



# Go365 National Step Tournament

## FAQ for Employers



### **What is the Go365<sup>®</sup> National Step Tournament?**

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

The Go365 National Step Tournament is a Step Challenge in which all Commercial Employer Groups of 2 or more eligible Go365 members can compete against each other for the highest team average step count. The winning teams will have a chance to do some good by winning a donation in their name to Feeding America. This is in addition to winning bragging rights (a teardrop award and assistance with a press release) and demonstrating that their company supports healthy behavior.

### **Why should my company participate?**

Below are some great reasons why you should join in the fun!

- This is Go365's first national step competition; you don't want to miss out in having a stake in the competition.
- Interested in a new way to drive program engagement? Use the tournament as a motivator.
- Rallying around a company initiative where everyone's in it for the same goal, for their company to come out on top, can be a big boost in building employee morale.
- The tournament can further create healthy behavior and habits for your group members.
- 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 and fight food insecurity.

### **How does the tournament work?**

Your company will compete against other similarly sized groups (or divisions) through a series of three (3) individual challenge rounds counting the highest average step count per day. Round 1 will consist of divisional winners from 4 regions (East, West, Midwest, South).

Round	Enrollment period	Tournament dates	Upload period
Round 1	7/15 – 09/9	9/10 (Monday)-9/23 14 Days	9/24-9/27
Round 2	10/2-10/12	10/13 (Sat) -10/26 14 Days	10/27-10/31
Final Round	11/6 – 11/16	11/17(Sat) -11/30 14 Days Thanksgiving week included	12/1-12/5

The total number of groups that advance to Round 2 and Round 3 will vary based on division (company size):

Division	Round 1 Winners	Round 2 Winners	Overall Winners
Small (companies of 2-99 employees)	25 per region advance to round 2 (100 total)	15 companies total advance to round 3	Top 3
Medium (companies of 100-299 employees)	10 per region advance to round 2 (40 total)	15 companies total advance to round 3	Top 3
Large (companies of 300-999 employees)	5 per region advance to round 2 (20 total)	5 companies total advance to round 3	Top 3
Jumbo (companies of 1,000+ employees)	3 per region advance to round 2 (12 total)	5 companies total advance to round 3	Top 3
<b>Total Groups</b>	172	40	12

**What region does my company fall under? What if our company spans multiple states/regions?**

Regions are determined by your company’s principal place of business in the United States. View the region map [here](#). If your company is located in multiple states or regions, verify the region by understanding where your company’s principal place of business (i.e. headquarters) is located. If you still have trouble confirming, contact your Humana market reps who can help you verify.

**Who’s eligible to compete in the tournament?**

The tournament is open to all Employer Groups having 2 or more eligible members (“Groups”) that are active Go365 groups at the time of the tournament, with a Humana/Go365 effective date on or before July 1, 2018, and have their principal place of business in the U.S. Groups

with only a single employee are not eligible. Any Go365 subscriber, spouse, or dependent (18 or older) who enrolls for any Round in the tournament will be automatically assigned to the Employer Group's team. If an Employer Group has opted out of the contest, its Group members are not eligible to enroll. To participate, Group members must have a [Go365-compatible device](#) to count steps.

No members may join a team after the close of any Round's enrollment period, and no members may be dropped from a team during a Round unless no longer employed with the Group. However, when a Group advances, new members of that Group may enroll for the subsequent Round, and members may be dropped from the team in the subsequent Round.

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 Employer Group plan). Medicare and Group Medicare members are not eligible to participate in the Contest. One (1) team entry per Group.

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

If the enrollment period is complete for any of the three tournament rounds, then a member who recently turned 18 will not be able to join. If the member is part of a team that continues on to round 2 or the final round, then the member can enroll for that phase of the tournament.

**How does a company join the tournament/create a team?**

Every eligible employer group will automatically be enrolled in the tournament as a company team. The name of your company's team will be the name of your company on file in the Go365 system. Employees/Go365 plan members will simply need to search for your company's name to join the tournament during the enrollment period of each round.

**How will our company team display if our group is a part of a PEO, association or chamber group?**

Although a PEO, association or chamber group may represent multiple companies, these companies will roll up to the overarching group name/ID in the Go365 system as one employer group. That overarching group name is what these group members should search for when joining a team.

**Members cannot find our company team name in the tournament. Who do I contact?**

If a member cannot find your company's team/name in the tournament, confirm they are 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? Direct members to search for and join the team named "Assign me to my team." Within a week the member will be reassigned to the correct team.

**The company team name displayed for the tournament is different than what our employees would know it as. Can we change the name?**

If your company goes by a different name than what is on file with the Go365 system, you can contact your Humana market rep or customer service to have the name updated.

**Our company would like to opt out of the tournament. Who do I contact?**

We're sorry you don't want to compete! Regardless you can opt out by notifying your Humana market rep or customer service.

**How does a member join the tournament/create a team?**

During the tournament enrollment period, members will find the Go365 National Step Tournament online or in the Go365 App within the Challenge area. In the App the tournament will display on the Challenge Join view, in the sponsored Challenge carousel. The web will display the tournament on the Challenge page. Members can then search for your company's name to find your company's team and join. Members will not need to create a team. Anyone who creates a team or joins an incorrect team will be moved to their corresponding company team through which they have Go365. This move will happen once a week during the enrollment period.

**A member is having trouble joining the tournament. Who do I contact?**

If a member cannot enroll during the enrollment period – i.e. cannot sign into Go365.com or cannot join due to a technical issue, then they should connect with customer service to log the issue. If a member is able to get to the Challenge area in their account, but your company team/employer name isn't found in the list of teams to join, they can search for and join the team named "Assign me to my team." Within a week the member will be reassigned to the correct team.

