

# Real people. Real Appeal.

**FREE!\***

Everything you need to lose weight and keep it off —  
FREE to eligible UnitedHealthcare® members.\*

Join today at [success.realappeal.com](http://success.realappeal.com).

LOST  
**50**  
LBS



**Dave L.**  
Age 47

*"I'm stronger. I have  
a lot more energy.  
Thank you, Real Appeal."*

LOST  
**37**  
LBS



**Tashawna O.**  
Age 37

*"This is no diet —  
this is not a gimmick.  
I feel great!"*

Thank you for being a UnitedHealthcare member. We are excited to offer Real Appeal, a free digital program that provides you with up to a full year of support for lasting weight loss.\* **On average, participants lose 10 pounds after attending just 4 online classes.** Your program includes:



### Personal transformation coach

- Step-by-step guidance and customization for a program that fits your needs, preferences and goals.
- Support and motivation for a full year to help you lose weight or maintain results.
- A personalized dashboard to keep track of your calories, fitness and goals.



### 24/7 convenience

**Staying accountable to your goals is easier than ever with:**

- Food, activity, weight and goal trackers.
- Unlimited access to digital content.
- Your online group class, which is designed to help you build camaraderie and accountability with others in the program.
- Weekly health tips from celebrities, athletes and health experts.



### Success kit

Resources to help you kick-start your weight loss and keep yourself on the road to results. Your kit will be delivered after your first class. It includes:

- Step-by-step Success Guides.
- Workout DVDs.
- Quick and simple recipes.
- Nutrition guide.
- And much more.

Join the thousands of members that have lost nearly 1 million pounds. Start today at **[success.realappeal.com](http://success.realappeal.com)**. Spark your transformation with Real Appeal.

\*The Real Appeal program is provided to eligible members at no additional cost to you as part of your benefit plan. Real Appeal is a voluntary weight loss program that is offered to eligible participants over age 18 as part of their benefit plan. The information provided under this program is for general informational purposes only and is not intended to be nor should be construed as medical and/or nutritional advice. Participants should consult an appropriate health care professional to determine what may be right for them. Any items/tools that are provided may be taxable and participants should consult an appropriate tax professional to determine any tax obligations they may have from receiving items/tools under the program. Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or their affiliates. MT1059613.1 8/2017 ©2017 United HealthCare Services, Inc. 17-5342

**Real  
Appeal**

 **UnitedHealthcare®**

# Frequently Asked Questions

**Q. How do I enroll?** A. You can enroll in Real Appeal by visiting [www.realappeal.com](http://www.realappeal.com). You start by scheduling a personalization session online, which includes verifying you are eligible for the program and then tailors the program to your needs, goals, and medical history. For assistance, you can call 1-844-344-REAL (7325) or email [help@realappeal.com](mailto:help@realappeal.com).

**Q. How much does the program cost?** A. The program does not cost anything for eligible participants. Real Appeal is a covered benefit for employees, spouses, and dependents age 18 or older who are enrolled in the Preferred Medical Plans and have a BMI of 23 or higher. Everything that comes with the program – including the Success Kit and a full year of online coaching – is provided at no additional cost to you.

**Q. How long does the program last?** A. Real Appeal is an online weight loss program that provides support for an entire year. Depending on your individual goals and needs, you can choose to stay or opt out of the program at any time.

**Q. What if I want to leave the program?** A. Real Appeal is voluntary, and you may leave the program any time.

**Q. When will I receive my success kit?** A. You will receive your success kit 7-10 business days after your first group coaching session.

**Q. If I don't complete the Real Appeal program, will I have to return my success kit?** A. No, you will not be required to return the success kit if you don't finish the program. However, we strongly encourage participants to stick with the program and take advantage of the success kit to help reach their personal goals.

**Q. How many group sessions would I need to miss to be considered "out of the program"?** A. While we encourage you to attend as many sessions as possible, missing some of the group sessions will not disqualify you from the program. When you enroll in Real Appeal, the program gives you the opportunity to receive weekly coaching for an entire year - at no cost to you.

