

# Improve your emotional and physical health in just 10 minutes a day

**Are you ready to make healthy lifestyle changes? RxWell has a path for you. This app uses proven techniques that can help you overcome barriers to living a healthier life. You can use the app to get support for stress, anxiety, depression, weight management, tobacco cessation, and physical activity.**

## Work toward your health and wellness goals

Choose the emotional or physical health management program that matches your needs and goals.

## Learn doctor-recommended techniques

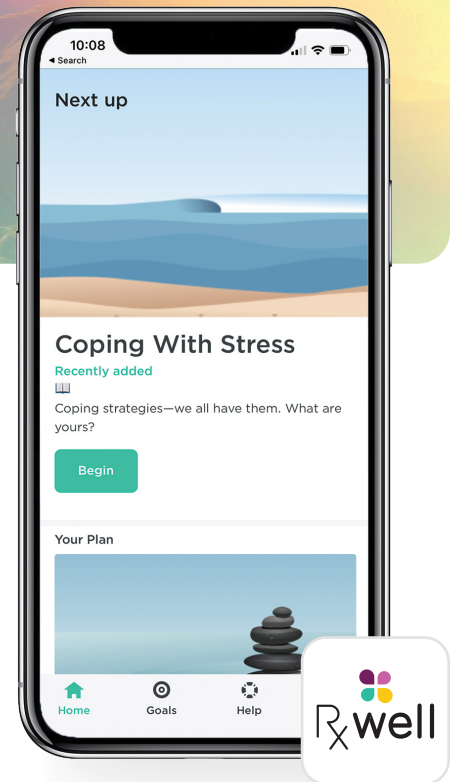
Improve your overall well-being using proven methods.

## Visualize your journey

Use the app's tools to identify habits and track your progress toward your goals.

## Stay focused

Take regular assessments and set goals that work for you



**Take the first step toward improving your emotional and physical health. Download RxWell from the App Store or Google Play™ today!**

**To access the RxWell app, click I have an Access Code and enter horry.**



## Real results

“I am very stressed in my life right now, and the exercises help me relax, focus, and recenter.”  
—Rhonda, app user

“Easy, guided activities for mental wellness [that can] be fit into any part of your day.”  
—Lauren, app user



workpartners

# RxWell

## Frequently asked questions



### General

#### What is RxWell?

RxWell is an app that's designed to help you become emotionally and physically healthy using proven therapeutic techniques. RxWell can help you calm your mind and body, make healthy lifestyle changes, and track your patterns. This will allow you to recognize habits that prevent you from feeling your best.

#### What programs does RxWell offer?

RxWell allows you to choose from 7 programs based on your needs: Depression, Anxiety, Stress, Physical Activity, Nutrition, Weight Management, and Ready to Quit (tobacco cessation).

#### How do I know if RxWell is right for me?

If you are curious about using an app to improve your well-being, RxWell could be a good fit for you. Although most people who use RxWell find it valuable, it's possible that a different intervention will better meet your needs.

#### Who developed RxWell?

Experts across the UPMC system developed RxWell's programs based on decades of scientific research on cognitive behavioral therapy and mindfulness practices. The app has undergone testing in multiple clinical studies and pilot programs.

#### How often should I use RxWell?

We recommend using the app for about 15 minutes, two to three times each week. You can do longer sessions or use the app more frequently if you want.

#### Do I have to pay for RxWell?

RxWell is available to you at no cost through your employer.

#### How long can I use the RxWell app?

Eligible users can access RxWell at any time and use it for as long as they want. Most programs take one to two months to complete.

#### Is there an age requirement?

Yes. You must be 16 or older to use RxWell.

#### Will I receive an incentive for enrolling?

Check with your benefits administrator to learn if incentives are available.

#### Is RxWell easy to understand?

Yes. The app is designed for all types of people at different places in their health and wellness journey. If you ever have a question, email [hponline@upmc.edu](mailto:hponline@upmc.edu).

#### Can I use RxWell in an emergency?

No. RxWell is not an emergency service. If you experience a physical or mental health emergency, call 911 or the National Suicide Prevention Lifeline at **988 or 1-800-273-8255**.

#### Does the app work offline?

No. To use the app, you must have an internet connection through your network or mobile data plan.

#### With which operating platforms/systems does the app work?

RxWell is optimized for iOS X+ and Android 9+ phones. RxWell is also supported by iOS 9.0.



## Getting started and signing in

### How do I get started with RxWell?

First, you need to download the RxWell app.

- If you have an Apple device, go to the App Store and search “RxWell.” Click on the app icon, install it, and open the app on your phone.
- If you have an Android device, go to Google Play™ and search “RxWell.” Click on the app icon, install it, and open the app on your phone.

### To enroll:

1. Open the RxWell app on your mobile device and tap **Get Started**.
2. Tap **I have an Access Code** if you have a code.
3. Enter your access code, **horry**, and tap **Continue**.
4. You will be asked to enter your email address, followed by a six-digit verification code. To have the verification code emailed to you, choose **Send Code**.
5. Enter the verification code, then press **Next**.
6. Enter your date of birth, gender, phone number, and **email address**, then tap **Next**.
7. Choose the program that best fits your needs.
8. The screen that follows will explain that RxWell is not a crisis service and detail what you should do if you experience an emergency. After you review it, tap **Agree**.
9. Allow **Face ID or fingerprint scanning**. This will give you easier access to your RxWell account.
10. Tap anywhere to continue, then tap to answer a question about your goals. Enter what you hope to gain from RxWell. After you complete this step, you will be able to meet your coach and work on your chosen program.

### I don't remember my username. What should I do?

Go to the login screen and tap **Forgot User ID**, then follow the prompts.

### My username is already taken. What should I do?

All usernames must be unique. Please try again with a different username.

### I don't remember my password. What should I do?

Go to the login screen and tap **Forgot Password**, then follow the prompts.

### Does the app support facial or fingerprint recognition?

Yes. You can set up biometrics for easy login after you create your account. You can also enable biometrics from the **Settings** screen.

### How long will I stay signed in to the app?

You will be logged out after 30 minutes of inactivity.

### What should I do if I have trouble receiving the verification code?

If you don't receive an email, tap **Send a new code**. If you have trouble receiving your verification code, send an email to [hponline@upmc.edu](mailto:hponline@upmc.edu).

### How do I cancel my account?

To cancel your account, go to the **Settings** screen, then tap **Cancel Account**.

### I am still having issues signing up. What should I do?

Please email [hponline@upmc.edu](mailto:hponline@upmc.edu).

## Security and privacy questions

### What is the RxWell privacy policy?

To read the privacy policy, please visit [upmchealthplan.com/rxwell-terms-and-conditions.aspx](https://upmchealthplan.com/rxwell-terms-and-conditions.aspx).

### What security certifications do you have?

RxWell complies with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and is SOC II compliant. Data, including any protected health information, is stored and transmitted securely.

### Will RxWell sell my data or show me ads based on my usage?

No. Unlike other apps, RxWell does not promote ads or sell your data.