

# Highmark Wellness Rewards, Login and Website Navigation Instructions

# Wellness Rewards 2016

## 2016 Program Requirements:

### Tier 1:

Wellness Profile – **REQUIRED**

Preventive Exam – **REQUIRED**

+ Complete 2 Health & Wellness Programs\* to remain in the Wellness Rewards Schedule of Benefits

### Tier 2:

Complete 1 *additional* Health & Wellness Program\* to be eligible to receive \$125 or a day off work

The screenshot shows a web interface for the County of Allegheny 2016 Wellness Rewards program. At the top, there are navigation links for 'All Rewards' and 'FAQs', and a 'feedback' button. The main heading is 'County of Allegheny 2016 Wellness Rewards', with a link to view the preventive schedule. Below this, two reward tiers are listed:

Tier	Icon	Requirement	Deadline	Action
Tier 1	Piggy bank	Complete Wellness Profile, Preventive Exam & 2 Health & Wellness Programs	Earn reward by 9/30/2016	Start earning Earn Now
Tier 2	Gift box	Complete an additional Health & Wellness Program for a total of 3	Earn reward by 9/30/2016	Start earning Earn Now

\*Health and Wellness Program Options Include: My Health Assistant, Health Coaching, Tobacco Cessation Programs, Personal Wellness Coaching, Flu Shots, Onsite Health Lectures, Baby Blue Prints, Lifestyle Improvement Programs, Drop 10 in 10, Wellness at Home, Maintain Don't Gain, Resilience Challenge, Real Meals, 10,000 Step Challenge, CPR Classes, Organized Walk/Race, Weight Watchers or Regular Fitness Routine.

# Logon to the Highmark Website

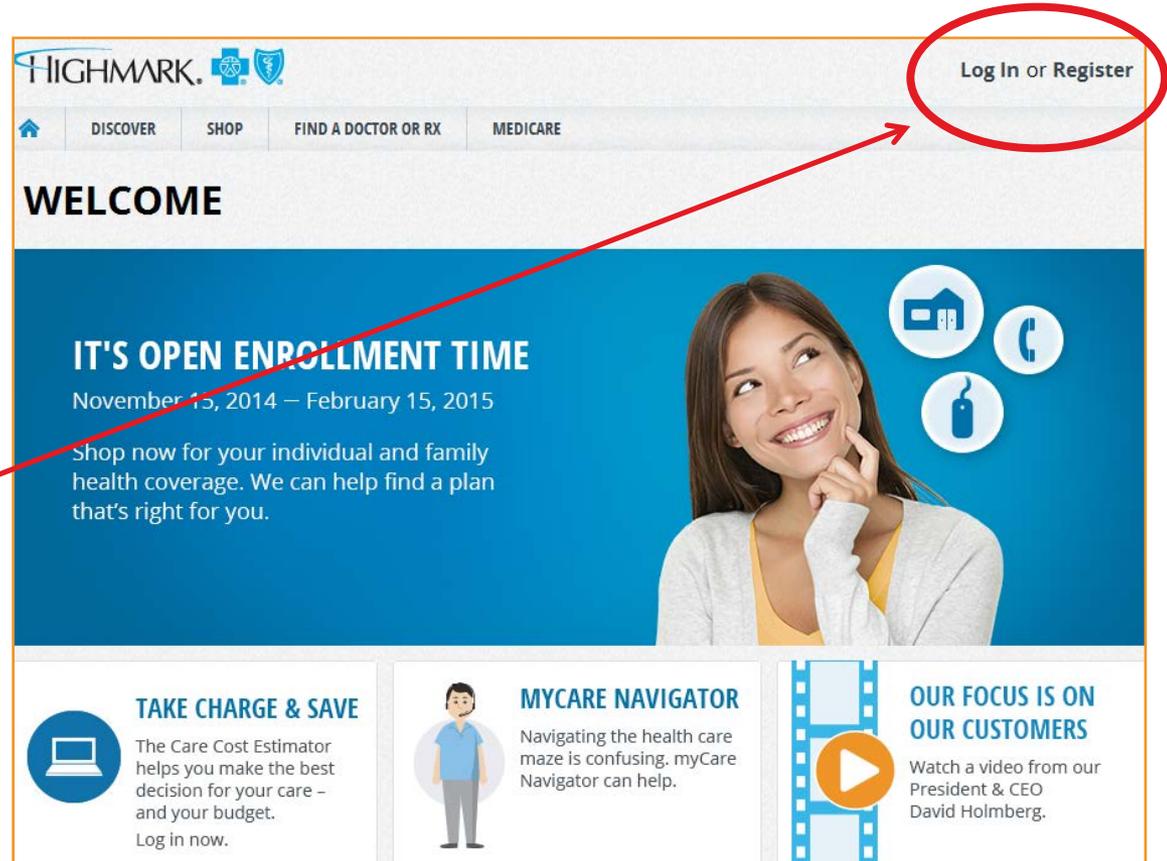
Go to

[www.highmarkbcbs.com](http://www.highmarkbcbs.com)

(If you have not accessed the website in the past, you will need to take a few moments to register on the site.)

