



2019 National Step Challenge

FAQ for Members



What is the Go365® National Step Challenge?

For official rules, [click here](#).

The Go365 National Step Challenge is a step competition in which all companies with Go365 that have two or more eligible Go365 members can compete against each other for the highest team average step count. The winning teams win a donation in their name to [Feeding America](#). This is in addition to winning bragging rights and demonstrating that their company supports healthy behaviors.

Why should I participate?

- This is an annual national Go365 event; don't miss out in having a stake in the competition with your company.
- If you're a winning team, you'll have stepped for a good cause: a donation in your company's name to Feeding America that can impact your local community.
 - o Last year we donated 1 million meals across 172 local communities; this year we will donate another 1 million meals.
 - o With the national average of 1 in 8 people not having access to enough food for a healthy, active life, we're proud to offer a chance for you and your company to fight food insecurity.¹
- Rallying around a company initiative where everyone's in it for the same goal, for your company to come out on top, can be a big comradery boost among your coworkers.

How does the Challenge work?

Your company will compete against other similarly sized teams to achieve the highest average step count per day.

Key dates:

	Enrollment period	Challenge period	Upload period
Dates	5/1 – 6/2	6/10 – 7/12	7/13 – 7/19

Team sizes (divisions):

	Team size
Small	2 – 10
Medium	11 – 50
Large	51 – 99
Jumbo	100+

Who’s eligible to compete in the Challenge?

The Challenge is open to all companies with Go365 that have two or more eligible members (“Groups”) that are active Go365 groups at the time of the Challenge, with a Humana/Go365 effective date on or before April 1, 2019, and have their principal place of business in the U.S. Companies with a Humana/Go365 effective date after April 1, 2019 are not be eligible. Groups with only a single employee are not eligible. Any Go365 subscriber, spouse, or dependent (18 or older) who enrolls in the Challenge will be automatically assigned to their company’s team. To participate, Group members must have a [Go365-compatible device or app](#) to count steps and the device or app must be connected and synced to Go365.

No members may join a team after the close of the enrollment period, and no members may be dropped from a team unless no longer employed with the Group. Once enrollment is over, the departure of a team member will not affect the division in which the team participates, even if it results in a team size that would otherwise compete in a different division.

Employees of Humana Inc. or its subsidiaries or affiliates are not eligible to participate in the Contest (unless they are a spouse or eligible dependent of a subscriber on an eligible company plan). Medicare and Group Medicare members are not eligible to participate in the Contest. One (1) team entry per Group.

If my child dependent turns 18 years during the Challenge, are they able to participate?

Members who recently turned 18 will not be able to join if the enrollment period is over.

How does a company join the Challenge/create a team?

Every eligible company is automatically enrolled in the Challenge as a company team. The name of your company’s team is the name of your company on file in the Go365 system. Employees/Go365 plan members simply need to search for your company’s name to join the Challenge during the enrollment period.

I cannot find my company team name in the Challenge. Who do I contact?

If you cannot find your company’s team/name, confirm you’re searching for the correct name (some companies may go by a different name than what is in the Go365 system). Still can’t find it? Search for and join the team named “Assign me to my team.” Within a week you will be reassigned to the correct team.

How does a member join the Challenge/create a team?

During the enrollment period, you will find the 2019 National Step Challenge online or in the Go365 App within the Challenge area. In the App the Challenge will display on the Challenge Join view, in the sponsored Challenge carousel. The web will display the Challenge on the Challenge page. You can then search for your company's name to find your company's team and join. Do not create your own team. Anyone who creates a team or joins an incorrect team will be moved to your corresponding company team through which you have Go365 within a week from joining.

I'm having trouble joining the Challenge. Who do I contact?

If you have trouble finding your company's team, search for and join the team named "Assign me to my team." Within a week you will be reassigned to the correct team. If you cannot enroll during the enrollment period – i.e. cannot sign into Go365.com or cannot join due to a technical issue, then contact customer service to log the issue.

