

Introduction

Real Appeal is based on clinically proven programs that help people lose weight and keep it off. It is a practical, real life approach to weight loss, backed by 20 years of scientific research, and complements each member's schedule and lifestyle.

Real Appeal built its program on the same scientific principles that have been proven based on extensive clinical research on obesity and diabetes prevention that included more than 10,000 participants.

Registering for Real Appeal

Registration

Program Participation

Qualifications for participation are defined by the employer or the payer. Program qualification is determined during enrollment and is based on a combination of factors that include health measures such as body mass index (BMI) and co-morbidities (combinations of diagnosed health conditions). Real Appeal follows medical guidelines and is not recommended if the member falls into any of the following categories:

- Younger than 18 years of age
- BMI under 19
- Anorexia or bulimia nervosa (present or recent history)
- Severe liver, heart, kidney, neurologic psychiatric or any severe chronic or acute illness

Real Appeal Registration (Web Only)

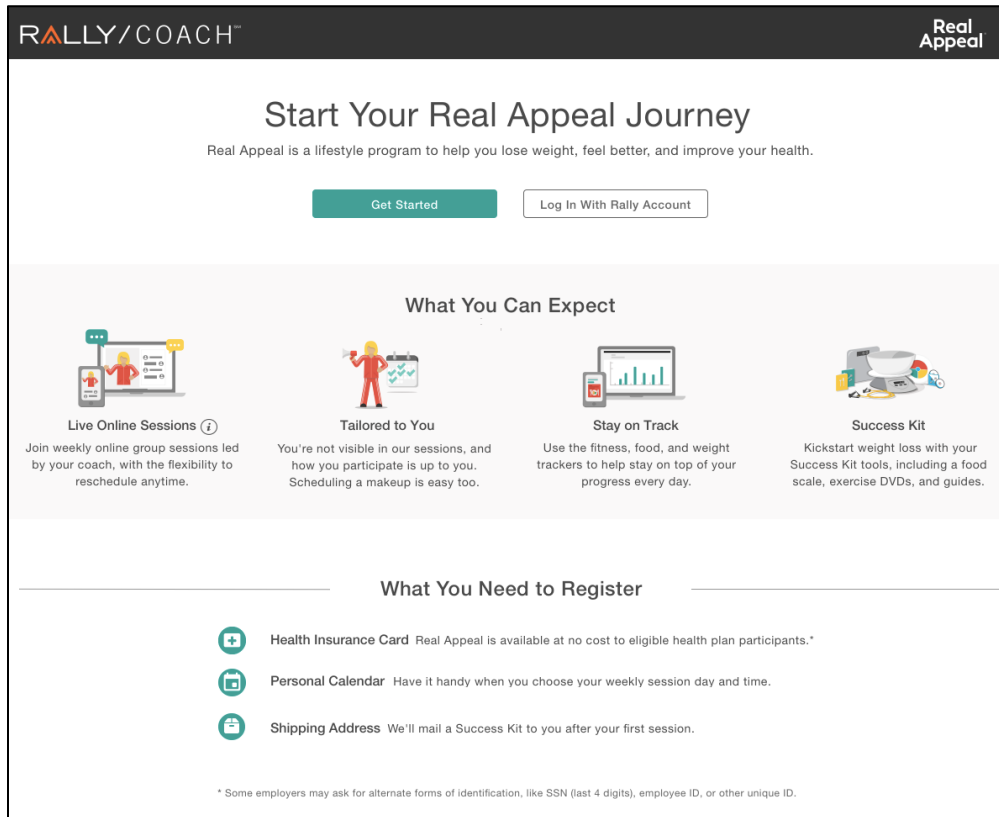
Eligible members navigate to the Real Appeal enrollment website to begin the registration process. The member finds the link to the website in the information they received about the program. Many employers or health plans that offer Real Appeal have a unique URL that is needed to complete enrollment. Registration includes creating an account, providing information about the member's health, and scheduling a weekly time to meet with a coach. Live Chat Support is available for prospective members who need assistance during registration.

Availability of features and functions described may vary with client or plan configuration. No Personal Health Information (PHI) or Personally Identifiable Information (PII) appears anywhere in this document, including the screenshots.

