores
- Fine Dining
- Footwear & Accessories
- Home Goods & Services
- Jewelry
- Men's Apparel
- Restaurant/Food
- Women's Apparel
- Bath/Beauty/Health
- Catalogs
- Children
- Electronics
- Flowers
- Home Furnishings
- Hotel/Resorts/Travel
- Luxury
- Music/Entertainment
- Sporting Goods & Activities

**9) Select from the category that interests you**

**Welcome**

Points	
<b>Earned:</b>	<b>40</b>
<b>Redeemed:</b>	<b>0</b>
<b>Available:</b>	<b>40</b>
<b>Deposits:</b>	<b>\$0</b>
<b>Last visit:</b>	<b>4/3/2009</b>

**Recommended Activities**

- Back pain prevention..
- Manage "chronic illn..
- Manage diabetes with..

# How to redeem rewards points (continued)

The screenshot shows a Microsoft Internet Explorer browser window displaying the Kaiser Permanente Rewards website. The address bar shows the URL: <https://www.yourhealthpower.com/HealthPower/Rewards/GCMerchants.aspx>. The website header includes the Kaiser Permanente logo and navigation tabs: Home, My Account, About the Program, Rewards, and Customer Service. The main content area is titled "Participant Home >> Rewards >> Merchants List" and "List of Merchants". It instructs users to "Click on any of the merchants listed below." A search box labeled "merchants" is present, and a single result, "AMEX Encompass Card", is displayed. A callout box with a white background and black border points to this result, containing the text: "10) Click the name of the gift card you wish to select". On the right side of the page, there are two summary boxes: "Welcome" showing points earned (40), redeemed (0), available (40), and deposits (\$0), with a last visit date of 4/3/2009; and "Recommended Activities" listing "Back pain prevention..", "Manage 'chronic illn..", and "Manage diabetes with..". The browser's status bar at the bottom shows "Done" and "Internet".

# How to redeem rewards points (continued)

**Participant Site - Microsoft Internet Explorer**

File Edit View Favorites Tools Help

Address <https://www.yourhealthpower.com/HealthPower/Rewards/GCMerchantsDesc.aspx>

Google Search Bookmarks Find Check AutoFill Sign In

Cart Print Sign Out

**KAISER PERMANENTE**

Home My Account About the Program Rewards Customer Service

**Rewards**

- Gift Cards
  - Auto Parts & Accessories
  - Bath/Beauty/Health
  - Books
  - Catalogs
  - Charities
  - Children
  - Department Stores
  - Electronics
  - Fine Dining
  - Flowers
  - Footwear & Accessories
  - Home Furnishings
  - Home Goods & Services
  - Hotel/Resorts/Travel
  - Jewelry
  - Luxury
  - Men's Apparel
  - Music/Entertainment
  - Restaurant/Food
  - Sporting Goods & Activities
  - Women's Apparel

**Participant Home>>Rewards>>Merchant Description**

AUTHORIZED DISTRIBUTOR | INCENTIVE SERVICES AMERICAN EXPRESS

**Order Form:**

Denomination: 25 Points (USD 25) Qty: 1

Add To Cart

*merchant description*

If maximum choice is important to your prepaid card recipients, the Encompass Card is an ideal incentive! [redacted] virtually anywhere American welcome.

The Encompass Card, for practically everything you ever wanted!

**100 POINTS**

3790 000000 000000

PREPAID

08/09

AMERICAN EXPRESS

**Welcome**

**Points**

Earned:	40
Redeemed:	0
Available:	40
Deposits:	\$0
Last visit:	4/3/2009

**Recommended Activities**

- Back pain prevention..
- Manage "chronic illn..
- Manage diabetes with..

**11) First, select dollar amount of the gift card, and then the quantity of cards you want**

**12) Then, click Add To Cart**

Done Internet

# How to redeem rewards points (continued)

Participant Site - Microsoft Internet Explorer

Address: https://www.yourhealthpower.com/HealthPower/Rewards/ShoppingCart.aspx

KAISER PERMANENTE

Home | My Account | About the Program | Rewards | Customer Service

**Rewards**

- Gift Cards
  - Auto Parts & Accessories
  - Bath/Beauty/Health
  - Books
  - Catalogs
  - Charities
  - Children
  - Department Stores
  - Electronics
  - Fine Dining
  - Flowers
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  - Home Goods & Services
  - Hotel/Resorts/Travel
  - Jewelry
  - Luxury
  - Men's Apparel
  - Music/Entertainment
  - Restaurant/Food
  - Sporting Goods & Activities
  - Women's Apparel

Participant Home >> Rewards >> Shopping Cart

## Shopping Cart

You have 40 Points in your account available for redemption. [Click here](#) to redeem your Points for the item(s) of your choice.

Please review your Shopping Cart before final checkout.

Item Description	Quantity	Points	Total
Delete AMEX Encompass Card: USD 25 Gift Certificate	1	25	25

Total Points : 25

13) Confirm your order and click Checkout

**Welcome**

**Points**

Earned:	40
Redeemed:	0
Available:	40
Deposits:	\$0
Last visit:	4/3/2009

**Recommended Activities**

- Back pain prevention..
- Manage "chronic illn..
- Manage diabetes with..

# How to redeem rewards points (continued)

Participant Site - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Home Search Favorites

Address <https://www.yourhealthpower.com/HealthPower/Rewards/ShoppingCartConfirm.aspx> Go Links

Google Search Bookmarks Find Check AutoFill Sign In

Cart Print Sign Out

**KAISER PERMANENTE**

Home My Account About the Program Rewards Customer Service

**Rewards**

Gift Cards

Participant Home>>Rewards>>Confirm Check Out

## Checkout - Confirm

Please Review your account address information below and [update](#) if needed.

Note: Redemptions for non-gift certificate items and gift certificates totaling over \$200 cannot be sent to P.O. Box addresses and require a phone number in your account information. If you have selected an item or items of merchandise or the total value of the gift certificate(s) you have selected exceeds \$200, please review your address information below and modify if necessary. Failure to modify your information may result in your order being returned to the shipper as undeliverable.

**Current Address:**

[Redacted Address]

**Final Checkout**

Site Map | Privacy Statement

**Welcome**

<b>Points</b>	
<b>Earned:</b>	40
<b>Redeemed:</b>	0
<b>Available:</b>	40
<b>Deposits:</b>	\$0
<b>Last visit:</b>	4/3/2009

**Recommended Activities**

- Back pain prevention..
- Manage "chronic illn..
- Manage diabetes with..

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Integrated Incentive Solutions

Internet

14) Confirm your address is correct and click Final Checkout