

Health Engagement Platform FAQ

What is the Benovate Platform?

The Benovate Platform is a smart health engagement platform that learns your likes, dislikes, interests and health risks and proactively engages you in improving your health. Health is not just impacted by physical factors. Relationships, financial stressors and growth opportunities all play a part as well and the Benovate Platform helps you find the balance you need to be your healthiest self. The more activities you do the more personalized it gets and the more impact it can have on your health.

What are Cards?

Benovate uses Cards to provide our members healthy activities to complete, questions to answer and some great healthy choices near you! Every user has a personalized experience, and each time you login you'll see different cards – some will be directly related to your own interests and health, while some will help the Platform get to know you better so the program is more relevant to you.

What Types of Cards Are There?

There are four different types of cards - activities, content, surveys and healthy choices. Each category had cards to help you work towards balance in all areas of your life - physical, growth, financial health and relationships.

- Activity Cards: Specific, healthy things you can do to lower risk
- Content Cards: Educational materials based on your interests and needs.
- Surveys: Quick questions that allow the Platform to get to know you so Activity and Content cards are more interesting and focused on you.
- Healthy Choices: Community Partners offering healthy deals to Benovate members

What Are Points?

Points are earned by completing activities and surveys on the Benovate Platform so you can see how much you've done for your health! Different activities are worth different points depending on several factors, such as time impact and frequency of the activity.

What Are Dollars?

Dollars are what your points convert into once you complete a healthy activity. The “Earned” dollars show how much you have earned so far while the “Left to Earn” dollars show how much you have left to earn based on your employer specific incentive*.

What is the Benovate Score?

Benovate is all about balance! We believe that true health goes beyond the physical and includes things like relationship health, financial health and personal & professional growth. Your Benovate Score is based on your completion of activities within each of those domains.

What About My Privacy?

Privacy is our top concern at Benovate. All answers and activities done within the Benovate Cards are protected. We don’t share individual results with anyone!

Will My Boss See My Answers?

Our platform is designed to protect your privacy. Without your password and security questions (which only YOU know), this is how you’re information looks to humans:



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eejueclvdEoRq8bsA+2RXU3Qcr9CwhKHRTfg+IV/3M14ZG  
zi08+sxrlmPY9jvRk1quLFT6kIPCZUKB+ tA/VVLG3ultrau  
0Y5AP5/Szht5GRi lNXpawSDLBKPz/EJVsZ9Pg1QDq9KcrG  
HE1mW0jrTgsz0x9khCDBvY0x07CdEcdai dKPrptQ1U21t  
t.lbCA8c21tc29uZ08hY20ub3JnFokATgQQEQIADgUC0oedG  
KaG0LR8e7U+0sAoLqJooiAtrnYdYjffIDED8vMvTFLAJ46  
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UubWbudDM+1QGLBBARAgALBQI6KP+sBAsDAQIACgkQ8pob  
UN6vcnaNUUC5dcATF1DnkAn18MBC32NBWYPh+dSp21Vnjl
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Where Can I Access the Platform?

Our platform is accessible on smart phones, tablets and computers so that you are able to stay engaged in your health no matter where you are! To log in the first time, you will have to follow the unique account verification link emailed to you on your employers launch date. After that, you can go to portal.benovate.com to log in.

What If I Have More Questions?

Our team is available to help you with any questions you may have. All you need to do is email us at support@benovate.com and we’ll answer your questions the best we can!

*Incentive availability varies by employer.