



Level 1 - 2025 POINTS APPEAL FORM

For members enrolled in Anthem Blue Cross and Blue Shield (Anthem) and UnitedHealthcare Plan Options
Note: Not applicable to dependent children or members enrolled in Kaiser Permanente or Medicare Advantage Plan Options

You may file a Level 1 Points Appeals through the process outlined below:

Section I. Points Appeals: You and your covered spouse may appeal the total points applied if the points are less than you believe should have been awarded to you or your covered spouse. Appeals may be filed beginning February 15, 2025 and must be received by 5:00 p.m. ET on January 31, 2026.

Please provide supporting documentation that you completed the requirements. For example, please include the following for inclusion with your appeal:

- A copy of the completed 2025 Physician Screening Form and confirmation that it was sent to Sharecare by the December 1, 2025 deadline (if applicable).
- A copy of the Know Your Numbers Form as confirmation of onsite screening participation upon completion at an SHBP-sponsored onsite screening event.
- Print screen or take a snapshot of the incentive status when activities through the Sharecare App or online platform are complete.

You must complete all applicable sections on the Points Appeal Form, including any additional facts or material that are pertinent to the case. Generally, a decision is reached within **30 calendar days** of receipt unless additional information is needed. Appeals will be investigated by Sharecare. Sharecare will provide written notification of whether the appeal was granted or denied.

Section II.

Last Name

First Name

Address:

Member ID: (Found on your medical ID card)

City

State

Zip Code:

Email Address

Phone Number (xxx-xxx-xxxx)

Date of Birth (MM/DD/YYYY)

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_____/_____/_____

Section III. Reason for Appeal (please give detailed explanation for review)

For the Health Action(s) identified below, enter the date in which each applicable Action was completed and submit proof that it was sent to Sharecare.

COMPLETED HEALTH ACTIONS		
1	RealAge Test	
2	Biometric Screening	
3	Coaching Session	
4	Online Challenge	
5	Preventive Screening	

SECTION IV. If the 2025 Wellness Requirement was not met, due to circumstances beyond your control or for medical reasons, type or legibly print the reason in the space provided below. **Please attach documentation from your physician stating why you cannot participate.** (Limit description to visible area below)

SECTION V. If you feel that you are unable to complete any of the activities in the 2025 Well-Being Program because of medical conditions or circumstances beyond your control, please use the box below to explain your medical exception. These medical exceptions include but are not limited to the following:

- Critical illness
- Dementia
- Mentally incapacitated
- Hospice
- Long-term hospital stay
- Active military duty

Along with providing your reason below, please also include documentation from your physician for the medical exception.

SECTION VI.

- All appeals must be submitted on this form.
- There are several ways to file your appeal:
 - o **Email:** You may email your appeal to us at BeWellSHBP@appeal.sharecare.com
 - o **Fax:** Appeals can be faxed to us at (1-615-261-1418)
 - o **Mail:** Send appeals through the mail to:
 - Sharecare
 - Attention: State Health Benefit Plan Appeal
 - 255 East Paces Ferry Rd NE Suite 700
 - Atlanta, GA 30305

AUTHORIZATION	
I hereby certify that the above information and any supporting document(s) are true and correct.	
FAILURE TO PROVIDE SUPPORTING DOCUMENTATION AS DESCRIBED IN SECTION I ABOVE WILL RESULT IN DENIAL OF MY APPEAL.	
Signature	Date