To register for Real Appeal:

1. The member follows the link provided in the information they received and clicks **Get Started** to begin the registration process. Members who already have a Rally® account can click **Log In With Rally**.

Figure 1: Start Your Real Appeal Journey (Web Only)



2. On the **Hi! We'll start with the basics** page, the member enters their First/Last Name, DOB, Email, and Phone Number and clicks **Continue**.

Note: This information should exactly match what is on their insurance card where applicable.

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Figure 2: The Basics (Web Only)

- 1, On the **Let's see if your employee benefits cover Real Appeal** page, the member clicks **Continue**.
- 2, The member enters their health insurance information to check their eligibility.
 - _, The member types the insurance provider in the **Insurance provider** field and clicks **Continue**. Alternatively, the member can click the down arrow on the left side of the search box to search for the correct health insurance provider.
 - `, The member enters the unique identifier (e.g., Group ID and Member ID) and clicks **Continue**.

Note: Field labels are dependent on the member's insurance or opt-out status.

Figure 3: Insurance Provider Information (Web Only)

- c. If the member is not eligible for Real Appeal through their insurance, they select **NA** in the **Insurance provider** field and provide requested information for eligibility, such as an Employee ID.
 - d. If eligible for Real Appeal, they click **Continue** on the **Coaches provide expert guidance when you need it!** page to finish registration. If eligibility cannot be confirmed, the member receives an error message. They can make corrections and proceed. After five failed attempts to make corrections, a page appears asking if they want to contact Support for help.
5. The member agrees to the **Terms of Service**, **Privacy Policy**, and the **Notice of Privacy Practices** (the first two boxes). The member also sets account preferences for email and text reminders and clicks **Submit**.

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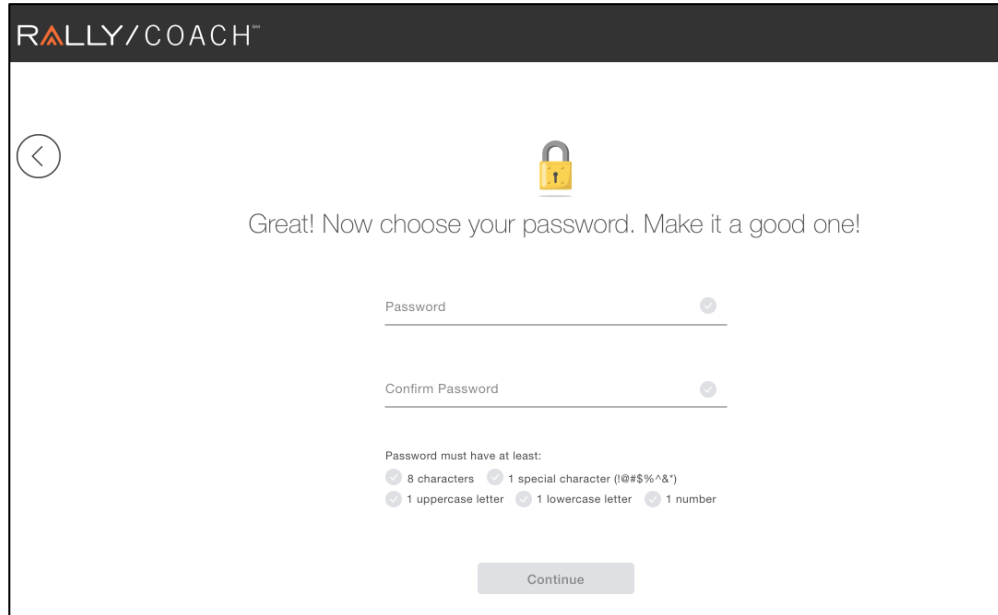
Figure 4: Account Preferences (Web Only)

Note: By default, all email and text reminders are toggled off. The member can change the permissions at a later time if desired.

- The member creates their password, confirms it, and clicks **Continue**.

