



REALAGE[®] TEST

Frequently Asked Questions

Be Balanced 

What is the RealAge test?

The RealAge test is Sharecare's clinically-validated health risk assessment that guides you through a series of questions designed to gauge how fast you're aging based on your lifestyle, genetics, and medical history as well as often overlooked risk factors like relationships and stress. RealAge is your first step to get started with Sharecare, as it helps you understand which of your good and bad habits are impacting your health. From there, Sharecare provides you with content and programs to help you improve your overall health and obtain a younger RealAge.

What is RealAge?

What's RealAge? It's how old your body really thinks you are based on your health and health habits, good and bad. To find out, take the RealAge test – it's based on lifestyle, genetics, and medical history. Up to 70% of overall health depends on how well you take care of yourself, so you have a lot of control over how young you feel!

If I don't finish taking the RealAge test, do I have to start over?

No, you can pause the RealAge test at any time and all your answers are automatically saved so you can complete the RealAge test at a later date. But, be aware that your test is not considered complete for the requirements of the *Be Balanced* program until you finish.

How do I review my RealAge test results?

You can access your RealAge test results by visiting your Sharecare health profile. There, you will find personalized recommendations on what is making you feel older or younger; and you can update your answers at any time to get a more accurate, updated RealAge. Re-taking the RealAge test will not reset your original completion date for purposes of the fulfilling the requirements of the *Be Balanced* program.

Who can participate?

You and your medically enrolled spouse have access to a personalized wellness program, including the RealAge test, built for you. This is your *Be Balanced* program brought to you by Windstream in partnership with Sharecare. The time is now to take advantage of all this program has to offer.

How much does it cost?

The program is confidential, voluntary, and offered at no additional cost to you.

Is the information about my health status shared with the company?

No! Your personal health information is not shared with Windstream. It is gathered and maintained by an independent third-party vendor, Sharecare. Windstream is only provided with consolidated information that aids in administration of the plan, such as participation, activity completion, and aggregate information about Windstream as a whole, for instance, the average health score. In addition, it is prohibited by law to use any health information in any adverse way against employees.

What is a “green day”?

A “green day” is a measure Sharecare uses to help you quantify achievements you’ve made toward improving your health, essentially empowering you to improve your RealAge in real-time by tracking the most critical health factors that impact your RealAge: stress, activity, sleep, relationships, weight, blood pressure, blood glucose, cholesterol, smoking, drinking, diet, medications, and fitness. With each key health factor rated on the five-point color scale from green to red, your goal is to be “in the green” for 8 of the trackers per calendar day to earn what we call “a green day.” And each time you hit 60 green days within a 90-day period, you are “living in the green,” which prompts an automatic recalculation of your RealAge to see how much you’ve improved your health during that time.

What is the green day tracker?

Sharecare green day tracker includes daily trackers, which are core to the RealAge calculation. The trackers include, steps, sleep, stress, relationships, blood pressure, weight, smoking exposure, cholesterol, alcohol, fitness and health, diet, medications, and blood glucose. In order to accomplish a green day, you will need to enter data for 8 trackers within the green range daily.

How do I know which trackers to update?

The trackers that you update on a daily basis are based on the results of your RealAge test. The trackers that appear in green are automatically populated from the results of your RealAge test or from your health profile. The trackers that appear in white are to be updated.

Can I connect my Fitbit or other trackers?

Yes, you can connect your to your Fitbit to your trackers as well as Apple Health or Android Google Fit.

Are there green day trackers that update automatically?

Yes, by automatically using the mobile phone sensors through the app. For Android devices, this tracking is available for sleep, steps, stress and relationships. For Apple devices, this tracking is available for sleep and steps. The instructions in the trackers will show you how to do this. As you engage with the app, you will be prompted to set up the automatic tracking. You may also set this up within each individual tracker by going to the wheel cog at the right corner of the app.

What if I am unable to get “in the green” within the green day tracker?

To earn a green day you will need to enter 8 trackers within the green range daily. If you find you are unable to consistently earn green days within the Sharecare platform on the website or through the app, you are encouraged to engage in coaching as an alternative to tracking, to help improve your lifestyle and work towards earning green days.