Click on the “Register” tab at the top of the webpage.

If you are already a registered member, click “Log In”



The screenshot shows the Highmark website homepage. At the top right, the text "Log In or Register" is circled in red. A red arrow points from the "Register" text in the instructions to this link. The navigation bar includes "DISCOVER", "SHOP", "FIND A DOCTOR OR RX", and "MEDICARE". The main content area features a "WELCOME" message and a banner for "IT'S OPEN ENROLLMENT TIME" from November 15, 2014, to February 15, 2015. Below the banner are three promotional tiles: "TAKE CHARGE & SAVE" with a laptop icon, "MYCARE NAVIGATOR" with a person icon, and "OUR FOCUS IS ON OUR CUSTOMERS" with a play button icon.

# Logon to the Highmark Website

HIGHMARK.

Log In or Register

DISCOVER SHOP FIND A DOCTOR OR RX MEDICARE

**WELCOME**

**IT'S OPEN ENROLLMENT TIME**  
November 15, 2014 – February 15, 2015

Shop now for your individual and family health coverage. We can help find a plan that's right for you.

**TAKE CHARGE & SAVE**  
The Care Cost Estimator helps you make the best decision for your care – and your budget.  
Log in now.

**MYCARE NAVIGATOR**  
Navigating the health care maze is confusing. myCare Navigator can help.

**OUR FOCUS IS ON OUR CUSTOMERS**  
Watch a video from our President & CEO David Holmberg.

**LOG IN TO YOUR ACCOUNT**

Login ID

Password

**LOGIN**

[Forgot username or password?](#)

Remember My Login ID

If you are already a registered member, enter your Login ID and Password in the Login box and click “LOGIN”. (then skip to page 7)

OR

If you have not yet registered, click “Register” as mentioned on the previous page. (then turn to page 5)

# Complete Registration

## REGISTER

### GET THE MOST FROM YOUR MEMBERSHIP

You've made a good choice about your coverage! Take this next step to get personalized information about your coverage and claims, sign up for special programs and learn more about staying healthy.

#### Member Information

Create Login

### MEMBER INFORMATION

\* Required

\* Tell us about yourself:

Select One

\* Member ID:

ID CARD#/SSN

Please enter the Member ID/SSN for the primary subscriber instead of the dependent or spouse.

\* Relationship to Policyholder

Select One

\* Street Address:

123 SAMPLE ST.

\* City:

CITY

\* Zip:

55555

\* First Name:

YOUR FIRST NAME

\* Last Name:

YOUR LAST NAME

\* Date of Birth:

MM/DD/YYYY

\* Email:

youremember@highmark.com

\* Re-Enter Email:

youremember@highmark.com



## REGISTER

### Get the most from your Membership

You've made a good choice about your Medicare coverage! Take this next step to get personalized information about your coverage and claims, sign up for special programs and learn more about staying healthy.

Member Information

Create Login

### CREATE LOGIN

\* Required

\* Login ID  
(6 to 10 alphanumeric characters):

Login ID

\* Password  
(letters and numbers):

.....

\* Verify Password:

.....

\* Security Question:

Select One

\* Security Answer:

Enter the Answer

BACK

NEXT

Enter Your member Information

Create a unique Login ID and Password.

Then select and answer a security question.

Click "Next".

Follow the next steps to complete the registration process.

# Take the Wellness Profile

If this is your 1<sup>st</sup> time logging in to your rewards program you will be prompted to answer these questions.

To Accept the “No...” response click “Continue”.

Read the Wellness Center Agreement and click the box if you have read and agree with the “Terms & Conditions” and “Privacy Policy” items.

Click “Go”.

Return to HMRK Tool Name En Español

### Access Your Health Record at WebMD.com

Do you have an existing Personal Health Record at WebMD.com?

Click 'Continue' to complete the registration process.