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Figure 5: Creating a Password (Web Only)



7. The member must set up a two-factor authentication to proceed. Members can choose whether to receive the security code via text message, phone call, or email. (Some members will have already set this up through Engage.) By default, Real Appeal recommends sending the code via text message. They click either **Use Other Method** or **Yes, Send Code Via Text**.
8. They confirm the desired method and click **Send Code**.
9. They enter the code received via the requested method and click **Continue**.
 - a. If the code is accepted, they click **Continue** on the **Great! We verified your code** page.
 - b. If the member does not get the code or wants to request a new code, they click **Didn't get it?** below the code entry to obtain a new code.
10. They enter the address where they want their Success Kit shipped and click **Continue**.

Figure 6: Success Kit Shipping Address (Web Only)

The screenshot shows a web interface for RALLY/COACH. At the top left is a back arrow icon. In the center, there is an illustration of a Success Kit containing a scale, a bowl, a plate, and resistance bands. Below the illustration, the text reads: "OK, where should we ship your Success Kit?" followed by "You'll receive it after attending your first coaching session." The form contains four input fields: "Address", "City", "State", and "Zip". A "Continue" button is located at the bottom center of the form.

The member receives their Success Kit 7-10 business days after completing their first session (group or 1:1) after their initial Welcome Session.

The Success Kit contains the items listed below:

- Real Foods Nutrition Guide: contains recipes, cooking techniques, tips on reading food labels, and sample shopping lists. Find the Fast Track and Real Steady Mix-n-Match Meal Plans that guide members on how to eat for the best results.
- Real Moves Fitness Guide: contains three distinct exercise programs that come complete with calendars suggesting specific exercises, and even the number of minutes to aim for at each workout.
- Real Moves workout DVDs: videos of the three Real Appeal Exercise Programs: The Real Moves workout video program, The Walk It Off! program, and the DIY (Do It Yourself) program.
- Electronic body weight scale: an accurate an easy-to-use digital scale. The maximum weight capacity for the body weight scale is 550 pounds.
- Electronic food scale with bowl: use to obtain an accurate measurement of the food the member eats and enters into the Real Appeal Tracker.
- Perfect Portion Plate: BFA free. Dishwasher-safe. Use to recognize healthy serving sizes of the foods the member eats. Although dairy is not represented specifically on the plate, both Real Appeal meal plans recommend dairy.
- Resistance bands: beginner bands are considered light resistance, providing 4.8 to 6 pounds of resistance when stretched to 250% of their original size.

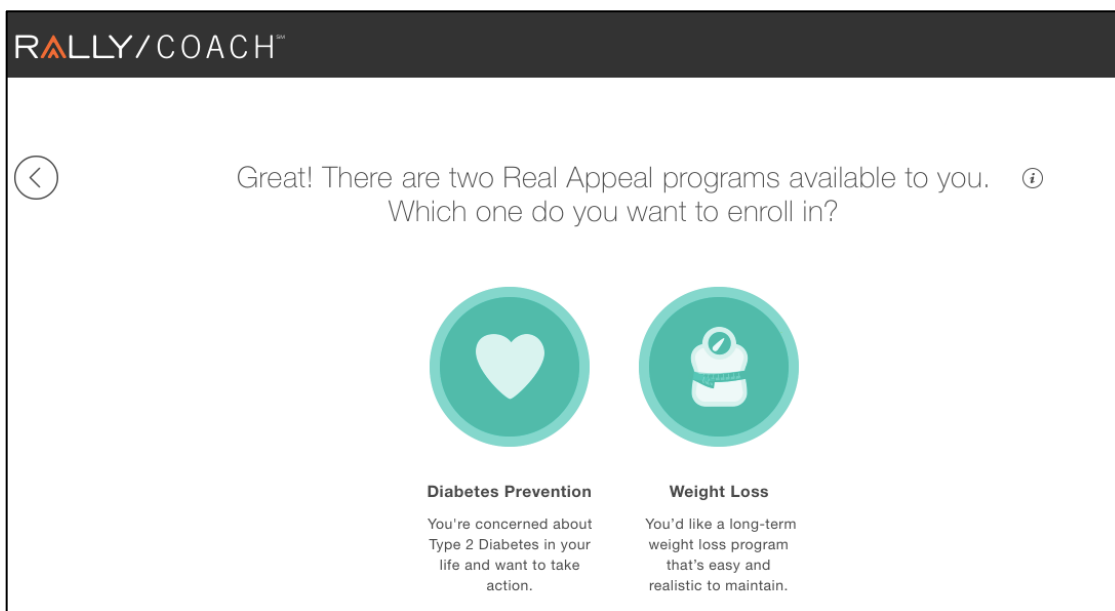
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Note: Additional items (e.g., an extra Perfect Portion Plate) cannot be ordered to supplement the kit at this time. Similar items can be found at many retail and online stores.

