GoJoe: your questions answered

Employee FAQ · Cancer Diagnostics employees

From January 2027, 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. For you, GoJoe takes the place of WellRight, which closes on December 31, 2026.

This document is written for Cancer Diagnostics employees, and it is complete on its own. You do not need to read anything else alongside it. Use the contents below to find the part you need. Full detail on every subject is on iLiveLifeWell.com.

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1. What is changing, and what is separate

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, and GoJoe is that program across the whole of Abbott. From January, you get exactly the same GoJoe as your Abbott colleagues, on the same terms.

3. How will I earn and receive wellness rewards in 2027?

Today, eligible wellness activities completed in WellRight result in Bravo Points. With GoJoe, well-being activities and rewards are all managed and redeemed within GoJoe and are no longer connected to the employee recognition program.

4. Is this the same as my benefits moving to Abbott?

No. Your medical plan and your benefits enrollment move to the Abbott programs on January 1 as part of your wider move to Abbott benefits. GoJoe is the well-being hub where you check your annual

wellness credit status and earn your rewards. Abbott is writing to you separately about the benefits side.

5. Do I need to do anything now?

One thing: **redeem any remaining Bravo Points by December 31, 2026**. November 15 was the final day to submit eligible WellRight activities, and earned rewards are issued as Bravo Points by November 30. Nothing carries over. For GoJoe, there is nothing to do until January, when everything you need to sign up will be emailed to you and published on iLiveLifeWell.com.

2. Your annual wellness credit

6. What is my annual wellness credit worth?

$300 off your Abbott medical plan contributions, for completing one qualifying preventive care visit.

7. When do I earn my first Abbott annual wellness credit?

Your annual wellness credit is earned in line with the rest of Abbott. Complete one qualifying preventive care visit between October 1, 2026 and September 30, 2027 to earn $300 off your 2028 Abbott medical plan contributions. If you had a preventive care visit anytime from October 1, 2026 through December 31, 2026, they will be captured and applied on your GoJoe account. A spouse or domestic partner covered under an Abbott medical plan can earn $300 by completing one too.

8. 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. Both apply. 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.

9. Do I need to have been on an Abbott medical plan for a full year?

No. 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.

10. 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.

11. 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.

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 from January 1. 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 will my medical plan contributions be for the coming plan year?

That is set by your Abbott medical plan rather than by GoJoe, and Abbott is writing to you about it separately. What GoJoe shows you is whether your qualifying preventive care visit has been recorded.

3. Your rewards and sweepstakes

15. What are rewards worth?

Up to $225 a year for you, up from $100 a year today, so more than double what you can earn now. And for the first time, a covered spouse or domestic partner who takes part can earn up to $225 a year of their own.

16. Do I have to complete anything before I can start earning?

No, and this is the biggest change for you. Today you have to complete a health assessment before any reward point opportunities open up. You can start earning on day one and you can redeem once you have earned $10.

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 from 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?

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. What are the sweepstakes?

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, and a wider set than you will have taken part in before. 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. You take part on the same terms as everyone else. 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 for your annual wellness credit and 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. Nothing from WellRight moves across to it.

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 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. It is also an app, which is where activity is easiest to record because a linked tracker does most of it for you. 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 under an Abbott medical plan. They get their own account, their own rewards worth up to $225 a year, and their own $300 annual wellness credit for completing a qualifying preventive care visit.

38. What if they are not covered under an Abbott medical plan?

They will not have access to GoJoe, even though you do. Access is for covered spouses and domestic partners only.

39. How do they get access, and do they need an Abbott login?

From January you will be able to invite them from inside GoJoe, and we will show you how. They do not need an Abbott login. 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.

40. Can they take part in Exercise Across Abbott?

No. Exercise Across Abbott is for employees. A covered spouse or domestic partner can still use GoJoe and earn their own rewards, and future challenges that include them are planned.

8. WellRight and Bravo Points: dates

41. What happens to my WellRight rewards?

They do not carry over. November 15, 2026 was the final day to complete and submit eligible 2026 wellness activities in WellRight. Earned rewards are issued as Bravo Points by November 30, and can be redeemed until December 31, 2026.

42. Is there a gap where nothing is recorded?

Yes. November 15 was the final day to submit activities in WellRight, and earning on GoJoe starts January 1, so anything you record in between is not held in either. Redeeming Bravo Points is separate and stays open until December 31.

43. What is the last thing I need to do on WellRight?

Redeem any remaining Bravo Points by December 31, 2026. That is the only action left. Until then, WellRight support is unchanged.

9. Privacy, tax and getting help

44. 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.

45. 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.

46. Where do I get help with GoJoe?

Until December 31, WellRight support is unchanged. Before January 1 you can also ask your site champion or your manager about GoJoe. From January 1 there are three routes: the in-app help desk, gojoe.com/help, or by emailing help@gojoe.com.

10. Helping colleagues with this

The three questions that come up most often when someone is explaining GoJoe to somebody else.

47. Someone says they have no annual wellness credit.

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. This matters more here than anywhere else, because it is the thing that held back adoption last time.

49. Someone is mixing up GoJoe and the benefits move.

Two separate things on similar timing. GoJoe replaces WellRight in January and is where you check your annual wellness credit status and earn rewards. The medical plan and benefits enrollment moving to Abbott programs on January 1 is the wider benefits move, and Abbott is communicating them separately.

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.