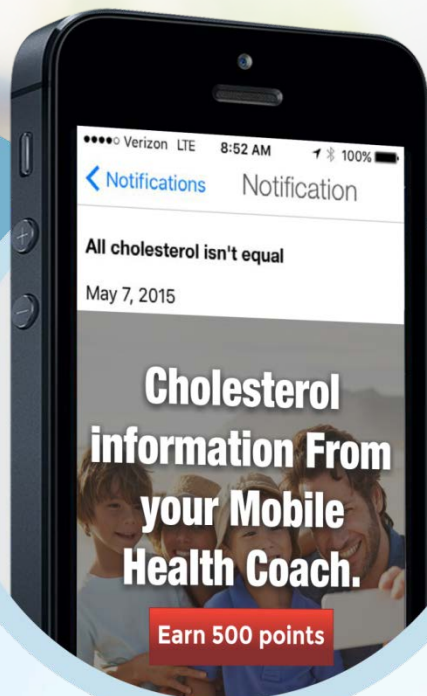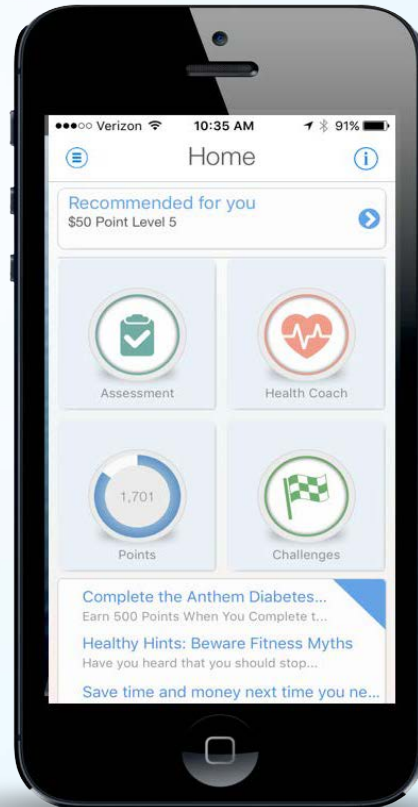# mobilehealth

Mobile Health
Getting Started

Mobile Health provides a member with a personalized navigation through today's complex health ecosystem. You receive personalized health alerts, education, and communication based on your unique needs or health profile. Mobile Health is *one hub* that gives you the opportunity to earn rewards, learn how to best use your healthcare plan, and easily access your important health documents such as Medical ID Cards and Plan Summaries. We help you find the best-value health services and direct you to tools and resources to make the best choices for you and your family's health.
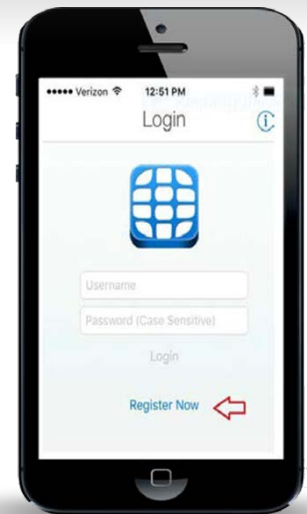
Getting Started!

1 Download the *Mobile Health Consumer* app to your mobile device from the **App Store** or Google Play.

Don't have a mobile device? Access the app from your computer:
https://www.mobilehealthconsumer.com/web/pages/login.html

2 Open the app and select **Register Now.**

3 Enter your first and last name, the last four digits of your Social Security Number, and your birthdate (e.g. 05/23/1985).

Then select **Next**.

Your first and last name must be entered exactly as it appears on your medical ID card or your employer's record – including if you have a hyphenated name. For example, enter "Robert" instead of "Bob" if this is how your name appears on HR records.