Real Appeal has found that the items in the kit are critical to participation and success in the program. Each member automatically receives their own Success Kit and is advised not to share their kit.

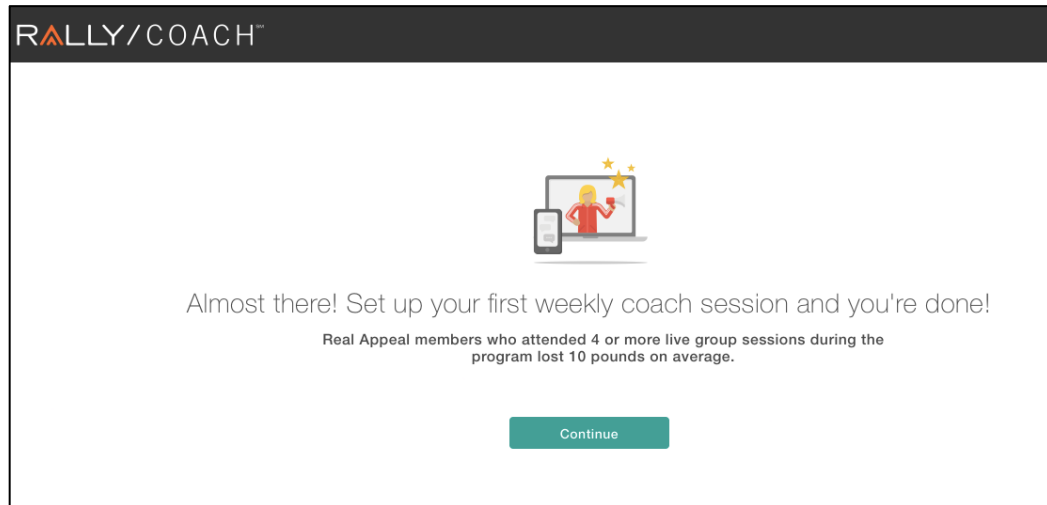
11. The member answers questions about their gender and ethnicity as well as several questions about their health to determine if they are medically qualified to participate in or personalize the program.
12. If the member is eligible and qualifies for both Real Appeal Diabetes Prevention and Real Appeal Weight Loss Support, they are prompted to choose which program to participate in.

Figure 7: Choice of Real Appeal Diabetes Prevention or Real Appeal Weight Loss Support Participation



