

Frequently Asked Questions

My Account

Q: Who is eligible to participate in the LEXthrive program?

A: The program is available to any primary policyholder and spouse active on our health plan.

Q: How do I activate my LEXthrive account?

A: Visit www.LEXthrive.com and click "Activate Now". Next, enter your LEXthrive Member ID number (found on your LEXthrive membership card), then fill in the additional information required and click the "Activate" button at the bottom of the page.

Q: What are the requirements for my Username and Password?

A: Usernames must be at least six characters long and may contain capital letters, lowercase letters, numbers, dashes, underscores, @, periods or plus signs. Passwords must be at least eight characters long and include a capital letter, a lowercase letter and a number. There is no maximum number of characters for Username or Password.

Q: Why do you need my mobile phone number?

A: From time to time, the LEXthrive program may send text messages about your account, your balance, or new promotions. If you provide your mobile number, you may incur charges for text messages from your mobile provider.

Q: What type of emails will I receive?

A: You may receive monthly emails from the LEXthrive program related to your current balance and information related to available promotions. You may also receive a limited number of LEXthrive promotional emails.

Q: I lost my LEXthrive membership card. How do I get a new one?

A: Send an e-mail to help@lexthrive.com with your request for a new card along with your name and your LEXthrive Member ID number. If you do not remember your Member ID number, you may be asked additional questions to verify your identity, such as username or date of birth.

Q: What should I do if I forget my username?

A: Send an email to help@lexthrive.com or call us at 1-800-539-5722 and let us know you have forgotten your username.

Q: What should I do if I forget my password?

A: To reset your password, visit your login page and choose the "click here" link in the bottom left of the screen to indicate you have forgotten your password. You will first be asked to enter your username, and then a temporary password will be sent to the email address you provided when you activated your account. You should then log in to your account using the temporary password you received. Next, the system will ask you create a new password. Your new password must be at least eight characters, and contain an uppercase and lowercase letter and a number. If you continue to have difficulty logging in to your account, please contact Member Services.

Q: What do you do with my personal information?

A: The vendor of the LEXthrive program, ChipRewards, maintains high standards for the protection of your privacy on our website. Other than to fulfill a request from you, we will not share any personally-identifiable information you provide without your consent. Any personally-identifiable information you voluntarily give us will be used only to provide the product, service or information you have requested, or to support the programs for which you registered. The non-personally identifiable information we gather in aggregate form may be used to improve our site, and we may share that information with our health and wellness partners.

Points & Promotions

Q: How do I earn points?

A: When you log in to your LEXthrive account, you will immediately see a list of promotions and activities available for you to earn points with instructions associated with the activity. If more information is available, you will see a button to the right of the promotion name. When you click this button, you will receive more information on the terms of the promotion and what you need to do to earn the points.

Q: How do I prove I did the activity described in My Promotions?

A: Each promotion will provide instructions associated with the activity. Often, you will not need to provide any information or documentation to prove you engaged in the activity or behavior. In other cases, you may be asked to take an online survey or complete an online verification form. Each promotion and its requirements are different, but all are explained in detail in the My Promotions section of your account.

Q: Why have I not received my reward points?

A: Depending on the type of promotion you participated in, points can be issued to your account immediately or they can take up to six weeks to display. For example, promotions that require medical claims for validation can take four to eight weeks to authenticate. If you feel you are missing reward points, e-mail help@lexthrive.com with your name, LEXthrive Member ID number, the points and activity you are missing, and the activity date. Upon receipt of this information, a Member Services representative will research your activity and follow up with you.

Q: Do my reward points expire?

A: Yes. Reward points expire four years from the date on which the points were earned or 30 days from the date when your employment with the Lexington-Fayette Urban County Government ends (except for employees who retire and remain eligible for the program).

Q: Can I roll over my reward points after the end of this year?

A: Yes. Points may be rolled over from year to year until four years from the date on which the points were earned or 30 days from the date when your employment with the Lexington-Fayette Urban County Government ends (except for employees who retire and remain eligible for the program).

Rewards & Redemption

Q: How do I get my rewards?

