UPMC
*My*Health
Online

QUICK REFERENCE GUIDE

WELCOME TO My Health Online!

You and your family now have access to a new health resource — My Health Online, provided by UPMC Health Plan and powered by WebMD. This online resource, offered free of charge by UPMC Health Plan to members employed by the University of Pittsburgh Medical Center (UPMC), provides you with personalized information to help you:

• Understand and manage health issues,
• Make responsible healthcare decisions, and
• Reach your health goals.

My Health Online is available to you and your family 24 hours a day, 365 days a year — from work or from home. Your information is completely confidential — none of your individual data will be shared with UPMC. Only you can access, view, and change your personalized My Health pages by logging on to UPMC Health plan Member OnLine with your private User ID and password.

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ABOUT My Health Online

My Health Online is all about you. This resource, free to UPMC employees and their dependents who have medical insurance through UPMC Health Plan, offers personalized information to match your interests, help you understand health issues, make responsible health care decisions, and reach your health goals. The more information you enter, the more individualized the site will become. Tools and services available on My Health Online allow you to:

- **Determine your unique health status** by completing the My Health Questionnaire, an advanced online health survey that identifies lifestyle factors and risks for chronic conditions, then directs you to content to help you improve your health. When you complete the My Health Questionnaire, you will instantly receive a personalized report that details your current health status, identifies how to lower your health risks, and lets you track your progress over time.

- **Make informed health care decisions** by easily accessing the programs and information available on the My Health Online. You can receive newsletters on your topics of interest via email and have access to up-to-date health care information on many topics.

- **Stay healthy and improve your lifestyle** with customized, interactive programs including online fitness, nutrition, and smoking cessation resources. These help you address risk factors, manage existing chronic and acute conditions, and promote healthier lifestyle choices to improve health.

- **Keep track of your health information** by storing your personal health data (such as prescription or preventive screening information) and by tracking ongoing health measurements (such as blood pressure) in one centralized, secure place online.

FIRST STEPS

1   To be eligible to use My Health Online, you must be a UPMC employee (or a spouse or dependent age 18 or older of a UPMC employee) AND you must be covered under UPMC Health Plan medical benefits.

2   Family members not enrolled in UPMC Health Plan are not eligible to register for My Health Online. Dependents under age 18 are not eligible to use My Health Online.

3   Since secure access to My Health Online is available exclusively through UPMC Health Plan Member OnLine, you will need to register for Member OnLine if you have not already done so.

4   You can register for Member OnLine and My Health Online anytime, anywhere — at home, from work, at the library, or wherever you have Internet access. You will be required to register only once for each site.

5   After registration is complete, simply log on to Member OnLine and you will have immediate, secure access to My Health Online.

HOW DO I REGISTER?

1   Follow the My Health links on UPMC Infonet and the My HUB websites to go to the Member OnLine log-in page.

OR

From any computer with Internet access, go to the Health Plan's home page at **http://www.upmchealthplan.com**, select the "Member" button, and follow the "Member OnLine" link (in the first paragraph and in the left-hand menu bar) to the Member home page.

2a   **If you have already registered** for Member OnLine, simply enter your user ID number and Member OnLine password.

OR

2b   **If you have not yet registered** for Member OnLine, select the "Sign Up" link in the brown menu bar on the left side of the screen or on the center of the page, and on the next page, select the "Request for Member Access" option. Accept the terms and conditions of use when they appear and enter the required information. (You should use the same zip code that you used when you enrolled in UPMC Health Plan. Please note that you will need to know your UPMC Health Plan member ID number, located on your member ID card, to register.)