4 Mobile Health automatically gives you a username. You can keep this username or create your own.

5 Set your password and enter your email address. Then select **Next**.

6 You just registered! Tap **OK** and login with your Username and Password.
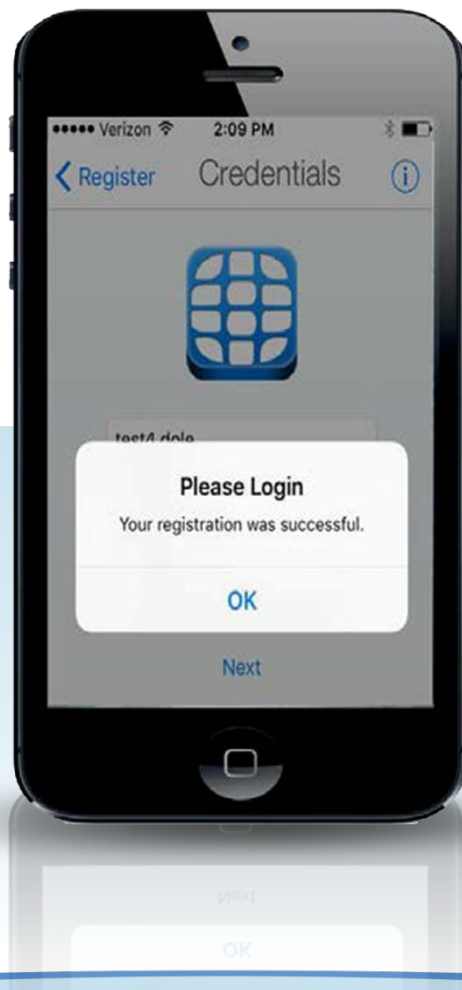
Taking the Tour

Now that you are registered with Mobile Health, you can personalize your experience by linking your activity tracker, accounts, and deductibles where applicable. Linking your eligible accounts and/or devices will provide you with up to date information that can allow you to earn rewards and make the best choices for your health!
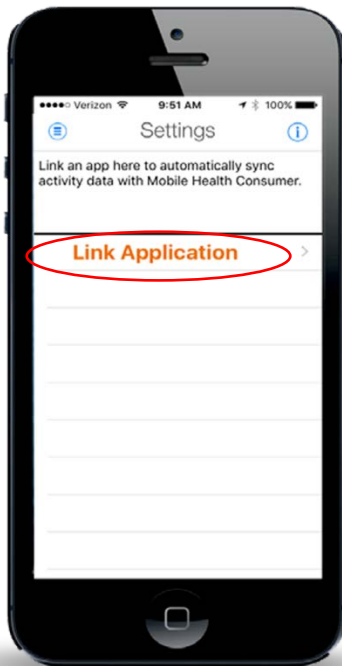
Linking Your Activity Tracker

If your employer has activated the Activity Tracker functionality, you can link your fitness device account to Mobile Health. This displays your steps in the app allowing you to track your goals and earn any eligible rewards all in one place.
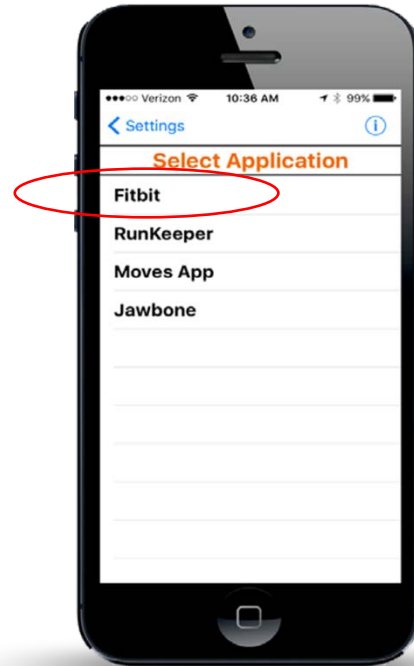
1 Tap **"Activity Devices & Apps"** on the left-hand navigation on the Home page.
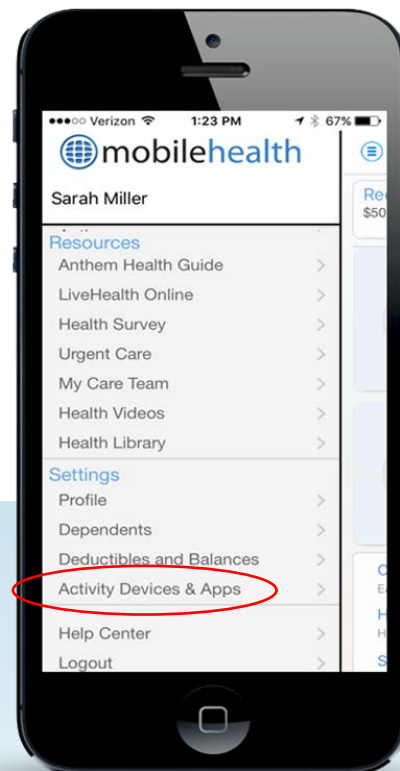
2 Tap **"Link Application"**

3 Tap the type of Activity Tracker account you want to link. For example, **"Fitbit."**

4 Enter your credentials for your activity tracker account or in the case of *Apple Health*, enable access to your steps. In this example, the user would enter the email and password for his or her Fitbit account.

