



Frequently Asked Questions

Q: Do I need to re-register if I already have a Sharecare account?

A: No. Once you establish your Sharecare account at mycare.sharecare.com and link your account using your Highmark ID number, you will use those login credentials to access Sharecare via the smartphone app or online at mycare.sharecare.com. You may register using the mobile browser on your smartphone or from a desktop computer. If you are accessing Sharecare via the web, it's important to always use the mycare.sharecare.com web address as this is custom for Highmark members. Entering your Highmark member ID is only required upon initial registration.

Q: What if I registered at www.Sharecare.com?

A: You may use those same login credentials at mycare.sharecare.com. You should never use the direct [Sharecare.com](http://www.Sharecare.com) web address for your wellness rewards program.

Q: Why do I have to use the mycare.sharecare.com web address when accessing Sharecare online?

A: This web address takes you to a different version of Sharecare which includes the Highmark Experience. This experience allows Sharecare to use your clinical details from Highmark to personalize the experience with relevant information based on your claims data.

Q: What if I already completed the RealAge Test recently?

A: In order to receive credit for completing the RealAge Test for your wellness rewards program, you must complete the RealAge Test within your program's date range (1/1/2020 – 5/31/2020). The good news is that your previous answers will already be there so you just need to update them with any changes.



Q: When I access the Rewards section of Sharecare, it says “No Rewards Available”.

A: If you are accessing Sharecare online, make sure you are using the **mycare.sharecare.com** web address. If you are using the Sharecare app on your smartphone, make sure you are logged in using the login credentials from your registration at **mycare.sharecare.com**. When you are logged in correctly, you will always find your Rewards program under the ‘Achieve’ icon.

Q: How do I enroll in the ‘Achieve 60 Green Days’ activity?

A: In order to receive credit for this program, you must enroll in this program by accessing it in the Rewards section of Sharecare.

Q: How do I make sure I receive credit for the activities I complete in my rewards program (i.e. RealAge Program, RealAge Test, Green Days, etc.)?

A: Make sure you enroll in the rewards programs by accessing them in the Achieve section of Sharecare. Programs completed outside of this enrollment will not be tracked for completion.

If you have any questions about your wellness rewards program, please contact Jim Tometsko at 814-824-1189 or jtometsko@eriercd.org.

If you have any technical issues with the Sharecare smartphone app or Sharecare website, please contact Sharecare customer service at 800-858-9063.