A: You can redeem your reward points for cash, merchandise, gift cards, travel, event tickets and more from within your reward account simply by clicking on the "Redeem My Points" button. Once logged into your account, you can redeem your points for cash or you can browse the catalog at any time to view the inventory. When you are ready to make a selection, add the item to your cart and provide shipping information, and your LEXthrive account will be debited for the point amount of the item. If you would like to use your points for a partial payment of an item, you have the option to pay the difference using a credit or debit card. [Note: For year-end processing purposes, the ability to redeem points will be disabled from December 10 - December 31, 2013.](#)

Q: Are my rewards taxable?

A: Please refer to the table below.

Redemption Option	Employee	All Others*
Cash	Paid in employee's paycheck and applicable taxes are withheld.	LFUCG will process and mail a check to participant.
Merchandise	Items mailed from vendor. May be subject to taxation. See below.	Items mailed from vendor. May be subject to taxation. See below.
Tax Reporting	<p>At the end of the year, the total value of cash redemptions, regardless of amount, will be reported as income on IRS Form W2.</p> <p>At the end of the year, if the total fair market value of cash and other redemptions are = or > \$100, applicable taxes on the total fair market value of non-cash redemptions will be withheld in the last paycheck of the year, and the total fair market value will be reported as income on IRS Form W2.</p>	<p>If total redemptions (cash and merchandise) are = or > \$600, the total fair market value will be reported on IRS Form 1099.</p> <p><i>*The participant is responsible for paying any taxes that may be due.</i></p>

Q: How can I return a product that I ordered?

A: Send an email to help@lexthrive.com and let us know you would like to return the item and receive a refund of your points. When we are notified that you wish to return an item, we will request a return label from the supplier and send it to you. You will need to print the label and take the package to a shipping location (USPS, UPS, FedEx) within 10 days. Once the supplier receives the item, any eligible points after shipping charges will be re-issued to your account. Normally points are returned to your member account within 3-5 weeks. Please note: If your return is not the result of supplier error, the shipping cost of the returned item will be deducted from your point refund. The shipping cost deducted from your point refund will be equivalent to standard shipping cost for that item. ***Please see the terms and conditions for the specific product that you wish to return for additional details.***

Q: What do I do if I ordered a product and received an incorrect item?

A: Send an email to help@lexthrive.com and let us know you would like to return the incorrect item and receive a refund of your points. Once we are notified of the issue, we will have the supplier ship out the correct item and will request a return label for you to return the incorrect item. If you received the incorrect item due to a supplier error, the supplier will pay for return shipping. *Note:* You will need to print the label and take the package to a shipping location (USPS, UPS, FedEx) within 10 days. Once the supplier receives the item, any eligible points after shipping charges will be re-issued to your account. Normally points are returned to your member account within 3-5 weeks. ***Please see the terms and conditions for the specific product that you wish to return for additional details.***

Q: What do I do if I ordered a product and it's broken?

A: Send an email to help@lexthrive.com and let us know you would like to return the broken item and receive a refund of your points. If you received the item in the broken condition from the supplier, the supplier will pay for return shipping. If the product was ordered over 30 days ago, you should review any warranty information that may have been provided with the item. *Note:* When we are notified that you wish to return an item, we will request a return label from the supplier and send it to you. You will need to print the label and take the package to a shipping location (USPS, UPS, FedEx) within 10 days. Once the supplier receives the item, any eligible points after shipping charges will be re-issued to your account. Normally points are returned to your member account within 3-5 weeks. ***Please see the terms and conditions for the specific product that you wish to return for additional details.***

Q: How do I cancel an order?

A: Send an email to help@lexthrive.com and let us know you would like to cancel your order. If the item has not entered the shipping process, you may cancel the order and receive a full refund of points. If the item has already entered the shipping process, you may refuse the item upon delivery. Once the supplier receives the item, points will be refunded to your account. If your cancellation is not the result of supplier error, the shipping cost of the returned item will be deducted from your point refund. The shipping cost deducted from your point refund will be equivalent to standard shipping cost for that item.

Q: What is my Awards Headquarters or Program Headquarters?

A: LEXthrive Customer Support at help@lexthrive.com or 1-800-539-5722.