You are all set! You linked your Activity Tracker account to Mobile Health.
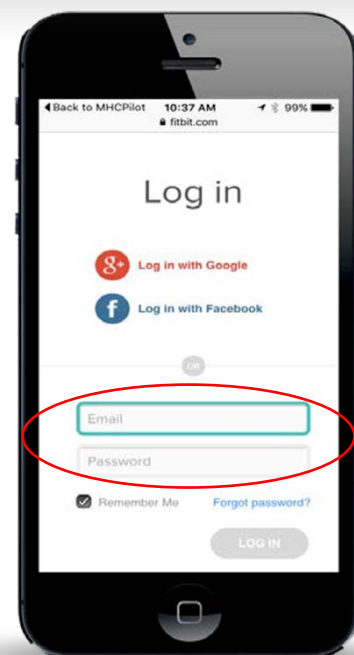
mobilehealth

Linking Your Health Savings Account (HSA) and Health Deductible

If you are enrolled in a High-Deductible Health Plan, you can link your HSA account to Mobile Health. You can also link your medical account so you know when you have met your deductible. Having access to your information in one place is helpful when making decisions about your healthcare.

**1** Tap **"Deductibles and Balances"** on the left-hand navigation on the Home page.
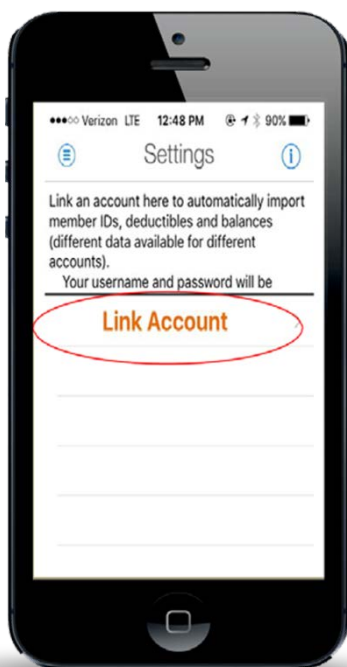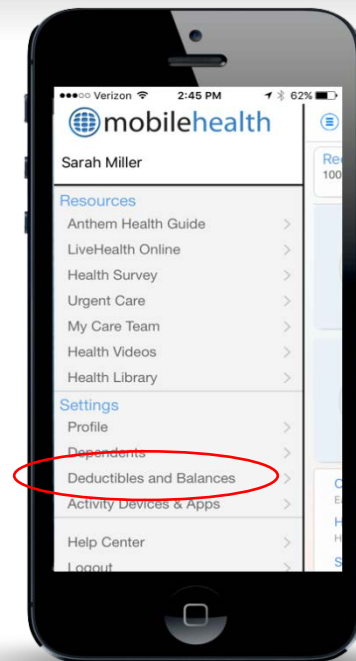
2 Tap **"Link Account"** to see a list of accounts you can link to Mobile Health.

3 Tap the account you want to link. In this example the user selected **"Anthem Combined."**

Enter your name and password for your Anthem account.

Repeat the steps if you have an HSA account. You are all set! You have linked your HSA and Deductible Balance.
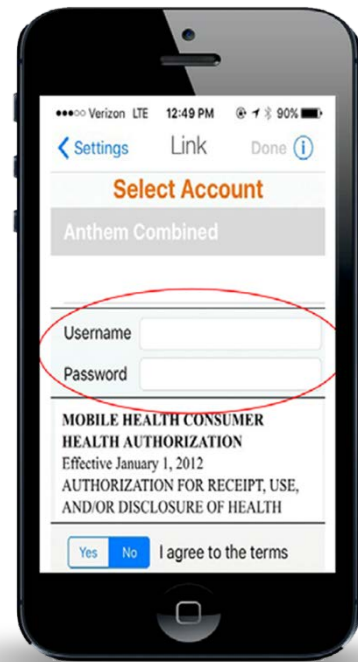
Linking an Eligible Dependent