**Q. I have scheduled a personalization session or one-on-one with my coach and need to reschedule, how do I do that?** A. Log into [www.member.realappeal.com](http://www.member.realappeal.com) with your username (email address) and password that you initially used to sign up. On the top right-hand corner, it will say "Change" (if more than 5 minutes before session start) or "Reschedule" (if session was missed). Click the button and follow the instructions.

**Q. Will I be able to see other participants during group sessions?** A. You will see your Transformation Coach during group sessions, but not other participants in your class.

**Q. Does my information get shared with my employer?** A. Real Appeal does not share individual information about you with your employer.

## Eligibility

**Q. Who is eligible for the program?** A. All employees, spouses, and dependents age 18 or older who are enrolled in the UHC's medical plan and have a BMI of 23 or higher are eligible for Real Appeal.

**Q. I was told I cannot participate for a medical reason. Why not?** A. Real Appeal adheres to standard medical guidelines and includes specific exceptions for enrollment into the program. Real Appeal is not recommended for individuals with the following conditions: • Younger than 18 years of age • Body Mass Index (BMI) < 23 • Pregnant • Nursing an Infant • Anorexia or Bulimia Nervosa (Presence or recent history) • Severe liver, heart, kidney, neurologic, psychiatric or any severe chronic or acute illness.

**Q. What if I lose coverage in the United Healthcare Plan? Can I still participate?** A. Your eligibility to participate in Real Appeal will end at the same time your Health benefit coverage ends. If your new employer has elected to cover the program, you may still be eligible to participate.

**Q. Can I join later?** A. You may join at any time, as long as United Healthcare still offers the program. There are new sessions starting each week

## Technology

**Q. Am I required to download a program to my computer or app on my phone in order to participate?**

A. Real Appeal is optimized for mobile devices, so participants can participate anywhere, anytime. You can participate from your home computer, iPhone®, iPad® or Android™ device. From your home computer, there is a one-time program download required. If you are participating via an iPhone, iPad, or Android device you will need to download the Real Appeal app from the App Store or Google Play. The Real Appeal App is available at no cost to you.

**Q. To participate, do I need to have a camera, so my coach can see me or do I just need to be able to view the video?** A. No, if you have a camera, we encourage you to use it, but you do not need a camera to participate. You will need to be able to see the coach and the video.

**Q. I'm trying to sync my activity from my Fitbit device to the platform, but it's not populating. How can I fix this?** A. If your device has been registered, the data should be reflected within the Real Appeal application within 24 hours after the time of entry. Check your Profile Settings to confirm that the device is registered. The button next to the tracker device should say "Unregister." "Unregister" means the device has been set up correctly. If you are still experiencing issues, contact the Real Appeal technical team at [help@realappeal.com](mailto:help@realappeal.com) or 1-844-344-REAL (7325).

**Q. If I decide to register my Fitbit fitness device with Real Appeal, what information will be exchanged?** A. By registering your device, you are authorizing the following: From Fitbit to Real Appeal • Exercise burned calories (Flex™, One™, Zip™, Charge, Charge HR, Surge) • Daily steps (Flex™, One™, Zip™, Charge, Charge HR, Surge) • Hours of sleep (Flex™, One™, Charge, Charge HR, Surge) • Body weight and body fat percentage (Aria™ Wi-Fi Smart Scale) • Body measurements (neck, bicep, chest, waist, hips, thighs, and calf).

## Support

**Q. I'm having trouble logging in and experiencing technical difficulties, what should I do?** A. Contact the Real Appeal Answer Center by emailing [support@realappeal.com](mailto:support@realappeal.com), visiting [support.realappeal.com](http://support.realappeal.com) calling 1-844-344- REAL (7325).

**Q. What do I do if my blender breaks?** A. If the blender or any other item in your Success Kit stops working, call the Real Appeal answer center at 1-844-344-REAL (7325) and a replacement item will be mailed to you.