



Choose gift cards or merchandise
from hundreds of
your favorite retailers!



A plan for life.

Capital District Physicians' Health Plan, Inc.
Capital District Physicians' Healthcare Network, Inc.
CDPHP Universal Benefits,® Inc.
500 Patroon Creek Boulevard, Albany, NY 12206-1057
(518) 641-5000 or 1-800-993-7299
www.cdphp.com

Form #5181 • 0908

LifePointsSM

Member Guide



A plan for life.

Healthy Choices Reap Healthy Rewards

CDPHP Life PointsSM rewards you for taking control of your health. Complete a variety of activities and earn points worth up to \$365 per year! Accumulate points with each activity and keep track of them in your secure Web site. Then redeem your points for gift cards or merchandise from hundreds of

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ARE THERE ANY MEMBERSHIP FEES?

No. The program is free to you and offered through your employer to reward you for taking an active role in managing your health.



HOW DO I GET STARTED?

You will receive a temporary password for registration in the mail. Go to the member section of www.cdphp.com. Sign on to Life Points and start earning your rewards today!

HOW DO I EARN POINTS?

Points are earned by completing health-related activities, such as completing your Personal Health Assessment (PHA)*, attending your annual physical exam, or participating in a free CDPHP wellness class.

HOW DO I REPORT MY ACTIVITIES?

As a convenience to you, some activities, like attending your annual physical, are automatically reported. Please allow a few weeks for these points to be posted.

For other programs, you will need to self-report your activities. If this is required, a self-reporting link will appear on the activity page. Fill in the required fields, read the statement, and click "Submit." Points for self-reporting activities will take approximately 48 hours to accumulate.

For verification, keep any receipts associated with your activities for six months following the submission of the self-report form. For more information, log in to Life Points via www.cdphp.com and view the Guidelines page.

** The Personal Health Assessment (PHA) is the first activity to begin earning points. You cannot earn points for any other activity until the PHA is completed.*

HOW DO I REDEEM POINTS?

Once the points have accumulated, the subscriber can redeem them online at any time. (The subscriber is the person responsible for payment of premiums, or whose employment is the basis for eligibility for membership in the health insurance plan.)

Redeem points by following these simple steps:

- Click on the "Redeem Now" button to access the rewards center to select the rewards of your choice.
- Select the reward of your choice from the menu.
- Select the number of points you would like to redeem.
- Finish the redemption by clicking "Select Award."

HOW DO I TRACK MY ORDER?

If you provided your e-mail address during the registration process, an order number will be sent via e-mail. If not, you can track your order by signing on to Life Points via the CDPHP Web site at www.cdphp.com. Click on "Customer Service" and then "Order Status." Provide your order number to get the status.

NOTE: If you have not completed the Personal Health Assessment or do not have enough points in your account to fulfill your request, your redemption(s) will not be processed.