If your employer provides eligible dependents with access to Mobile Health, you can invite dependents to register from your Home page. An eligible dependent must be enrolled on your medical plan as a dependent and be at least 18 years of age. Inviting dependents to register for Mobile Health will provide them with access to important health information, their medical ID Cards, and if eligible, rewards for being healthy.
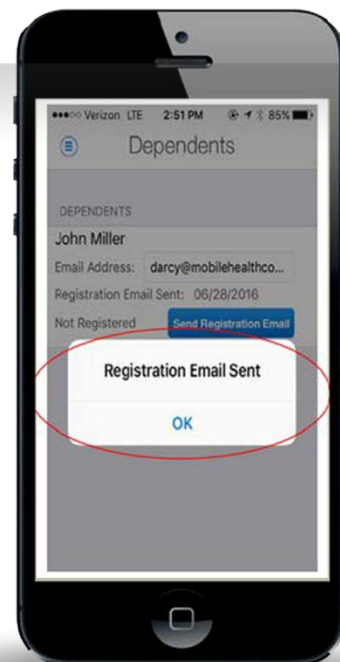
1 Tap on **"Dependents"** on the left-hand navigation from your Home page.
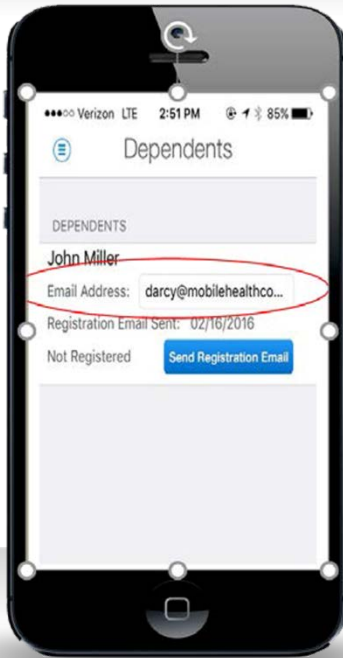
2 A list displays of dependents that are eligible to register for Mobile Health. Enter your dependent's email address and tap **"Send Registration Email."**
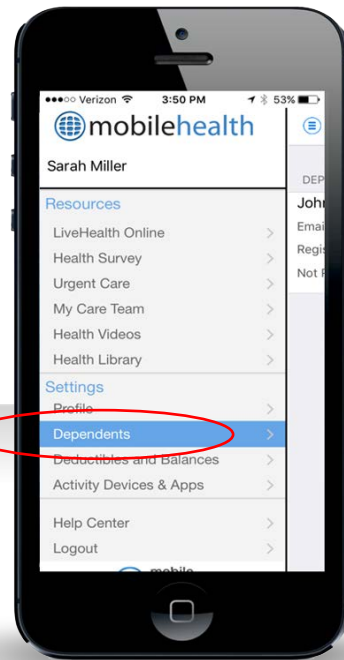
3 A **"Registration Email Sent"** notification will appear letting you know your invitation has been sent.

Completing Your Health Assessment

Completing your health assessment in Mobile Health is an important part of personalizing your app. After you answer a few questions, the app navigates you through eligible resources offered by your employer, provides you with important personalized health alerts and information, and helps you understand how to utilize your medical plan.

**1** Tap on **"Health Assessment"** on the left-hand navigation from your Home page.
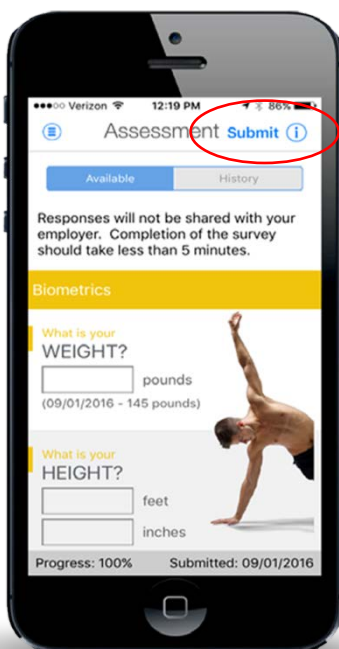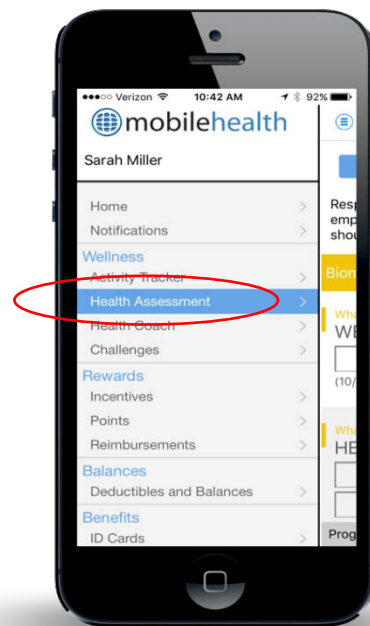
2 Complete the Health Assessment by tapping through the fields. Once complete, tap **"Submit".**

