GoJoe: your questions answered

Employee FAQ

From January 2027, GoJoe replaces Castlight, which closes on December 31, 2026. GoJoe is your well-being hub, bringing your well-being benefits, rewards and activities together in one place. Check the status of your annual wellness credit, earn and redeem points, take part in challenges and access opportunities to support your well-being.

This document answers every question that comes up about the move. You do not need to read it end to end — use the contents below to find the part you need. Full detail on every subject is on https://ilivelifewell.com/gojoe .

> If you work in Cancer Diagnostics, there is a separate FAQ written for you. Ask your manager or your site champion for it or find it on iLiveLifeWell.com. The answers below are for colleagues moving from Castlight, and several of them are different for you.

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1. What is changing

1. What is happening in January 2027?

GoJoe becomes Abbott's well-being hub. It is where you check your annual wellness credit status, earn rewards, enter sweepstakes, join team challenges and find well-being content. GoJoe replaces Castlight, which closes on December 31, 2026.

2. Why is it changing?

Abbott has brought the annual wellness credit, rewards, challenges and well-being content into one program rather than several.

3. What is GoJoe?

GoJoe is your well-being hub, bringing your well-being benefits, rewards and activities together in one place. Check the status of your annual wellness credit, earn and redeem points, take part in challenges and access opportunities to support your well-being. That includes team challenges such as Exercise Across Abbott, Abbott's annual global well-being challenge, expert-led health programs, streamable

workouts, guided meditation and sweepstakes. The Locker section also links through to the rest of your Abbott health and well-being benefits.

4. Do I need to do anything now?

Keep booking your preventive care visits as you always have, because everything you complete now carries across, and redeem any Castlight points by December 11. Other than that, no. Everything you need to sign up will be emailed to you in January and published on iLiveLifeWell.com.

2. Your annual wellness credit

5. Is my annual wellness credit changing?

No. It is still $300 off your medical plan contributions, still earned by completing one qualifying preventive care visit. What changes is where you check its status. From January, that is GoJoe instead of Castlight. How to earn the credit is set out on iLiveLifeWell.com.

6. How much is it worth?

$300 off your medical plan contributions. A covered spouse or domestic partner who completes a qualifying preventive care visit earns $300 of their own.

7. Who is eligible for the annual wellness credit?

There are two conditions. You must be enrolled in an Abbott medical plan, and you must complete a qualifying preventive care visit by September 30. Note that eligibility for the credit is separate from eligibility for GoJoe itself: all U.S. employees can use GoJoe and earn rewards, whether or not they are enrolled in an Abbott medical plan.

8. How do I know what year's credit I am earning?

All U.S. employees and spouses/domestic partners enrolled in a 2027 Abbott medical plan are eligible to earn a wellness credit toward their 2028 medical plan contributions by completing an eligible preventive care visit between October 1, 2026 and September 30, 2027. Individuals who join the company after September 30, 2027 will start earning the 2029 credit.

9. What counts as a qualifying preventive care visit?

A well visit with a primary care provider, or a breast, cervical, colorectal, osteoporosis or prostate cancer screening.

10. What does not count?

Three things are often assumed to count and do not: a Health Assessment, a Quest Biometric Health Screening, and a standard office visit about a specific problem. You can still complete a Health Assessment or a biometric screening and they may earn rewards, but they do not earn the $300 credit.

11. When is the qualifying window?

October 1 to September 30 each year. A visit inside that window earns the credit for the medical plan year starting the following January 1, so a visit completed by September 30, 2027 earns the credit for January 1, 2028.

12. Do I have to do anything in GoJoe to claim my credit?

If you are enrolled in a Kaiser, Cigna or Hawaii HMSA medical plan, you will need to log into your GoJoe account to attest you completed a qualifying preventive care visit between October 1, 2026 and September 30, 2027.

13. How is my visit verified, and how long does it take?

It depends on your medical plan. On Blue Cross Blue Shield, UnitedHealthcare or Surest, your provider submits the claim and your visit is verified on your behalf — there is nothing for you to submit. Claims can take up to 90 days to process, so complete your visit well before the window closes. On Kaiser, Cigna Global Health or Hawaii HMSA, your visit is not verified automatically and you confirm it yourself. From January, 2027, you do this on your GoJoe home page by entering your date of service. If you do not, the credit is not applied.

