

# Take charge of your weight with Real Appeal

**R**eal Appeal is a new online weight loss program available at **NO COST** to eligible Brown University employees and family members! Get started by enrolling at [brown.realappeal.com](http://brown.realappeal.com) from your smartphone, tablet or personal computer.

## Weight loss based on science

Real Appeal is based on the science of small steps that lead to big results over time. It's the result of 20 years and \$800 million dollars' worth of weight loss research to discover what really works to help people lose weight. The goal of the program is to gradually present you with new information about nutrition and exercise along with motivational strategies to help you reach your personal goals. The information is presented in weekly 30 minute online group sessions. Ultimately, Real Appeal may help you prevent obesity-related diseases, such as hypertension and Type 2 diabetes.

## Coaching support for a full year



With Real Appeal, you get your very own Transformation Coach who guides you through the program step-by-step. Your coach works with you to customize the program to *your* needs, your personal preferences, your individual goals, and *your* medical history. You have **access to your coach for a full year at no additional cost!** So whatever your weight loss goals are you always have all the support and motivation you need.

## A kit full of tools to help along the way

After you enroll and attend your first coaching session, you'll get the Real Appeal Success Kit delivered right to your door. It's filled with everything you need to kickstart your weight loss journey.



*\*Available at **no cost** to employees, spouses and dependents 18 and older with our UnitedHealthcare insurance and a body mass index (BMI) of 23 or higher*

## Frequently Asked Questions

### Program Information

#### Q. How do I enroll?

A. You can enroll in Real Appeal by visiting [brown.realappeal.com](http://brown.realappeal.com). You start by scheduling a personalization session online, which includes verifying you are eligible for the program and then tailors the program to your needs, goals, and medical history. For assistance, you can call 1-844-344-REAL (7325) or email [help@realappeal.com](mailto:help@realappeal.com).

#### Q. How much does the program cost?

A. The program does not cost anything for eligible participants. Real Appeal is a covered benefit for employees, spouses and dependents 18 and older with our UnitedHealthcare insurance and a body mass index (BMI) of 23 or higher. Everything that comes with the program – including the Success Kit and a full year of online coaching – is provided at **no additional cost to you**.

#### Q. How long does the program last?

A. Real Appeal is an online weight loss program that provides support for an entire year. Depending on your individual goals and needs, you can choose to stay or opt out of the program at any time.

#### Q. What if I want to leave the program?

A. Real Appeal is voluntary and you may leave the program any time.

#### Q. When will I receive my success kit?

A. You will receive your success kit 7-10 business days after your first group coaching session.

#### Q. If I don't complete the Real Appeal program, will I have to return my success kit?

A. No, you will not be required to return the success kit if you don't finish the program. However, we strongly encourage participants to stick with the program and take advantage of the success kit to help reach their personal goals.

#### Q. How many group sessions would I need to miss to be considered "out of the program"?

A. While we encourage you to attend as many sessions as possible, missing some of the group sessions will not disqualify you from the program. When you enroll in Real Appeal, the program gives you the opportunity to receive weekly coaching for an entire year - at no cost to you.

#### Q. I have scheduled a personalization session or one-on-one with my coach and need to reschedule, how do I do that?

A. Log into [brown.realappeal.com](http://brown.realappeal.com) with your username and password that you initially used to sign up. On the top right hand corner it will say "Change" (if more than 5 minutes before session start) or "Reschedule" (if session was missed). Click the button and follow the instructions.

#### Q. Will I be able to see other participants during group sessions?

A. You will see your Transformation Coach during group sessions, but not other participants in your class.

# Frequently asked questions

## Program Information Continued

### Q. Where do I log my results when participating in the program?

A. Both [brown.realappeal.com](http://brown.realappeal.com) and the Real Appeal app have trackers for the following information:

- Weight
- Activity
- Food intake
- Water intake

### Q. Does my information get shared with my employer?

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

## Eligibility

### Q. Who is eligible for the program?

A. All Brown University employees, spouses and dependents 18 and older with our UnitedHealthcare insurance and a body mass index (BMI) of 23 or higher are eligible for Real Appeal.

### Q. If I am not covered by the Brown University medical plan, can I still participate in Real Appeal?

A. No, you must be enrolled in the Brown University UnitedHealthcare plan in order to participate in Real Appeal.

### Q. I was told I cannot participate for a medical reason. Why not?

A. Real Appeal adheres to standard medical guidelines and includes specific exceptions for enrollment into the program. Real Appeal is not recommended for individuals with the following conditions:

- Younger than 18 years of age
- Older than 75 years of age
- Body Mass Index (BMI) < 23
- Pregnant
- Nursing an Infant
- Anorexia or Bulimia Nervosa (Presence or recent history)
- Severe liver, heart, kidney, neurologic, psychiatric or any severe chronic or acute illness

### Q. I recently had a baby. Can I participate in the program?

A. Before starting any new weight loss program, you should consult with your physician. If you have a newborn or are currently nursing an infant, consult with your physician to determine the best time to start participating.

### Q. What if I lose coverage in the Brown University Plan? Can I still participate?

A. Your eligibility to participate in Real Appeal will end at the same time your Brown University benefit coverage ends. If your new employer has elected to cover the program, you may still be eligible to participate.

### Q. Can I join later?

A. You may join at any time, as long as Brown University still offers the program. There are new sessions starting each week.

## Technology

### Q. Am I required to download a program to my computer or app on my phone in order to participate?

A. Real Appeal is optimized for mobile devices, so participants can participate anywhere, anytime. You can participate from your home computer, iPhone®, iPad® or Android™ device. From your home computer, there is a one-time program download required. If you are participating via an iPhone, iPad, or Android device you will need to download the Real Appeal app from the App Store or Google Play. The Real Appeal App is available at no cost to you.

### Q. I'm having trouble accessing videos on the Real Appeal site. What can I do?

A. Check your device to confirm you are on a network with video connectivity.

### Q. To participate, do I need to have a camera so my coach can see me or do I just need to be able to view the video?

A. No, if you have a camera, we encourage you to use it, but you do not need a camera to participate. You will need to be able to see the coach and the video.

### Q. I'm trying to sync my activity from my Fitbit or Jawbone device to the platform, but it's not populating. How can I fix this?

A. If your device has been registered, the data should be reflected within the Real Appeal application within 24 hours after the time of entry. Check your Profile Settings to confirm that the device is registered. The button next to the tracker device should say "Unregister." "Unregister" means the device has been set up correctly. If you are still experiencing issues, contact the Real Appeal technical team at [help@realappeal.com](mailto:help@realappeal.com) or 1-844-344-REAL (7325).

### Q. If I decide to register my Fitbit or Jawbone fitness device with Real Appeal, what information will be exchanged?

A. By registering your device, you are authorizing the following:

#### From Fitbit to Real Appeal

- Exercise burned calories (Flex™, One™, Zip™, Charge, Charge HR, Surge)
- Daily steps (Flex™, One™, Zip™, Charge, Charge HR, Surge)
- Hours of sleep (Flex™, One™, Charge, Charge HR, Surge)
- Body weight and body fat percentage (Aria™ WiFi Smart Scale)
- Body measurements (neck, bicep, chest, waist, hips, thighs, calf)

#### From Jawbone to Real Appeal

- Steps taken, calories burned, sleep hours

## Support

### 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](mailto:help@realappeal.com), visiting [support.realappeal.com](http://support.realappeal.com) calling 1-844-344-REAL (7325).

### Q. What do I do if my blender breaks?

A. If the blender or any other item in your Success Kit stops working, call the Real Appeal answer center at 1-844-344-REAL (7325) and a replacement item will be mailed to you.