

## Vida Frequently Asked Questions (FAQ)

### GENERAL PRIVACY 3RD-PARTY DEVICES AND APPS TECHNICAL ISSUES

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#### GENERAL

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**Question:**

What is Vida Health?

**Answer:**

Vida Health – or Vida – is an online and virtual care platform that offers personalized health coaching and therapy combined with digital therapeutic programs tailored to your own needs and health goals.

Vida offers personalized health programs to help you achieve your personal health goals, all through an easy-to-use mobile app and website.

With Vida Health, you get a program tailored to you and your health journey. When you sign up, you have the chance to share your health goals and preferences. Vida uses that information to build a program and experience from the ground up, just for you. The program includes an expert health coach (or therapist), easy progress-tracking through in-app trackers and connected devices, and helpful resources like videos, lessons, practices, recipes, and more — all aimed at helping you achieve better health, in a way that works for you.

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**Question:**

Who is eligible for Vida health coaching through SISC?

**Answer:**

Anthem and Blue Shield PPO and HMO members (Excluding 65+ Plans). Your eligibility will be confirmed through your full name on your ID card and your date of birth.

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**Question:**

What kind of health coaching can I receive through Vida?

**Answer:**

At Vida, we handpick the best coaches and health experts from across the country. Whether you're just starting your wellness journey, training for your next race, or somewhere in between, our coaches can help you reach your goals. Here are a few examples of things we can assist with:

- Support with specialized diets (including gluten-free, paleo, vegan lifestyles, keto)
  - Nutrition and healthy eating
  - Improving exercise and strength training
  - Event preparation and training (for example, a 10K or a triathlon)
  - Healthy sleep habits
  - Support coping with stress
  - Support with anxiety and depression
  - Postpartum health and weight loss
  - Managing diabetes or hypertension
  - Tackling pre-diabetes so it does not lead to chronic disease
  - Support during a major life event that impacts your health
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**Question:**

Do I have to have a chronic condition to participate?

**Answer:**

A chronic condition is not necessary to participate in Vida. Whether you are looking to lose weight, get in shape, manage stress, prevent diabetes, or work toward another health goal, we have expert health coaches available to help.

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**Question:** Can I select a preferred coaching style?

**Answer:** Absolutely. After you download the Vida Health app, you'll be prompted to create an account and select your preferred program. Then, we'll get you matched to a coach by collecting some input from you, including the coaching style you'd like, whether a cheerleader, drill sergeant, listener, or something else.

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**Question:** Can I change coaches if for some reason it doesn't work out with my first coach?

**Answer:** Absolutely. To request a coach change, go to the **Me** tab in your Vida app, tap **Settings** in the upper right, then tap **Request New Coach**. You'll walk through a brief survey to make sure we match you with a new coach that's the best fit for you and your goals.

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**Question:** Is there a cost if I am an HSA member?

**Answer:** HSA members are subject to a deductible shared with medical and RX. For more information, visit [www.vida.com/sisc/hsa](http://www.vida.com/sisc/hsa) or contact customer support at [support@vida.com](mailto:support@vida.com) or 855-422-5885

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**Question:** Where do I go to download the Vida app and create my account?

**Answer:** Visit [www.vida.com/sisc](http://www.vida.com/sisc) to learn more and create an account or go directly to your phone's app store and search for "Vida Health" to download and create your account.

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**Question:** What organization should I choose when I create an account at [www.vida.com/sisc](http://www.vida.com/sisc) or from the Vida Health app downloaded onto my phone?

**Answer:** During the registration process either through the account creation screen at [www.vida.com/sisc](http://www.vida.com/sisc) or from the Vida Health app downloaded onto your phone, Vida will ask for your organization. Please choose "SISC (Self-insured Schools of California)" from the drop down list. If you are unable to find this organization, please contact Vida support at [support@vida.com](mailto:support@vida.com)

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## PRIVACY

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**Question:**  
What happens to the information I provide to Vida?

**Answer:**  
All personal information you share through Vida's HIPAA-compliant app is confidential and is securely stored on encrypted databases.

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**Question:**  
What type of information will SISC receive?

**Answer:**  
Vida and SISC take your personal health information very seriously. Your individual data will only be accessible to your Vida team, and select health apps you connect to Vida. Vida will not share your individual participation, results, or any personally identifiable health information with SISC.

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## 3RD-PARTY DEVICES AND APPS

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**Question:**  
Can I connect other health and fitness apps/devices to my Vida account?

**Answer:**  
You can! Connecting your fitness tracking apps and devices to Vida is a great way to stay on track with your health goals. We support integrations with 100+ apps and devices, including:

- Fitbit

- Garmin
  - iHealth
  - Jawbone
  - Runkeeper
  - Strava
  - Withings/Nokia Health
  - Apple Health (e.g. Loseit, MyFitnessPal) (iOS only)
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**Question:**

How do I connect a 3rd-party app or device to my Vida account?

**Answer:**

When you log into Vida for the first time, you will see a task in the Today tab that says **Connect Devices & Apps**. Tapping this will guide you through the device setup process. If you decide to add or change a connection at a later time, follow these steps.

1. Make sure the 3rd-party app/device you'd like to connect is set up and that data tracking is working properly.
  2. Log into the Vida app.
  3. Go to the **Me** tab, tap **Settings** in the upper right, then tap **Connect Devices & Apps**.
  4. Select the device/app you'd like to connect and follow the in-app instructions.
  5. Repeat these steps if you need to connect more devices or apps.
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**Question:**

Why isn't my device or app syncing to Vida?

**Answer:**

First, please make sure your device is properly connected (see previous FAQ: "How do I connect a 3rd-party device or app to my Vida account?"). If you've checked this and are still having problems, please email us at [support@vida.com](mailto:support@vida.com).

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**TECHNICAL ISSUES**

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**Question:**

The credit card screen popped up. Isn't Vida provided to eligible SISC participants at no charge?

**Answer:**

Vida is indeed available at no charge to eligible SISC participants. If you're seeing the credit card screen in error, email us at [support@vida.com](mailto:support@vida.com) and we can help you get properly set up.

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**Question:**

I forgot my password. Can you help?

**Answer:**

Sure thing. Simply open the Vida app and tap **Login**. Once at the login screen, tap the **Forgot your password?** link and enter your email address for your account. We will send you an email with instructions on how to change your password.

Didn't receive an email? You can reach out to us directly at [support@vida.com](mailto:support@vida.com).

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**Question:**

How do I change my password?

**Answer:**

To change your password, simply go to the **Me** tab in your Vida app, tap **Settings** in the upper right, then tap **Change Password**. From there, follow the on-screen instructions to change your password.

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**Question:**

How do I change the email address associated with my Vida account?

**Answer:**

Please email us at [support@vida.com](mailto:support@vida.com) to change your email address.

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**Question:** My spouse, partner, or dependent is having trouble signing up. How do they sign up through my employer benefits?

**Answer:** Your eligible family members (including spouses, partners, and dependents ages 18+) are eligible to use Vida's services at no charge through your employer benefits. Their eligibility will be confirmed by their full name and date of birth.