



Mobile Health Employee Frequently Asked Questions

What is Mobile Health?

It's a mobile platform that provides important alerts, education, rewards, and **personalized** navigation through your health resources allowing you to make the best choices for you and your family's health. The platform provides one place to access all of your HR, Benefit, and Wellness information without having to navigate to multiple websites. You can access your insurance ID cards, benefit plan summaries, health savings account balance, insurance balances, and deductibles. You can even earn rewards! The platform is accessible via smartphone, tablet, web, or smart watch and runs on iOS or Android devices.

How does Mobile Health save me money?

Mobile Health is personalized based on **your** health, wellness programs, and benefit plan. The platform uses your health profile, which includes information such as your age, gender, geographic location, health risks, health plan selections, and even life events such as a new baby. It provides guidance on how best to utilize your chosen health plan based on your health profile and health resources. For example, Mobile Health can help you find healthcare providers in your insurance network or compare costs for health services. The platform helps you understand your co-pays or services that your medical plan covers. You may also be able to submit reimbursement requests for items such as gym memberships.

Is there a charge to download Mobile Health?

No, the Mobile Health app is free to download from the iTunes or Google Play store.



How can I earn incentives in the Mobile Health platform?

Mobile Health provides you with the ability to earn incentives by taking healthy actions. Login to your account to see available incentives, instructions on how to earn them, and a summary of earned incentives.

Does my employer have access to my personal information?

Absolutely not! The Mobile Health platform is HIPAA compliant and your employer does **not** have access to your personal information. The platform integrates with health vendors such as your health savings account administrator, health insurance providers, and wellness programs. Mobile Health's built-in "logic" allows the **digital** Mobile Health "Coach" to review your health information, similar to a physician. For example, when you visit your doctor, he or she starts by gathering information such as your weight, blood pressure, blood sugar, etc. If your weight and blood sugar are outside of healthy guidelines, your doctor knows these are risks for diabetes and would start coaching you on decreasing these health risks. The Mobile Health "Coach" works much the same way. When you enter a weight or blood sugar measurement outside of healthy guidelines, the Mobile Health platform coaches you to decrease these health risks. The platform may do this by recommending health programs, providing incentives for healthy actions, or providing you with a list of questions to discuss with your doctor.

What if I do not have a smart phone?

The Mobile Health platform is accessible via smartphone, tablet, smart watch, or the web. The platform has the same "look and feel" regardless of the device you choose to use.

Does Mobile Health require my cell phone number?

Mobile Health does not use cell phone numbers nor does the platform send text messages. When you register your account, Mobile Health obtains the unique device ID number for your smartphone or device. Mobile Health pushes personalized content to your device using that device ID number, just like consumer sites such as Facebook or LinkedIn.

What if I have questions about my benefits or health programs?

Select "Help Center" on the Navigation Menu to access HR and Benefits contact information. You can also find answers to frequently asked questions.

How do I register for Mobile Health?

You can download the **Mobile Health Consumer** app from the iTunes store or Google Play or access it on the web at <https://www.mobilehealthconsumer.com/web/pages/login.html>. Open the app and select “Register Now.” Enter your first and last name, last four digits of your social security number, and your birthday (example: 05/23/1985). Mobile Health will automatically provide you with a username. You can choose to keep this username or create a new one. You can now set your password and enter your email address. You are registered! Log in with your username and password.

Is the Mobile Health platform secure?

The Mobile Health takes all the required steps to make sure your data is safe. Mobile Health is compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) regulations, as amended by the Health Information Technology for Economic and Clinical Health Act (HITECH). We encrypt data at rest and in transit ensuring that your data is protected. Login credentials, which are subject to strict password complexity rules, control access to your data, and role-based administration allows granular access to sensitive information and prevents unauthorized use of data.

How do I link my insurance or health savings accounts to Mobile Health?

Your health savings and insurance balances will not be available in the Mobile Health platform until you “link” your accounts. To link your accounts, you must first have an account on the vendor’s website. You can link your account to Mobile Health by accessing “Deductibles & Balances” on the Navigation Menu and then selecting “Settings.”

Does my dependent have access to Mobile Health?

Dependents over the age of 18 have access to Mobile Health if allowed by your employer. You can send your dependent an invitation to use Mobile Health by selecting “Dependents” on the Navigation Menu in the platform. When your dependent’s name displays, enter his or her email address and click “Send Registration Email.”

What are the benefits of using Mobile Health?

Besides being rewarded for using the platform, Mobile Health becomes your “personal concierge” by filtering Health, Wellness, and Benefit information and alerting you **only** when something pertains to you. The platform sends you important information when you need it! Examples might be open enrollment communication, changes to benefits, “best practices” on how to utilize your chosen health plan, and important reminders about your health.

How does Mobile Health personalize content?

Like many apps you may be familiar with today, Mobile Health utilizes algorithms to personalize your education and coaching as you provide health information. Similar to when you visit your doctor, he or she starts your exam by taking your biometrics, such as weight and blood pressure, and asking questions such as “Do you exercise or use tobacco products?” Your doctor will then coach you or create a treatment program based on your current health and lifestyle. Mobile Health works the same way, using the most widely-accepted clinical studies and evidence-based medicine to create your personalized health profile. Your Mobile Health “Coach” uses your health data, along with information such as age, gender, geographical location, and medical elections to personalize your health coaching and communications.

How many times can I update my health assessment?

Most employers require you to complete the health assessment annually, but some allow for bi-annual updates. You can update your health assessment at any time if you have a significant health change.

How do I link my activity tracker to Mobile Health?

You can link activity trackers and apps, such as Fitbit, Jawbone, Runkeeper, Apple Health, or Moves, by selecting “Activity Devices & Apps” on the Navigation Menu in Mobile Health. Similar to linking your health savings account, enter your account information when prompted. Linking your activity tracker to Mobile Health allows automatic synchronization of your steps which can make earning rewards or participating in challenges easier!



Do I need to Logout of Mobile Health each time?

Yes, just like any app on your mobile device or the web, for security reasons you should always logout of Mobile Health. Logging out of Mobile Health protects your personal information from unauthorized access. A best practice is to also utilize device-level security, such as password or fingerprint recognition, which allows only an authorized user to unlock the device.

What if I forgot my username or password?

Use the “Forgot Username or Forgot Password” links on the Mobile Health login page.

Are username and passwords case sensitive?

Usernames are *not* case sensitive but passwords *are*.

What does “Average Risk” mean in Health Coach?

Average risk is the approximate percentage of people in the U.S. who will develop the condition over the next 10 years.

What does my “My Risk” mean in Health Coach?

Your disease risk percentage represents your approximate chance of developing the condition over the next ten years (timeframe varies by condition).