[Learn more about accessing your Personal Health Record at WebMD.com](#)

[Forgot your WebMD.com Personal Health Record username or password?](#)

Return to HMRK Tool Name En Español

### Wellness Center Agreement

1 Please check the box to proceed:

\* I have read and agree with WebMD's [Terms and Conditions](#) and [Privacy Policy](#).

For more information about what you should expect from us as we strive to deliver health and wellness solutions, review [Your Rights](#).

# Take the Wellness Profile

Choose any topics that are of interest to you. You will receive more information on the topics you choose.

Click “Go”.

Welcome!

## Topics of Interest

Which health care topics do you want to know more about? By knowing your specific interests, we can make sure that you're informed with the latest information about the topics of your choice. (Check all that apply.)

This step is optional. Click [Go](#) to perform this step later via the [Settings](#) link.

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> ADD/ADHD                               | <input type="checkbox"/> Erectile Dysfunction           | <input type="checkbox"/> Mental Health      |
| <input type="checkbox"/> Allergies                              | <input type="checkbox"/> Eye Health / Vision            | <input type="checkbox"/> Migraines          |
| <input type="checkbox"/> Alternative and Complementary Medicine | <input type="checkbox"/> Fertility                      | <input type="checkbox"/> Multiple Sclerosis |
| <input type="checkbox"/> Alzheimer's                            | <input type="checkbox"/> Fibromyalgia                   | <input type="checkbox"/> Osteoporosis       |
| <input type="checkbox"/> Anxiety/Panic Disorders                | <input type="checkbox"/> Fitness                        | <input type="checkbox"/> Pain Management    |
| <input type="checkbox"/> Arthritis                              | <input type="checkbox"/> Genital Herpes                 | <input type="checkbox"/> Parenting          |
| <input type="checkbox"/> Asthma                                 | <input type="checkbox"/> GERD (reflux)                  | <input type="checkbox"/> Pregnancy          |
| <input type="checkbox"/> Back Pain                              | <input type="checkbox"/> Headaches                      | <input type="checkbox"/> Prostate Cancer    |
| <input type="checkbox"/> Bipolar Illness                        | <input type="checkbox"/> Heart Disease                  | <input type="checkbox"/> Schizophrenia      |
| <input type="checkbox"/> Breast Cancer                          | <input type="checkbox"/> Heartburn                      | <input type="checkbox"/> Senior Health      |
| <input type="checkbox"/> Cancer                                 | <input type="checkbox"/> Hepatitis                      | <input type="checkbox"/> Sexual Health      |
| <input type="checkbox"/> Cholesterol Management                 | <input type="checkbox"/> Herpes                         | <input type="checkbox"/> Skin/Beauty        |
| <input type="checkbox"/> Colorectal Cancer                      | <input type="checkbox"/> HIV/AIDS                       | <input type="checkbox"/> Sleep Disorders    |
| <input type="checkbox"/> Dental Health                          | <input type="checkbox"/> Hypertension                   | <input type="checkbox"/> Smoking Cessation  |
| <input type="checkbox"/> Depression                             | <input type="checkbox"/> Infertility                    | <input type="checkbox"/> Stress             |
| <input type="checkbox"/> Diabetes                               | <input type="checkbox"/> Irritable Bowel Syndrome (IBS) | <input type="checkbox"/> Stroke             |
| <input type="checkbox"/> Diet & Nutrition                       | <input type="checkbox"/> Lung Cancer                    | <input type="checkbox"/> Weight Management  |
| <input type="checkbox"/> Digestive Disorders                    | <input type="checkbox"/> Men's Health                   | <input type="checkbox"/> Women's Health     |
| <input type="checkbox"/> Epilepsy                               | <input type="checkbox"/> Menopause                      |   |

Go

# Access Rewards & Take the Wellness Profile\*

**Member Information**  
Service - WebMD Coaching  
Member ID [Other member information >>](#)  
Group [ID Card >>](#)  
[Coverage summary >>](#)

**WELLNESS PROGRAMS**  
These wellness programs can help you stay healthy and save money.

- [MEMBER DISCOUNTS](#)
- [REWARDS PROGRAM](#)
- [WELLNESS PROFILE](#)

**HEALTH CARE TOOLS**  
Use our health tools to help manage costs and plan for your care.

[FIND A DOCTOR](#)

**KNOW MORE, FEEL BETTER.**  
Take the New & Improved Wellness Profile.

**MYCARE NAVIGATOR**  
Find doctors, schedule appointments, transfer medical records and more. Get help now.

**ENJOY HOME-DELIVERED MEALS**  
Let Mom's Meals NourishCare® cook and deliver. You save 10%. Learn more.

**A COMMUNITY FOR HEALTHY IDEAS**  
[BLOG](#)  
Get news. Connect. Share. Learn. Celebrate. Inspire. Visit the Highmark blog.