**Our company needs to remove/add a member from/to our team. Who do I contact?**

Members can only be added to the tournament during one of the enrollment periods of each round and should be encouraged to join through their Go365 account. Members who miss the enrollment period for any reason outside of a reported technical issue cannot be added. Members can only be removed from your company's team if they are no longer an active Go365 member on your company plan. If members fall in that scenario, then email [Challenges Admin Support](#). A member who is eligible, an active Go365 member at your group who has enrolled in the tournament but is not participating is not cause for removal and should be encouraged to upload steps.

**Can we limit participation (i.e. employees-only, specific department)?**

The tournament is open to all eligible members and therefore you should not limit participation.

## What do members need to participate?

Members need a Go365-compatible device that counts steps to participate. See the compatible device grid [here](#). All steps should be uploaded to members' Go365 accounts by the last day of the "Upload period" in order for steps to count toward each tournament round.

## What are the prizes for the Challenge?

Besides bragging rights, the companies in each division who move on to each round and those companies that finish in 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> will win a donation in their company name to Feeding America.

	<b>Round 1</b>	<b>Round 2</b>	<b>Final Round</b>
Total Winners	172	40	12
Meals per Winner	2,326	6,500	Varies*
Value per Winner	\$232.56	\$650.00	Varies*

\*In the final Round, there is a first, second, and third place winner for each division:

- First Place: 50,000 meals will be donated in the name of each winning team's company (approximate retail value \$5,000.00 per winning team).
- Second Place: 25,000 meals will be donated in the name of each winning team's company (approximate retail value \$2,500.00 per winning team).
- Third Place: 10,000 meals will be donated in the name of each winning team's company (approximate retail value \$1,000 per team).
- Each winning team in Round Three will also receive a teardrop award (approximate retail value \$35), as well as consultation with Humana's Corporate Communications to assist with creating and distributing a press release (publication not guaranteed; no retail value).

Total amount to be donated in winning teams' names is approximately \$100,000.00. Total value of additional prizes is \$420.00 (higher if there is a tie in Round Three and multiple teardrop awards are given). Federal, state, and local taxes related to the donations, if any, are solely the responsibility of the charitable organization receiving the donations.

## How are leaders of the tournament determined?

Leaders will be determined by highest team average step count per day across the four divisions. In Round 1 there will be a regional component in which there will be divisional winners in each of the 4 regions (East, West, Midwest, South). See the "Selection of winners" section of the [official rules](#) for more detail.

## Where can we see who's in the lead?

The App and web will have leaderboards that combine all divisions. To see divisional leaderboards specific to your group's size, visit the [tournament landing page on the Go365 Community](#). It will be updated each business day by 1PM EST with the previous day's totals.

### **What happens if there is a tie?**

In the event of a tie for the final advancing spot in Round One or Round Two, both teams with the tie score (or more than two, if it is a three-way tie and so on) will advance and the prize will be divided between the tied teams. In the event of a tie for any place in Round Three, 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 place or third place. In the event of a tie in Round Three, each tying team will also receive a teardrop award and consultation with Humana Corporate Communications.

### **How will winners for each round be notified?**

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

### **How do I help my company win?**

Help support your company's efforts by keeping employees updated on where they can view progress, where to go for assistance and providing them promotional materials. You and your Go365 Champs will have full details [on Engagement Source](#) and you can take it further by adding the tournament details to your company communications and associate meetings, getting members synced up and triaging questions during enrollment of Round 1.

### **What admin capabilities/maintenance can I (as a company) do during the tournament?**

Groups will be able to view the tournament as a Step Challenge in the Challenge Platform of Go365 Engagement Source and see stats for their group as they would any other Step Challenge.

### **Is there a daily step cap for how many steps a member can upload?**

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

### **Can members earn Points for participating in the tournament?**

Yes, members 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 members contact if they need assistance?**

For assistance around the tournament, members should visit the Go365 Community where we answer questions, offer tips, announcements as well as webinars to sign up for in case they have questions. If members still need assistance, they can call the number on the back of their

member ID card. Consider designating a Go365 Champ at your company who can also help address questions.

### **Who do I (as a company) contact if I need assistance?**

You can contact your Humana market rep or [Challenges Admin Support](#) if you need assistance.

### **How is Go365 promoting the tournament?**

All information about the tournament will be available [on Go365 Engagement Source](#), including:

- Promotional email templates
- Member FAQ
- Employer-facing webinar: How to engage employees in Go365's National Tournament
  - [July 17 @ noon PM ET](#)
  - [July 18 @ noon PM ET](#)
  - [Aug. 22 @ noon PM ET](#)
- Member-facing webinar Go365 tournament: Sync up & show up
  - [July 19 @ noon PM ET](#)
  - [Aug. 22 @ 2 PM ET](#)
  - [Aug 23 @ noon PM ET](#)
- Webinar slides and recordings: For Employer; For Member
- Member-facing tournament flyer

Employers will have full details about the tournament made available through employer-based Humana communications (the Focus eNewsletter), direct-to-employer emails, the Go365 Employer Insider eNewsletter, Employer Webinars, social media platforms (i.e. Facebook, Twitter) and the Engagement Source. Your local Humana market rep will also provide you with details about the tournament.

Members will be made aware through member channels including the Go365 Community and other social platforms (i.e. Facebook, Twitter), the Go365.com member dashboard as a dashboard tile, and the member newsletter. Eligible members with an email on file will also receive direct-to-member email announcements and reminders during the weeks of July 15, August 26, and September 2 and we will plug the tournament in our live member webinars.

### **How do I (as a company) promote the tournament?**

We encourage your company to supplement our promotion efforts through your own communication channels. The email templates we provide above help direct members where to go for assistance and how to join but you know what motivates your employees and group members best, so make your communications your own and stum up your company's competitive spirit!