Congratulations! You have completed one of the most important steps for personalizing your communications and navigation through your health resources!

Know Your Numbers

After completing your Health Assessment, you can review the **"Health Coach."** The Health Coach provides you with information on your current health, as well as your future health risks or "red flags" of which you need to be aware.

**1** From the left navigation, tap "**Health Coach.**"
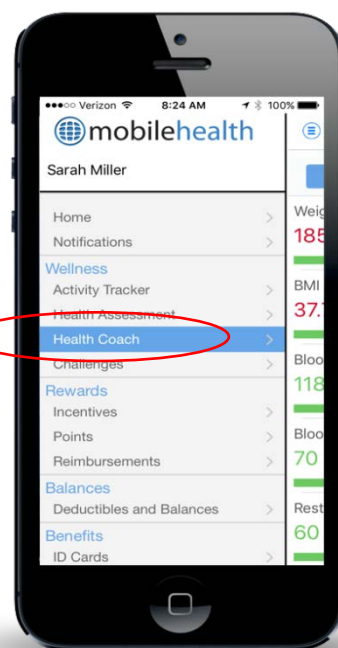
2 Once in Health Coach, you can view your health numbers by tapping **"My Biometrics."** This will help you understand if your health numbers are within healthy guidelines; numbers displayed in red indicates areas that may need attention.

Tap the arrow next to the biometric for additional health coaching or to make sure your health numbers remain within healthy guidelines.

3 You can view identified health risks that may need attention by tapping **"My Health Risks."** Health Risks displayed in red are outside of healthy guidelines.

Tap the arrow next to the health risk, to see details about your risk factors, and how to manage your risks so they remain within healthy guidelines.
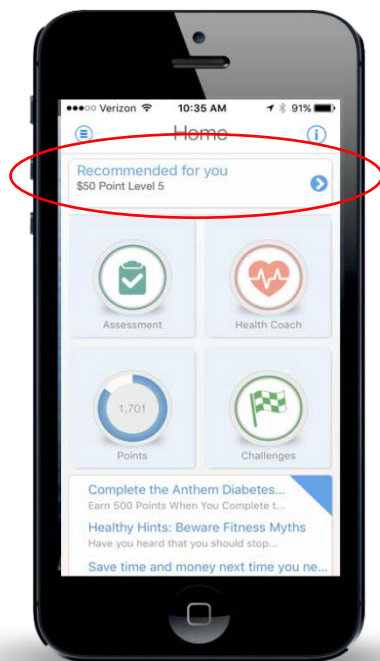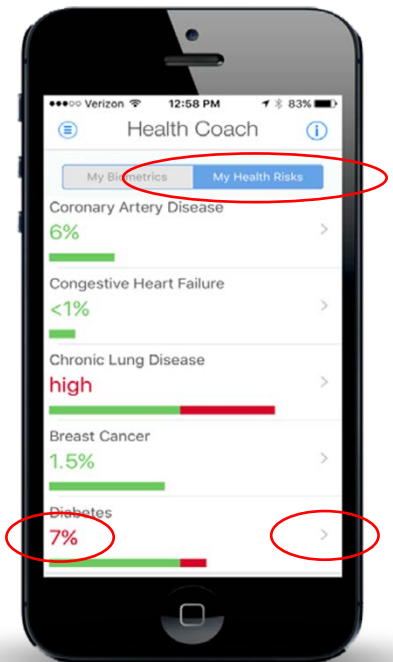

Checking Your Alerts

In an effort to simplify healthcare, Mobile Health provides an **"Information Banner"** at the top of your Home page. This personalized banner alerts you of important items such as open enrollment, eligible programs, or rewards to earn.

