



HIP Frequently Asked Questions

- **When does HIP end?**

The program runs the entire 2017 calendar year and ends 12/31/17

- **My username and password from last year doesn't work, can you reset it?**

State Employees:

With our new website this year, all participants need to register and create a new account before trying to login. Your login information from last year will not work. Register for HIP, www.totalwellbeing.az.gov. When entering your EIN, it must be 9-digits and you need to add leading zeros to make it 9-digits.

ASU Employees:

No, we have a new website and all participants need to create a new account. Your login information from last year will not work. Register for HIP, www.totalwellbeing.az.gov. When entering your EIN, you must use your 9-digit ASU Campus ID# that begins with 99. The number is found on your paycheck.

UofA Employees:

No, we have a new website and all participants need to create a new account. Your login information from last year will not work. Register for HIP, www.totalwellbeing.az.gov. When entering your EIN, you must use your 9-digit Alternate ID# which is found on UAccess on your Benefits Summary page.

- **I have registered for HIP, but locked out of my account. How can I reset my password?**

Go to the HIP website login page, www.totalwellbeing.az.gov, enter the email you registered with and click on "forgot password". You may also email wellness@azdoa.gov and request a password reset.

- **How do I register for the program?**

- Go to www.totalwellbeing.az.gov
- In the "register" box enter in your information and use the appropriate EIN format based on if you are a State or University employee. See above for EIN details.
- Click on the box "I agree to the terms of Use & Privacy Policy"
- Click the green "submit" button

- **I have completed wellness activities, why have my points not updated?**

All wellness activities, with the exception of the health assessment are self-report. This allows participants to see their updated point total at all times. Participants must "accept" activities and log activities complete, in order for points to update.

- **How do I log exams/screenings I have completed so my points update?**
 - Log in to your HIP account, www.totalwellbeingaz.gov
 - To log exams/screenings:
 - On the home page, on the right-hand side of your screen, click on the “unaccepted” tab and “accept” the activity you want to log.
 - Activities that are “accepted” will now be listed under “my challenges.”
 - To mark an activity complete, click on the “well-being” tab on the left-hand side of your home page.
 - Scroll down and answer the yes/no question regarding the activity. You do NOT need to enter the date that you received the screening/exam.
 - Click the green “save activity” button at the bottom of the page to save your results.
 - Please only mark an activity complete once you have had the exam/screening done.
 - The point total under your name will update.
 - The next time you log in your account, this activity will be listed under “completed” challenges.

- **How can I enter the date of an exam/screening I had earlier in the year?**

You do NOT need to enter the date that you received a screening/exam. Follow directions above to log your past exam/screening.

- **If I just registered, can I count my past eligible wellness activities?**

Any eligible activities that you have already completed as a benefits eligible state employee from January 1, 2017 such as health screenings, vision and dental checks, etc. count towards your point total. Quarterly challenges must be completed in the current quarter and can’t be back logged.

- **How do I know what activities count for HIP?**

A list of eligible activities and a summary of the program are available on our Wellness Benefits website, [Point Sheet](#)

- **I have 500 points, do I need to do anything else?**

You do NOT need to do anything else at this time. We are auditing activities behind the scenes and if we need any additional documentation from you, we will reach out to you. If we can’t validate an activity that is marked complete on your account and we do not receive requested documentation, the points and activity will be removed from your account.

- **How do you know I have completed my wellness activities?**

We are auditing activities behind the scenes and if we need any additional documentation from you, we will reach out to you. If we can’t validate an activity that is marked complete on your account and we do not receive requested documentation, the points and activity will be removed from your account.

- **When will I receive my incentive?**

Incentives will be paid out in the first quarter of 2018. State employees will receive a check mailed to the address on file. University employees will receive their incentive as part of their regular check.