



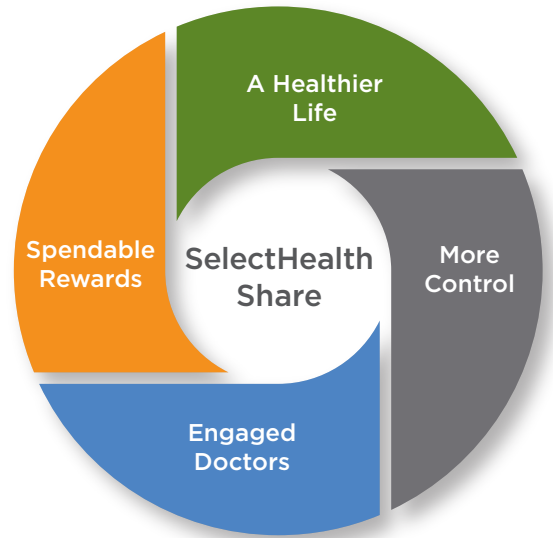
SelectHealth Share® FAQs

My Health Account

- 1. What is a My Health Account?** *My Health* is a secure online member portal that you can use to access your health history, lab results, prescriptions, and health information. In addition, you can send secure messages to your provider, receive reminders about appointments, and access your SelectHealth Healthy Living® wellness program.
- 2. How do I register for a My Health Account?** Visit selecthealth.org. In the upper right-hand corner find the *My Health* Log in box. Click “Register” and follow the prompts. Be sure to use an up-to-date web browser. If you have trouble creating a My Health account, please call Online Services at **800-442-5502** weekdays, from 7:00 a.m. to 8:00 p.m., and Saturdays, from at 7:00 a.m. to 3:00 p.m.
- 3. I forgot my My Health username and/or password. How can I reset mine?** To change your *My Health* username and/or password, click “Forgot Username” or “Forgot Password” on the login screen. If you cannot complete the security questions, contact Online Services to reset your account at **800-442-5502**, weekdays from 7:00 a.m. to 8:00 p.m., and Saturdays from 7:00 a.m. to 3:00 p.m.

Primary Care Physician

- 4. How do I select and designate a Primary Care Physician?** Log in to your *My Health* account. Click on the “SelectHealth” icon in the navigation bar. In the “Personal Information” section of the dashboard, enter your doctor under “Select New Primary Care Provider”. You can search for providers and pick one by clicking on “Select as My Primary Care Provider.” If you switch doctors,



you can always update your information by clicking “Change Primary Care Provider” on your dashboard. Our Member Services team (**800-538-5038**) can also help you find and designate a provider.

Healthy Living Wellness Program

- 5. How do I attend an in-person work-site health screening event?** Onsite health education and screening events are scheduled by your employer and may require an appointment. Ask your HR department for details.
- 6. How do I take the online health assessment?** Log in to your *My Health* account. Click on “SelectHealth” icon, followed by “Healthy Living.” Then, click on “Health Assessment” to begin. The health assessment takes approximately 20 minutes. You can complete it all at once or log out and pick up where you left off.
- 7. How do I complete the digital coaching program?** Log in to your *My Health* account. Click on “SelectHealth” icon, followed by “Healthy Living”. Click on the “Digital Coaching” link. You may pick any program you wish to complete.

8. How do I participate in Activity Campaigns?

Log in to your *My Health* account. Click on “SelectHealth” icon, followed by “Healthy Living” and then, click “Activity Campaigns.”

Activity campaigns are offered throughout the year. There is a registration period before the beginning of each new challenge. You can register by joining an existing team, creating a new team, or being matched with a team. Activity campaigns last several weeks and require “tracking” of lifestyle behaviors such as exercise, nutrition, or weight. Tracking can be done online, by smartphone app, text message, or you may have the option of tracking by paper and pencil and asking your “team captain” to enter data on your behalf to the website.

Health Savings Account

9. How much do I need to contribute to my Health Savings Account (HSA)? If you are enrolled in the SelectHealth Share HealthSave® plan and are eligible to contribute to a Health Savings Account (HSA), you must contribute at least 25 percent of the amount of your annual deductible.

Chronic Conditions Management and Healthy Rewards

10. Who can participate in Chronic Conditions Management and Healthy Rewards? If you are a SelectHealth Share subscriber, you and your covered spouse are eligible for financial incentives called “Healthy Rewards” when you take steps to improve your health. This program is available to all Share members with ongoing health conditions like: Asthma, diabetes, Chronic Obstructive Pulmonary Disease (COPD), and heart failure.

11. What do I receive for participating in Healthy Rewards? You’ll earn a Healthy Rewards Visa® card loaded with \$25 for completing your

initial chronic conditions management education requirement. Then, for each quarter of the year that you complete the program requirements, your card will be loaded with an additional \$50. You can use this card to pay for eligible healthcare-related expenses.

12. How can I use my Healthy Rewards Visa?

You can use your Healthy Rewards Visa card on eligible healthcare-related expenses, such as deductibles, copays, coinsurance, prescriptions, and over-the-counter drugs.

13. How do I track my progress to earn the Healthy Rewards Visa card?

- > Log in to your My Health account. Click on the “SelectHealth” icon and then click the “Healthy Living” button. Select the “Points Earned” link under “Reward Points”.
- > Talk with your doctor or SelectHealth Care Manager about your condition, how it can affect your lifestyle, and what you can do to improve your health.
- > Depending on your condition, complete the necessary testing and follow-up care as prescribed by your doctor, such as lab tests or filling your prescriptions. Click the “Rewards” tab in Healthy Living to track your progress and earn your rewards.

14. How are my Healthy Rewards tracked?

SelectHealth will track your requirements through claims information for prescription refills and/or office visits. Please allow 4-6 weeks for your completed activities to show on the rewards tab of the Healthy Living website.

15. How do I activate my Healthy Rewards Visa card? Call the number on your Healthy Rewards Visa card and follow the prompts.

16. What is my activation code for my Visa card?

The last 4 digits of your Social Security Number.