Rewards or Points

If your employer offers rewards or points for the completion of healthy activities, you will see **"Incentives," "Points,"** and/or **"Reimbursements"** under the Rewards section on the left-hand navigation. Here you can access outstanding rewards or track rewards earned in the past.

1 The **"Rewards"** section displays incentives your employer offers whether monetary, points, or reimbursements. Tap any of the three to display your personal reward dashboard.

In this example, the user tapped "Points" to display their personal Points Dashboard.
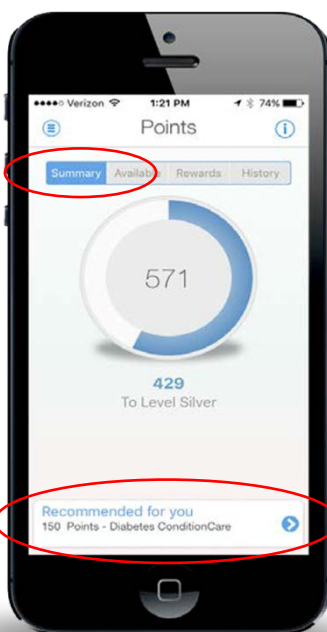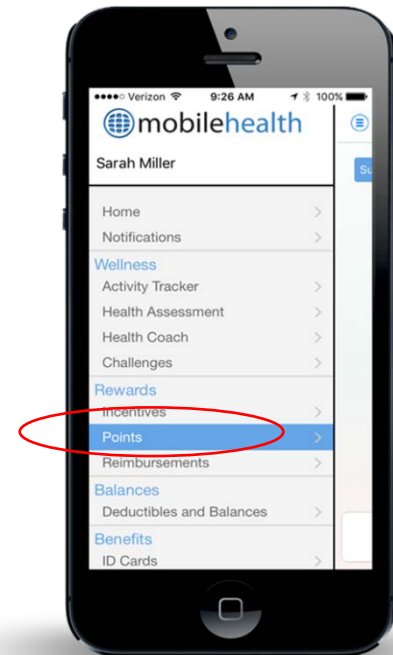
2 The **"Summary"** tab shows the user has earned 571 points, and needs 429 additional points to reach **"Level Silver".**

There is also a **"Recommended for You"** incentive in which the user can earn 150 points if he or she completes it.

