

Franklin County Board of Commissioners Frequently Asked Questions

Q. Where do I go to join Real Appeal?

A. Go to ThriveOn.realappeal.com to get started!

Q. What are the qualifications to participate?

A. All employees, spouses/domestic partners and dependents 18 and older with UnitedHealthcare insurance and a BMI of 23 or greater are eligible to participate in Real Appeal.

Q. How long does the program last?

A. Real Appeal provides personal support for a full 52 weeks.

Q. Can I join later?

A. You may join at any time, as long as your employer still offers the program. There are new classes starting each week.

Q. When will I receive my success kit?

A. You will receive your success kit after you complete your first group session.

Q. What if I leave the company? Can I still participate?

A. Once you have enrolled in Real Appeal, should your employment status change, you may continue to complete the 52 week program at no cost to you or your former employer.

Q. Does my information get shared with my employer?

A. Real Appeal does not share individual information about you with your employer.

Q. I'm having trouble logging in and experiencing technical difficulties, what should I do?

A. Contact the Real Appeal Answer Center by emailing help@realappeal.com

or calling **1-844-344-REAL (7325)**.

There is also a self-service website available with more frequently asked questions at
support.realappeal.com

