

Apple Watch® Program

Frequently asked questions (FAQs)

For contracts effective September 1, 2018 and later

Q: Who is eligible for the discount?

A: Any employee and, if applicable, their enrolled spouse, who is also an Innovation Health® Funding Advantage medical plan member has the opportunity to purchase an Apple Watch through this program.

Q: I waived medical coverage but elected vision only. Am I eligible?

A: This benefit is for Innovation Health Funding Advantage medical plan-enrolling customers only at this time.

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Q: My broker handled my enrollment. Am I eligible for a discounted watch?

A: Yes, but you must purchase your Apple Watch within the Springboard Marketplace® benefits system. You will be sent an email with further instructions to log in within seven business days.

Q: When an Innovation Health Funding Advantage group moves to the Springboard Marketplace® benefits system, will they receive the Apple Watch offer?

A: Yes, the offer will reside on the member's home page when they go in to shop and enroll.

Q: What is this program about?

A: Your health insurance carrier, Innovation Health, is offering our employees a discount on the purchase of a new Apple Watch. This offer is exclusively for Funding Advantage plan members.

Q: What is the purpose of this program?

A: Innovation Health wants to help our members get and stay healthier. The Apple Watch offers apps to help you stay active and mindful during your workday and in other aspects of your life. These apps include step and mileage logs and reminders to breathe or stand up at intervals during the course of your day.

Q: How do I order an Apple Watch for a subsidized rate?

A: You must purchase the Apple Watch through the Springboard Marketplace to receive the subsidy. You cannot receive the subsidy if you order directly from Apple. The Apple Watch can only be purchased on the Springboard Marketplace by the member. If a broker or general agent completes enrollment, the Apple Watch offer instructions will be sent to the member's registered email address within seven business days.

Q: How much is the discount?

A: Innovation Health, our medical coverage provider, offers a \$224 subsidy for you as the enrolled employee and a \$199 subsidy for your enrolled spouse or partner.

Q: How many discounted watches can I buy?

A: This offer is limited to one Apple Watch for you as an employee and one for your spouse. You and your spouse must be Innovation Health Funding Advantage plan members to qualify.

Q: Are all employees required to purchase an Apple Watch?

A: This program is entirely voluntary.

Q: Can my spouse, who is also an employee and Innovation Health Funding Advantage plan member, purchase an Apple Watch for a subsidized rate?

A: Yes, your enrolled spouse is eligible to purchase an Apple Watch for as low as \$50.

Q: I previously purchased Apple Watch for myself. Is my spouse eligible at my next renewal?

A: Yes, if your spouse is enrolled in an Innovation Health Funding Advantage plan.

Q: Is my domestic partner covered?

A: Yes, if your domestic partner is enrolled in an Innovation Health Funding Advantage medical plan.

Q: Does the Apple Watch offer expire?

A: Yes. Enrolled employees and spouses are eligible for the Apple Watch offer within 90 days of their coverage effective date. If their group terminates coverage within those 90 days, they are eligible up until the date their group submits notice of termination.

Q: Can I use my health savings account (HSA) or flexible spending account (FSA) funds (if applicable) to pay for my Apple Watch?

A: No, the watch is not a qualifying HSA or FSA expense.

Q: Can I use an Apple gift card to pay for my portion of the watch?

A: No, for this special promotion through Innovation Health, you are not permitted to use Apple gift cards.

Q: Will I have to pay tax or shipping fees?

A: You will have to pay sales tax, but there is no shipping and handling cost.

Q: How quickly will I receive my Apple Watch?

A: Most people will receive their Apple Watch within seven to ten business days from the date you place your order. There may be a longer wait time for some of the more popular models, and you will be notified of any delays that may occur during the shopping experience.

Q: Do I need an iPhone to use an Apple Watch?

A: To use Apple Watch Series 1 it requires an iPhone® 5 mobile or later. To use Apple Watch Series 3 (GPS + Cellular) it requires an iPhone 6 or later with iOS 11 or later. You can update your iOS software at support.apple.com/en-us/HT204204.

Q: Who can I contact with questions about my Apple Watch?

A: For Apple Watch program-specific questions; Email: aetnawatch@bridge2solutions.com

For device-specific questions (setup, warranty, etc.), contact Apple for support and service at 1-800-275-2273.

Changing or cancelling your order

Q: How do I make changes to or cancel my Apple Watch order?

A: For issues with your Apple Watch order, send an email to aetnawatch@bridge2solutions.com for assistance.

Once cancelled, you may place a new order if desired. Please note that the cancellation may take five to ten business days to be reflected in your benefits statement.

Shipping and returns

Q: How can I track my Apple Watch order?

A: Shortly after you complete your purchase, you will receive a confirmation email from Bridge2 Solutions, Apple's technology partner. The email will include shipping and tracking information.

Q: If I'm not satisfied, how do I return my Apple Watch?

A: To return your Apple Watch, send an email to aetnawatch@bridge2solutions.com for assistance.

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