3 Tap the **"Available"** tab to view points you are eligible to earn.
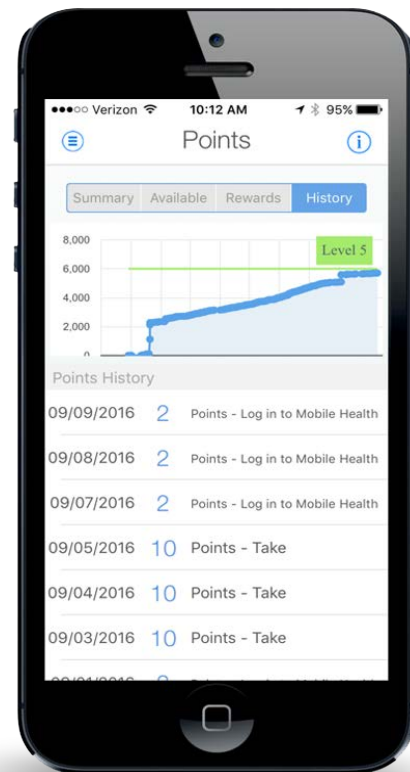
4 Tap the arrow beside the item to view details on how to earn the reward.
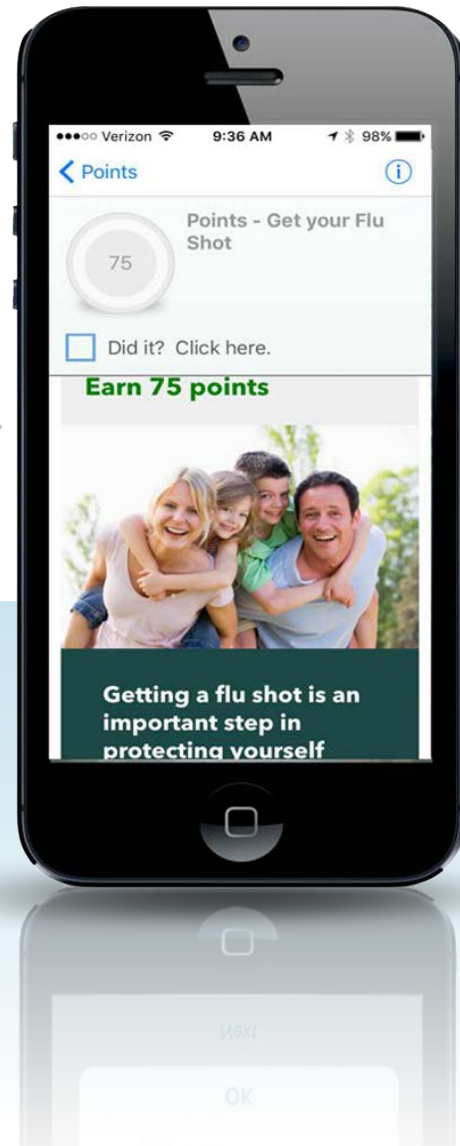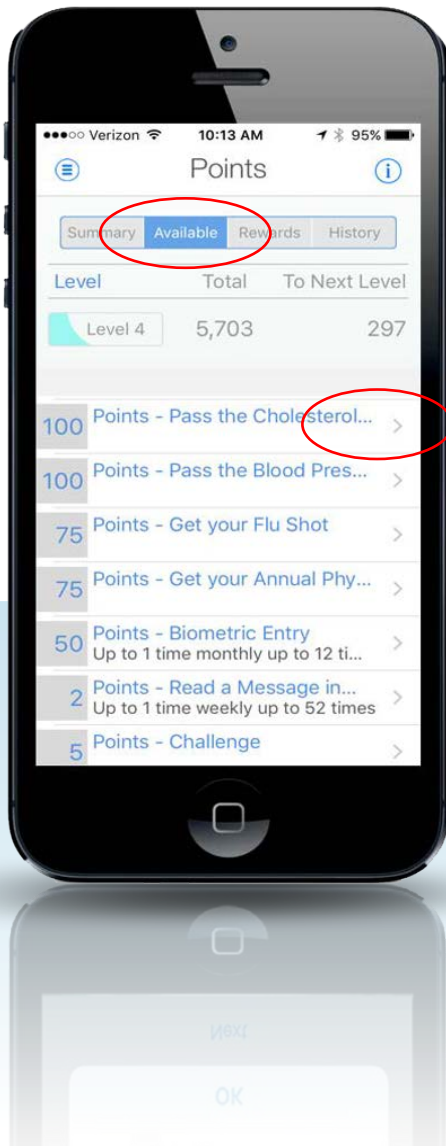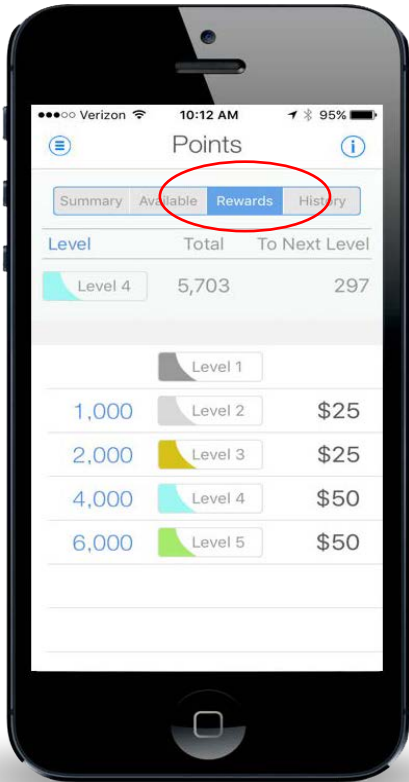
5 Tap the **"Rewards"** tab to view monetary incentives your employer may offer for completing a point level.

6 The **"History"** tab displays points you have already earned.

Completing Your Profile

Keeping your Profile up to date in Mobile Health is important. This is where you can change your username, password, and the email address Mobile Health uses to communicate with you. You can also set content preferences in your Profile.