14. What happens to a credit I have already earned?

Nothing. It is applied to your medical plan contributions through payroll in the same way it always has been. Moving to GoJoe does not change it. Until December 31, 2026, Castlight is still where a visit is verified; if yours has not been verified yet, that carries on in Castlight as normal.

3. Your rewards and sweepstakes

15. Are my rewards changing?

The value is the same, up to $225 each year. What changes is how you earn them. You start earning from the day you sign up, there are more than 80 ways to earn, and you can redeem once you have earned $10.

16. How much can I earn?

Up to $225 each year. If your covered spouse or domestic partner takes part, they can earn up to $225 each year as well.

17. What earns rewards?

- Movement, from walking and running to swimming, cycling, gym classes, team sports, gardening, hiking and yoga.
- Everyday well-being, such as guided meditation, streamable workouts and expert-led programs.
- Preventive health, such as completing a biometric screening or flu shot provided by Quest Diagnostics.
- Actions inside GoJoe, such as completing your profile, connecting a wearable or completing a survey.

The full list and what each one is worth is in GoJoe in January.

18. Do I need a wearable?

No. There are three ways to record movement: link a device such as an Apple Watch, Fitbit, Garmin or Whoop and it records for you; use GoJoe's in-app GPS tracker; or add the activity yourself, which is useful for things like yoga, gardening and breathwork. Everything else on the list is recorded inside GoJoe when you do it.

19. How do I redeem?

Once you have earned $10 you can redeem in GoJoe for a gift card with dozens of major U.S. brands, including Amazon, Starbucks, Target, Walmart and Airbnb, or put what you have earned towards a sweepstakes entry. Gift cards are emailed to the address you used when you signed up.

20. Do my rewards expire?

As with previous years, rewards are redeemed within the year you earn them, so anything unredeemed at the end of the year is lost.

21. What happens if I leave Abbott, or if my spouse or domestic partner comes off my medical plan?

Redeem anything outstanding first. When you leave the company, or when a spouse or domestic partner is removed from Abbott medical coverage, the account is deactivated after the change is submitted and rewards cannot be redeemed after that.

22. Do rewards affect my annual wellness credit?

No. They are separate. Rewards are worth up to $225 a year on top of your credit, and you can earn them whether or not you are enrolled in an Abbott medical plan.

23. Are the sweepstakes still running?

Yes. Instead of redeeming what you have earned for a gift card, you can put it towards an entry for a bigger prize. Once you sign up, you can see what is open, what an entry costs and the closing date.

4. Challenges

24. What are challenges?

Team-based movement challenges. You create or join a team, and every bit of activity the team records counts towards a shared total. Activity is weighted into points, so a walk, a yoga class or an hour in the garden counts alongside a run and everyone can contribute doing more of what they enjoy. Some challenges are company-wide, some run at site level, and you can create your own smaller team challenges in GoJoe.

25. Is Exercise Across Abbott still happening?

Yes, and from 2027 it runs on GoJoe. Teams form in April and the challenge begins in May. Exercise Across Abbott t-shirts are back for 2027, and you will be able to claim yours in GoJoe when teams form.

26. Do I have to join a challenge?

No. Challenges are voluntary, and you can use GoJoe to check your annual wellness credit status and earn rewards without joining one. Activity you record during a challenge also earns rewards in the same way it does at any other time of year.

5. Signing up for GoJoe

27. When can I sign up?

The GoJoe platform opens in January 2027.

28. What will I need?

Two things: your Abbott UPI, and the Abbott organization code. The organization code is what connects your account to Abbott. It will be emailed to you in January and published on iLiveLifeWell.com and myHR, along with full sign-up instructions.

29. Where do I find my UPI?

Your UPI can be found on your Abbott employee badge, Workday profile and pay stub.

30. What email address should I use?

Any one you like, including a personal address.

31. Does this create a new account?

Yes. Signing up creates a GoJoe account and profile.

32. What if I have trouble signing up?

From January, there are three routes for GoJoe support: the in-app help desk, gojoe.com/help, or by emailing help@gojoe.com.

