

Q: When are the payout dates?

A: Active Employees

Q1: May 4 Q3: Nov 2
Q2: July 27 Q4: December 28

A: Retirees

Q1: April 28 Q3: October 27
Q2: July 28 Q4: December 29

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


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

Q: I completed a challenge, but my points aren't showing up.

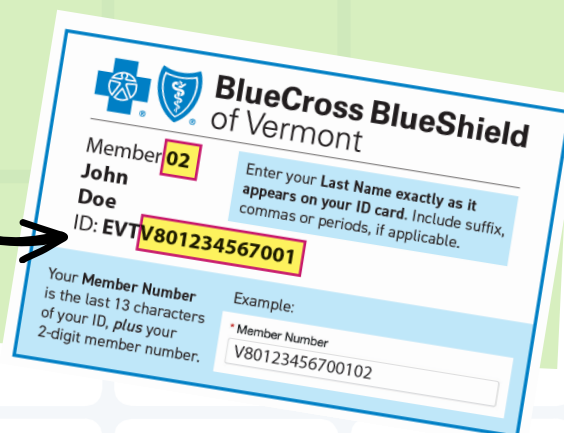
A: It can take a few days for points to register after a challenge completes. If you haven't seen your points in 3 business days, [send an email to LiveWell!](#)

First time creating an account?

Q: Why does it say:

 **Error.** The information you entered does not match.

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.



Q: I haven't logged in for a while, and why won't it recognize my password?

A: We changed to a new portal in February 2021. If you haven't logged in since then, you'll need to create a new account at www.BeWellVermont.org

Q: Who do I contact for tech support issues?

A: email BeWell@BCBSVT.com

Q: How do I reset my password?

A: If you can't remember your security questions, contact Cerner Customer Support at 1-877-621-8014.