Click on the “Rewards Program” link under “Wellness Programs”

\*If you have questions or need assistance with the Wellness Profile or Wellness Rewards program, call the Wellness Resource Center at 1-800-650-8442.

# Access Rewards & Take the Wellness Profile

All Rewards   FAQs   [feedback](#)

## County of Allegheny 2016 Wellness Rewards

To view the Preventive Schedule, click [here](#).

Tier 1		<b>Complete Wellness Profile, Preventive Exam &amp; 2 Health &amp; Wellness Programs</b> Earn reward by 9/30/2016	<b>Start earning</b> <a href="#">Earn Now</a>
Tier 2		<b>Complete an additional Health &amp; Wellness Program for a total of 3</b> Earn reward by 9/30/2016	<b>Start earning</b> <a href="#">Earn Now</a>

From the Rewards Landing Page click “Start earning” on the Tier 1 link.

\*You can access Tier 1 and Tier 2 activities from this page.

# Access Rewards\* & Take the Wellness Profile

<b>Tier 1</b>		<b>Complete Wellness Profile, Preventive Exam &amp; 2 Health &amp; Wellness Programs</b> Earn reward by 9/30/2016  Complete your Wellness Profile, certify that you have/will receive a Preventative Exam and Complete 2 (two) Health and Wellness Programs to remain in the Wellness Rewards Schedule of Benefits.	<b>Start earning</b>
<b>Finish these activities before you can redeem your reward</b>			
<b>Complete Wellness Profile</b> <a href="#">less</a> Do this by 9/30/2016  The Wellness Profile is a series of questions about topics ranging from blood pressure to exercise habits. It is designed to identify your current and future health risks. When you complete the Wellness Profile, you will receive a detailed health summary, personalized action plan and recommendations for health and wellness programs that can help improve your health.		<a href="#">Do It</a>	
<b>I certify that I have/will receive a Preventive Exam</b> <a href="#">less</a> Do this by 9/30/2016  Regular health exams can help find problems early, when your chances for treatment and cure are better. By getting regular preventive care exams, screenings and treatments, you boost your chances for a longer, healthier life. By completing this activity, you are certifying that you had or will have an annual physical exam.		<a href="#">I Did This</a>	

Click the blue “Do It” link on the Wellness Profile activity to access.

\*You can access all other Tier 1 “Wellness Rewards” activities from this page.

# Take the Wellness Profile



POWERED BY **WebMD** health services

**WebMD Wellness Profile**  
Identify your risk areas so you can better manage your health

**Take It Now**

## How it works

Click on “Take It Now” to directly access the Wellness Profile.

**Health Assessment** 1. Questionnaire Finalize Results

Well-being Sleep Emotional Health Work Performance Overall Health

Did you know? Sleep is an important factor in health, and a lack of restful sleep can increase risks of weight gain, heart disease and depression.

**KNOW YOUR HEALTH IN FOUR EASY STEPS**

1. Complete the questionnaire.
2. Finalize.
3. Read your results.
4. Take action!

Take it now by clicking the button above

Continue

Save & Continue



# Taking the Wellness Profile

*If you have previously completed the newly updated wellness profile you will be taken to this screen.*

Click on “Update Score” to continue

## WebMD Wellness Profile Results

1. Questionnaire

2. Finalize

3. Results

Print Reports

### Your Health Score

63

Completed 12/22/15

Update Score

[Learn more about your score](#)

### How do you compare?



58

Is the average score for other women in their 30s

### Highest Risk Areas



Areas that could use improvement



Stress



Sleep



Exercise

What to do next,

Feeling inspired to make changes? We're here to give you personal guidance!



You set a wellness goal with My Health Assistant, and we're here to help you get there.

Motivation is a click away, start working towards your goal now

Let's Go!

### Stay Well

Did you know you may qualify for discounts and Personal Wellness Coaching that can help you stay healthy?

Blue365 offers exclusive member deals to help you meet and keep your goals. Take advantage of fitness, nutrition, and personal care discounts by visiting [Blue 365!](#)

A Personal Wellness Coach can give you the motivation and guidance you need to stay healthy and meet your goals. Call the number on the back of your member ID card to speak to a coach.