13. After choosing the program, the **Almost there!** page appears. The member clicks **Continue**.

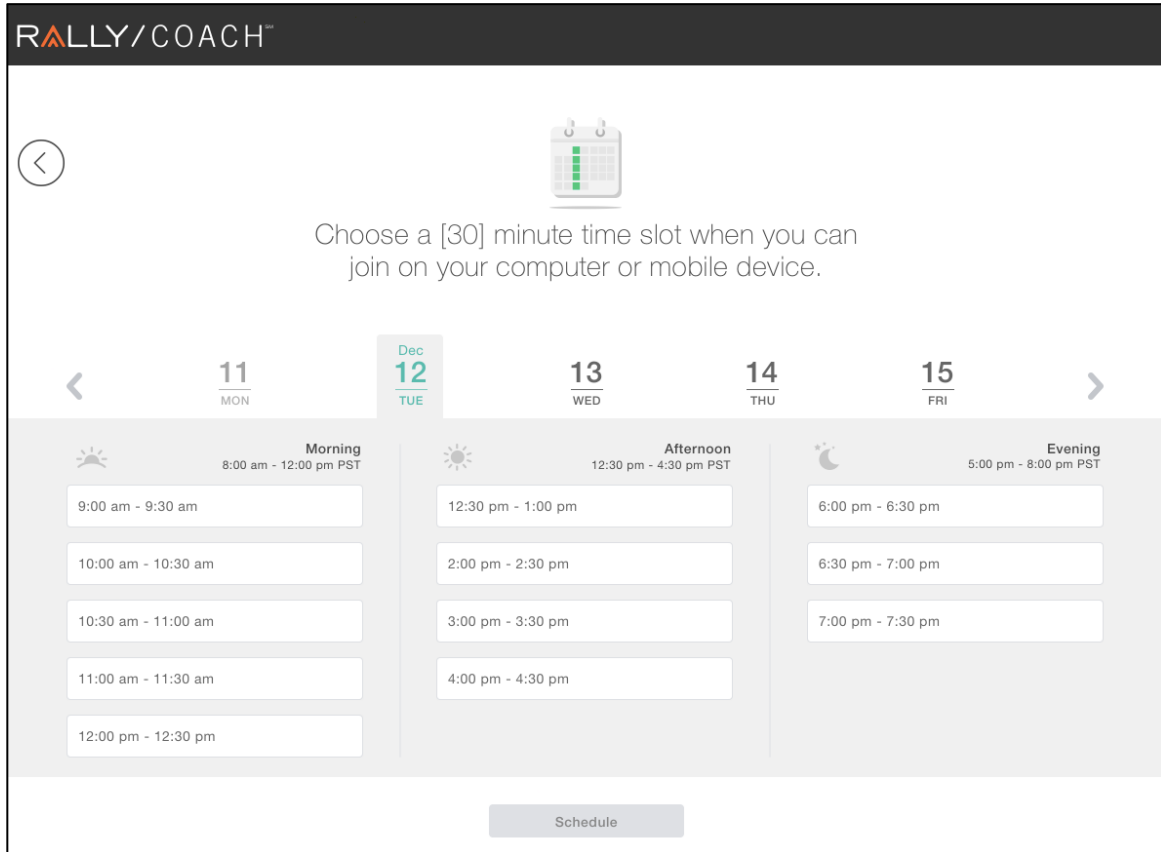
Figure 8: Almost there (Web Only)



14. They select a day and time for a weekly session from the calendar and click **Schedule**.

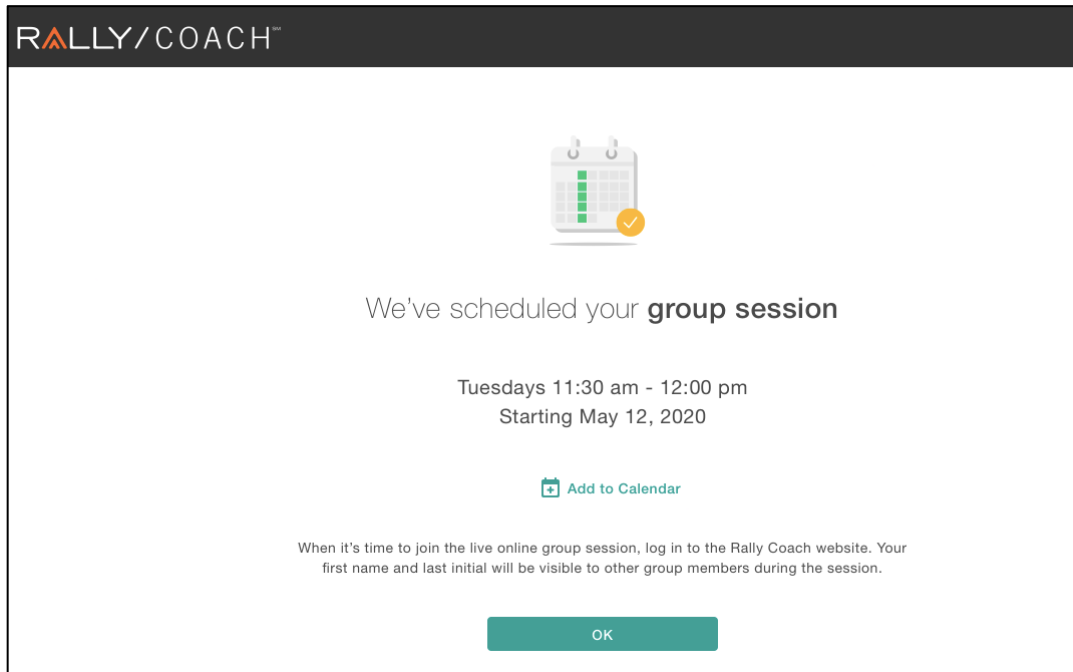
Note: The length of the session depends on which program the member is qualified for and selects. The time slot the member chooses is not permanent. The member can change their time for one day or permanently.

