

MyHealth OnLine

Quick reference guide



There is so much to explore

MyHealth OnLine is where you can go every day to get information on your health plan benefits as well as find a doctor and view your medical history. You can also find practical tips, tools, and strategies for better health. The site keeps all of your health information, all in one place.

At MyHealth OnLine, you can:

- Live chat with a Health Care Concierge or a health coach.
- Manage your health information.
- Access your doctor's contact information, plan benefits, prescription savings information, and your spending summary and claims.
- Read your plan documents, including your Schedule of Benefits and Explanations of Benefits.
- Order a new member ID card, and do much more!

Log in to MyHealth OnLine

Go to www.upmchealthplan.com, locate the Member Login box, and enter your login information.

First-time users:

1. Click on New User Registration in the Member Login box.
2. To verify your identity, you will be asked to provide:
 - Your member ID number as listed on your ID card.
 - The last four digits of your Social Security number.
 - Your date of birth.
 - Your ZIP code.
3. Answer the challenge questions.
4. Choose a security image and a message to associate with the image.
5. Choose a username and password.

Better Health and Wellness

Our online health improvement programs are developed by world-renowned medical experts and experienced professionals. They can help you reach your health goals, and you can find them all right at Better Health and Wellness.

Better Health and Wellness includes health activities recommended for you, links to health tools like our physical activity tracker, and learning tools that include the MyHealth Questionnaire. You can also access your medical history from this tab.

Spending and claims

Cost is an important part of your health care coverage. Visit this tab to find out about your health plan spending, including deductibles and out-of-pocket costs. You can also review Explanations of Benefits, check your flexible spending account (FSA) balance, review pharmacy claims, and learn how to save money on lab work, prescriptions, and preventive services.

You can also explore this section to help make informed decisions about your health care. We have resources that can help you analyze the costs associated with your medical treatments.

Coverage and benefits

Click here for information on your plan, your benefit information, and who is covered by your plan.

Smart health care

This section gets you smart about your health care: Price a drug and see how you can save money. See if your medications are covered. Compare hospital quality. Estimate how much a procedure will cost and learn how to prepare for a procedure. Find out about exclusive member-only discounts. That's all here with much, much more!

Self-service tools

Providing great customer service is what makes us an industry leader. And we believe our online customer service should be held to the same high standard. We offer a number of ways for you to get answers to your questions. Explore this section to print a member ID card, your medical history, or a prescription form for mail-order service. You can also change your address, email address, how you receive EOBs, or even your doctor! You can search for doctors, pharmacies, or facilities. And you can review everything from your prescription history to your FSA history to ways to improve your health.

Finally, you can chat online with a health coach or a Health Care Concierge or send a secure message to Member Services.

Nondiscrimination statement

UPMC Health Plan¹ complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

¹UPMC Health Plan is the marketing name used to refer to the following companies, which are licensed to issue individual and group health insurance products or which provide third party administration services for group health plans: UPMC Health Network Inc., UPMC Health Options Inc., UPMC Health Coverage Inc., UPMC Health Plan Inc., UPMC Health Benefits Inc., UPMC for You Inc., and/or UPMC Benefit Management Services Inc.

Translation Services

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-869-7228 (TTY: 1-800-361-2629).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-855-869-7228 (TTY: 1-800-361-2629)。



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