Need additional support? Check out these WebMD tools:

- Track your activity by using your [Fitness Device](#), the [Exercise Tracker](#), or the [Daily Victory](#) mobile app
- Check out the [video library](#) to learn more about wellness, disease prevention and medical conditions



# Take the Wellness Profile

To retake the profile you must click on “Review Answers”.

**WebMD Wellness Profile** 1. Questionnaire Finalize Results

About You The Basics The Specifics

How tall are you?

5 feet 1 inches

5'1"

**You're almost done!**

Feel free to review your responses. Once you're done with the questionnaire, go ahead and move to the next step by clicking "Finalize."

Review Answers Finalize

Finalize

Save & Continue

About You ✓

Lifestyle ✓

Well-being ✓

Finalize

# Take the Wellness Profile

Answer the questions as best you can – the more information you provide, the more accurate your personal report will be.

You will need to answer every question in each section to move to the next page and complete the Wellness Profile.

You may save your wellness profile answers and return at another time to finish



POWERED BY **WebMD** health services

**WebMD Wellness Profile** 1. Questionnaire Finalize Results

About You | The Basics | The Specifics

How tall are you?

feet

inches

Save & Continue

About You

Lifestyle

Well-being

Conditions

Lab Tests

Screenings

Finalize



# Update Your Contact Information

## WebMD Wellness Profile

1. Questionnaire 2. Finalize Results

Healthy Changes > Contact Information > Feedback > Results



To complete your Wellness Profile and receive your score, you must complete the contact information below, including best contact day and time and a primary phone number. Based on your WebMD wellness profile, you may be qualified for one or more of our free health and wellness management programs. We may use the email or phone number you provide below to reach out and connect you to additional resources your health plan has to offer.

*(The information you provide below is separate from any contact preferences you may have picked on your health insurance website. If you don't want to be contacted, enter all 0's in the phone number field. If you do not wish to be contacted via email, please choose the option "mailed to you on paper.")*



### Select your local time zone

(GMT-05:00) Eastern Time (US & Canada) ▼

### What is the best day of the week to call?

Friday ▼

### Which is the best time to call?

10:00 AM ▼

What is the best number to reach you?

What is another number we could try?

What is the best email address for us to send you health program information?

Be sure to update your contact information.

You may be eligible for one or more of our free health and wellness management programs.

This information may be used to connect you about these resources.

# View Your Results

## Wellness Profile Results:

- Immediate personal Health Score
- Feedback about your health habits
- Personalized recommendations, including Lifestyle Improvement Programs

### WebMD Wellness Profile Results

1. Questionnaire 2. Finalize 3. Results Print Reports ▾

#### Your Health Score

63 Completed 12/22/15

[Update Score](#)

[Learn more about your score](#)

#### How do you compare?

58 Is the average score for other women in their 30s

#### Highest Risk Areas

Areas that could use improvement

Stress Sleep Exercise

What to do next, | Feeling inspired to make changes? We're here to give you personal guidance!

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# Navigation

Navigate back to the Rewards landing page at any time by clicking on the “Rewards” link at the top of the page.

Upon completion of each Tier you will receive a confirmation e-mail. When both Tiers are completed you will see a “Hooray!” message on the Rewards Landing page.

The screenshot shows the Highmark Rewards landing page. At the top, a navigation bar includes links for Home, Wellness Center, Healthy Living, Health Record, Health Information, and Rewards (circled in red). Below the navigation bar is a search bar with the text "Return to HMRK Tool Name" and a search icon. The Highmark logo is prominently displayed, along with the text "An Independent Licensee of the Blue Cross and Blue Shield Association" and "POWERED BY WebMD health services".

The main content area features a large "Hooray!" message with a yellow star and the text "You have earned all of your Rewards!". Below this, there are two reward tiers listed:

- County of Allegheny 2016 Wellness Rewards**  
To view the Preventive Schedule, click [here](#).
- Tier 2** (DONE) - Complete an additional Health & Wellness Program for a total of 3. Congratulations! You earned this reward on 12/7/2015. Confirmation: 485DA773-190037475. Activity Log
- Tier 1** (DONE) - Complete Wellness Profile, Preventive Exam & 2 Health & Wellness Programs. Congratulations! You earned this reward on 12/7/2015. Confirmation: 176BD9D5-190037474. Activity Log

**Call the Highmark Wellness Resource Center for questions specific to your Rewards program at 1-800-650-8442.**

**For password resets or problems with the website, call Highmark's Help Desk at 1-877-298-3918.**