What do I need to participate?

You need a [Go365-compatible device or app](#) that counts steps and is connected to Go365 to participate. All steps should be uploaded (synced) to your Go365 account by the last day of the "Upload period" in order for steps to count.

What are the prizes for the Challenge?

Besides bragging rights, prizes will be awarded to winning teams in the form of a donation in the name of the winning team's company to the nonprofit Feeding America, the nation's largest domestic hunger-relief organization. Prizes will be awarded to first, second, third, and fourth place winners for each division.

- First Place: 70,000 meals will be donated in the name of each winning team's company (approximate retail value \$7,000.00 per winning team).
- Second Place: 50,000 meals will be donated in the name of each winning team's company (approximate retail value \$5,000 per winning team).
- Third Place: 30,000 meals will be donated in the name of each winning team's company (approximate retail value \$3,000 per team).
- Fourth Place: 10,000 meals will be donated in the name of each winning team's company (approximate retail value \$1,000 per winning team).

Each winning team in First, Second, and Third Place will also receive a teardrop award (approximate retail value \$35). Total retail value of recognition prizes is \$420 (higher if there is a tie and multiple teardrop awards are given).

Total retail value of all prizes is approximately \$100,000.00. Federal, state, and local taxes, if any, are solely the responsibility of the charitable organization receiving the donations.

How are local community locations determined for meal distribution?

Feeding America has 200 food banks across the country and will match each winning team's zip code for their principal place of business to the nearest food bank; 100% of the proceeds donated to Feeding America on behalf of the winning teams (groups) will be distributed to the food bank that is nearest to the winning team's primary zip code.

How are winners of the Challenge determined?

Winners will be determined by highest team average step count per day across the four divisions. See the "Selection of winners" section of the [official rules](#) for more detail.

Where can we see who's in the lead?

Members can check who is in the lead of their specific division on the Challenge Leaderboard within the App and online.

What happens if there is a tie?

In the event of a tie for any place, the prize awarded to such place or places, if any, next in order shall be equally divided between such groups; i.e., if two tie for first place, the prize awarded to first place and the prize awarded to second place shall be added and divided one-half and one-half. If three tie for first place, the prize awarded to first, second, and third places shall be added and divided one-third, one-third and one-third, and so on for four or more tying for first place. The same is true for those tying for second, third, and fourth places.

How will winners be notified?

Winning teams will be notified by email or telephone shortly after the end of the Challenge.

How do I help my company win?

Support your company's efforts by getting as many steps as you can in a day, staying up-to-date on who's in the lead and being an advocate for everyone who is on your company team. Keep the Challenge top of mind in your associate meetings and interactions with your colleagues. Be the ultimate cheerleader for your company!

Is there a daily step cap for how many steps I can upload?

The daily step cap is 35,000 steps per day for each member.

Can I earn Points for participating in the Challenge?

Yes, you can earn Points subject to the Points limits for Challenge-related activity: 50 Points per Challenge up to a max of 100/month for Challenge-related activity. In addition, members will earn daily fitness Points for their workout activity using a step tracker (1 Point for every 1,000 steps up to a daily cap of 50 Points).

Who do I contact if I need assistance?

[Visit the Go365 Community](#) where we answer questions, offer tips, announcements as well as webinars to sign up for in case you have questions. Still need assistance? Check in with your HR to see if there's a designated Go365 Champ at your company who can help, or call the number on the back of your member ID card.

How can I learn more?

Attend one of our member-facing webinars where we cover everything you need to know about the Challenge:

- [May 29 @ 2 PM ET](#)
- [May 30 @ 1 PM ET](#)

Your employer will have access to information, but you can also stay connected on [Facebook](#) and [Twitter](#). Use #Go365NationalChallenge to share tips!

¹www.ers.usda.gov/webdocs/publications/84973/err-237.pdf