

# INCENTIVE PROGRAM CHEAT SHEET

**Q: When are the 2024 payout dates?**

**A: Active Employees**

Q1: May 2      Q3: October 31  
Q2: July 25    Q4: December 26

**A: Retirees**

Q1: April 30      Q3: October 31  
Q2: July 31      Q4: December 31

**First time creating an account?**

**Q: Why does it say:**



It looks like the information you provided doesn't match our records. Please contact your support team at [support@virginpulse.com](mailto:support@virginpulse.com) for help.

**BlueCross BlueShield of Vermont**

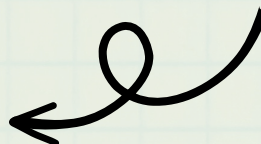
Member **02** John Doe  
ID: **EVTV801234567001**

Enter your Last Name exactly as it appears on your ID card. Include suffix, commas or periods, if applicable.

Your Member Number is the last 13 characters of your ID, *plus* your 2-digit member number.

Example:  
\* Member Number  
V80123456700102

A: Make sure you're including the last "V" before the string of numbers, and adding your Member Number (probably 01 or 02) at the end. More instructions on our Welcome Page.



**Q: I linked a tracker and my steps aren't pulling up. Why?**

A: Make sure you are logging into the mobile app at least every two weeks to pull data into the portal. If this isn't it, see [more help with trackers](#).

**Q: What if I don't have time to log points?**

A: There is a mobile app that is easy, fast, and connects to your trackers.

**Q: I missed an event I wanted to attend. Is it recorded?**

A: Check out the [LiveWell YouTube channel!](#)

**Q: Who do I contact for tech support?**

A: Email [support@virginpulse.com](mailto:support@virginpulse.com), call 888-671-9395 from 8am-9pm, or contact [LiveWell!](#)

**Q: I haven't logged in for a while. Why won't it recognize my password?**

A: We changed to a new portal in January 2024. If you haven't logged in since then, you'll need to create a new account at [join.virginpulse.com/SOV](https://join.virginpulse.com/SOV)

**One More Thing!**

If your health insurance status is changing, please email [LiveWell Vermont](#) so we can ensure that your points stay with you!

