

Has my paperwork been received by TriHealth?

1. Has it been 7-10 business days since my physician or I faxed or e-mailed my paperwork to TriHealth?

- a. If no, please wait 7-10 business days for a confirmation from TriHealth.
- b. If yes, continue to #2.

2. Did I fax the paperwork to 513 852 3166 or email the paperwork to healthydirectionspcp@trihealth.com ?

- c. If no, please resubmit your paperwork to the correct fax or e-mail address.
- d. If yes, continue to #3.

3. Was my registration form included with the paperwork I sent?

- e. If no, please submit your completed registration form. The registration form includes your contact information. If you have questions, please call 866 256 9007.
- f. If yes, continue to #4.

4. Did I print my information clearly with an email address I check regularly?

- g. If no and you want an email confirmation please call 866 256 9007; leave your name, company, contact information, and a brief message explaining what you submitted and when it was submitted
- h. If yes or if you want phone confirmation, continue to #5.

5. Did I print the registration form clearly and include a current phone number that has a voicemail set up?

- i. If no and you want phone confirmation, please call 866 256 9007 and leave your name, company, contact information, and a message explaining what you submitted and when it was submitted.
- j. If yes, continue to #6.

6. Did you complete your Rally Health Assessment?

- k. If no, access via myuhc.com
- l. For technical support please call 877 722 3213
- m. For questions on your rewards please call 855 215 0230
- n. If yes, continue to #7

7. You should receive a phone or email confirmation from us within 7-10 business days. If you have not received this confirmation, please call us at 866 256 9007.

Please Note:

- The registration form is **REQUIRED** for your participation in this program. By not sending this in, TriHealth is not legally permitted to report your name to your company regarding your eligibility for your incentive.
- If you are missing your registration form, we will know who you are **ONLY** if your name and date of birth are listed on the other forms you submit.
- If a fax comes to us and is illegible or blank due to equipment or sender errors, we have no way of knowing who sent it or who we should reach out to. If you faxed your paperwork and have not received a