Figure 9: Scheduling the First Session > Schedule Session (Web Only)



15. They click **Add to Calendar** if they want to add the appointment to their calendar. The member clicks **OK**.

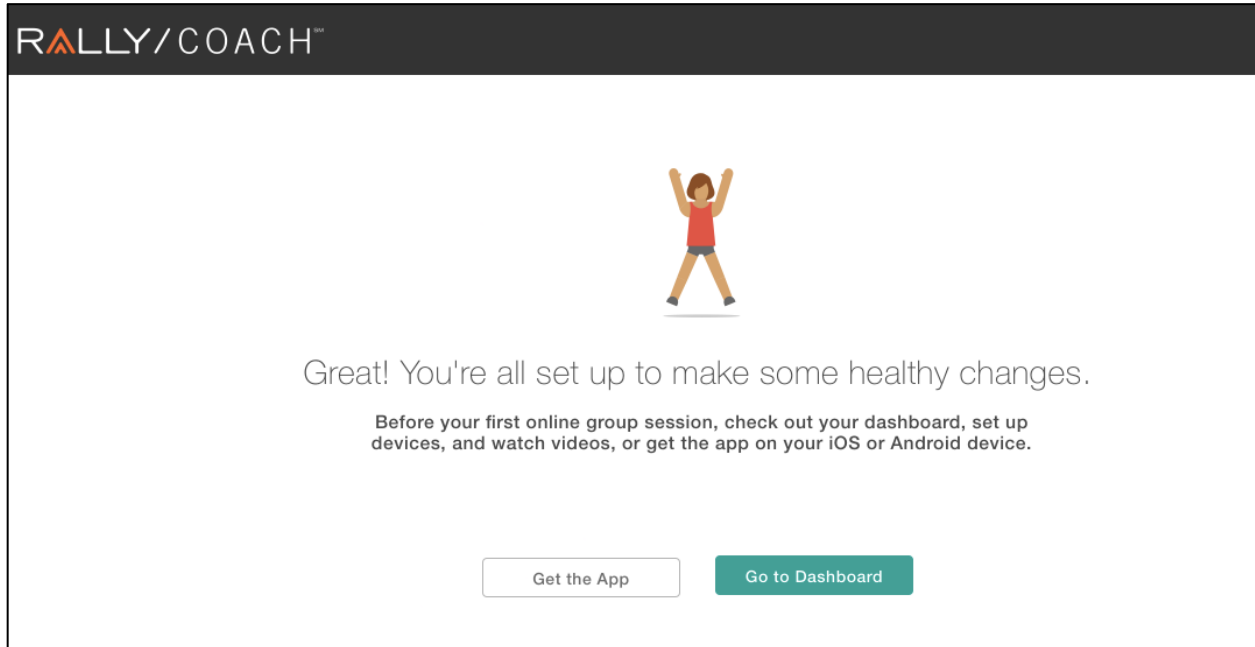
Figure 10: Session Scheduled and Add to Calendar (Web Only)



Note: If the member does not attend their first and second session, they are at risk of losing their spot in the class. They may no longer be enrolled in their primary classroom and have to pick a new class before they can attend session one. Refer to the Appendix for details.

16. The member is set up. They can click **Get the App** to get the iOS or Android mobile app or click **Go to Dashboard** to check out the Dashboard.

Figure 11: Setup Is Complete (Web Only)



Incomplete Registration

If the member did not complete the registration process, they are navigated to **coach.werally.com**, and they can resume registration at the top of the section where they were previously. The member needs to enter their email and password.

Linking an Existing Rally Account to Real Appeal

If the member has an existing Rally account, they can log into Real Appeal using their Rally login credentials. The member follows the steps below to link their existing Rally account to Real Appeal.

1. They click **Log In With Rally Account** on the **Start Your Real Appeal Journey** page.