6. Using GoJoe on your computer or your phone

33. Do I have to download an app?

No. GoJoe works in a web browser on your computer, in the same way Castlight does today. If that is how you use Castlight now, you can carry on the same way. It is also an app, which is where activity is easiest to record. One account works across both, so you can sign up on one and pick up on the other. The app is optional.

34. I work an hourly shift. Am I allowed the app on my personal phone?

Yes. GoJoe is a well-being hub rather than a work system. You can use it on a break or at home. If you would rather not install it, the browser version does the same job and you can sign in at home or at a shared station at work.

35. Do I have to track every activity I do?

No. You decide what you record and what you connect.

36. Can I use GoJoe without a work computer?

Yes. It works start to finish on a personal phone or a home computer.

7. Your covered spouse or domestic partner

37. Can my spouse or domestic partner use GoJoe?

Yes, if they are covered on an Abbott medical plan. They get their own account, their own rewards worth up to $225 a year, and they can earn a $300 annual wellness credit by completing a qualifying preventive care visit of their own. If they are not covered on an Abbott medical plan they will not have access, even though you do.

38. How do they get access?

From January you will be able to invite them from inside GoJoe, and we will show you how. When they sign up they will need their own UPI, which is your Abbott UPI with an ‘S’ added to the end, along with the same Abbott organization code you use. *For example: 12345678**S***

39. Do they need an Abbott login?

No.

40. Can they take part in Exercise Across Abbott?

No. Exercise Across Abbott is for employees only. A covered spouse or domestic partner can still use GoJoe and earn their own rewards.

8. Castlight: points and closing dates

41. What happens to my Castlight points?

They do not carry over. Earning and redeeming both stop on December 11, 2026, so redeem everything you have by that date to avoid missing out. This applies to reward points only — your annual wellness credit is separate and is not affected.

42. When exactly does Castlight close?

Points close first, on December 11, 2026. Castlight itself stays open until December 31, 2026 for annual wellness credit verification. You can start earning points on GoJoe in January.

9. Privacy, tax and getting help

43. Will Abbott see my health information?

No. The information in your GoJoe account is confidential and Abbott will not have access to your personal health information. One of the reasons Abbott works with GoJoe, an independent company, is so you can feel confident that personal results are not reported to Abbott.

44. Are rewards and prizes taxable?

Yes. Any gift cards or other rewards you receive through GoJoe, and any sweepstakes prizes, are taxable income subject to withholding. This will appear on your paycheck the month after you redeem.

45. Where do I get help with GoJoe?

Before January 1, 2027, ask your local LiveLifeWell champion or your manager. From January, there are three routes: the in-app help desk, gojoe.com/help, or by emailing help@gojoe.com.

46. Who do I ask about my annual wellness credit or a health claim?

Not GoJoe support, and not your manager. If you are enrolled in a Blue Cross Blue Shield or UnitedHealthcare plan, contact Quantum Health. If you are enrolled in a Surest medical plan, contact Surest directly. If you are enrolled in a Kaiser, Hawaii HMSA or Cigna Global Health plan, contact Castlight until December 31, 2026, and GoJoe from January 1, 2027. For anything about your benefits enrollment, contact Businessolver.

10. Helping colleagues with this

Questions that come up most often when someone is explaining GoJoe to somebody else.

47. Someone says they have no annual wellness credit. What is the position?

The credit is not partial and it is not "up to". Someone who is eligible gets the full $300; someone who is not eligible gets nothing. Eligibility means being enrolled in an Abbott medical plan and having completed a qualifying preventive care visit by September 30. There is no requirement to have been on the plan for a full year. Rewards are unaffected either way — up to $225 a year, and everyone can earn from day one.

48. Someone says they are not allowed apps on their phone.

They are allowed this one. GoJoe is a well-being hub, not a work system, and being in it does not mean they are clocked in. It also works in a browser on a computer, which does the same job, so nobody has to install anything.

To be eligible for the annual wellness credit at the start of each plan year, you must be enrolled in an Abbott medical plan and complete a qualifying preventive care visit by September 30 of the previous year. There is no requirement to have been on the plan for a full year. Your annual wellness credit depends on your Abbott medical plan and your eligibility under it. Rewards are worth up to $225 a year, depending on the activity you record.

GoJoe is one of the many programs we offer to support your health and well-being, to help you live a full life.