You will return to the Member OnLine log-in page. Your
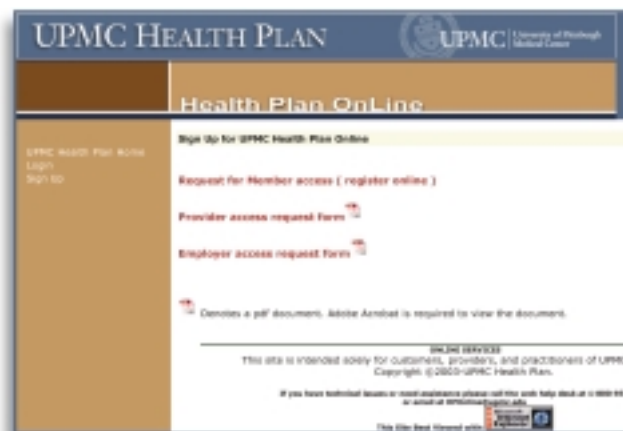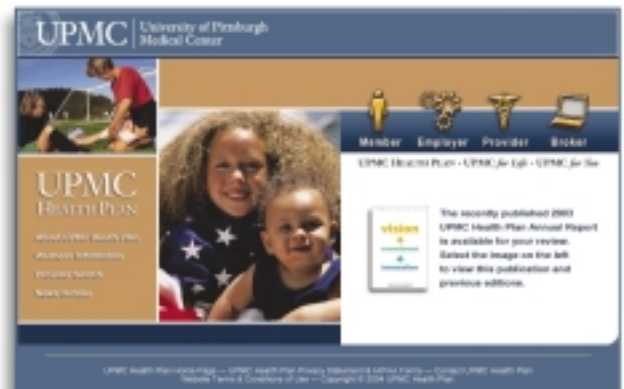
newly assigned Member OnLine user ID will appear in a pop-up box. **Make a note of your user ID**, as it does not appear again, and you will need to enter it each time you want to visit Member OnLine or My Health Online.

Enter your Member OnLine user ID and your new password in the appropriate fields and select the "Log-in" button. You will be taken to the Member OnLine welcome page.

3 To continue to My Health Online, select one of the My Health links (in the welcome paragraph or in the brown menu bar on the left side of the screen).

4 The first time you visit My Health Online, you will be asked for some basic information and to accept the privacy policies and terms of use associated with the site. On return visits, you will be taken straight to your personal My Health homepage.

During registration, you have the option to provide an e-mail address to which My Health will send health newsletters and other My Health administrative e-mails. This e-mail address will not be used for any other purpose than communicating with you about the My Health program. You will also be asked to agree to the WebMD privacy policy, UPMC Health Plan's Notice of Privacy Practices, and the WebMD terms and conditions of use, as well as to provide some basic information about yourself and answer a few simple questions about your health interests. My Health Online uses this confidential information to build your My Health homepage. From there, you will have access to a full range of tools and resources, including thousands of articles, health tips, Condition Centers, and much more.

A Note about Confidentiality: Your information is confidential. All personal health information you enter into My Health Online will be kept private and secure. WebMD has received the highest recognition in the e-health industry for its protection of users' privacy and the security of their personal information. in addition, UPMC Health Plan is dedicated to the confidentiality of its members personal health information. The information collected through My Health Online will be used by UPMC Health Plan for the purpose of evaluating and improving the effectiveness of personal health management programs. UPMC Health Plan may offer additional health management services and health promotion programs based on information collected through My Health.

TAKE A CLOSER LOOK AT YOUR HEALTH WITH THE MY HEALTH QUESTIONNAIRE

After you register, you should complete the My Health Questionnaire to build your individualized health profile and determine your My Health Questionnaire score, which compares your current health status to others in your age and gender group. The My Health Questionnaire will take approximately 20 minutes to complete. The My Health Questionnaire report provides you with a personalized analysis of areas where your health may be at risk. Based on your individualized health profile, the My Health Questionnaire recommends steps for improvement and directs you to the most appropriate health programs and information at My Health Online.

If you complete the My Health Questionnaire before December 10, 2004, you will automatically be entered into a weekly prize drawing. Each week for 10 weeks, 25 employees who complete the My Health Questionnaire will be randomly selected to receive one $10 Giant Eagle gift certificate. Your name remains in the drawing unless you win, so the earlier you fill out your My Health Questionnaire, the more chances you have to win!

KEEPING YOUR HEALTH ON TRACK

Little things like taking a walk, drinking more water, or finding balance in your busy day go a long way toward achieving a healthier lifestyle. You'll find lots of useful health tips and information on My Health Online. Providing this valuable online tool is just one more way UPMC Health Plan and UPMC are supporting your efforts to learn about, improve, or maintain your level of health.

The following are highlights of the tools and resources available to you once you register:

1. Secure Message Center: Receive health-related e-mails with news and information based on your personal health interests and profiles.

2. My Health Questionnaire: How healthy are you? Complete the My Health Questionnaire to determine your score, identify ways to lower personal health risks, and track your progress over time with personalized health improvement programs.

3. Fitness: LEAP®, the Lifetime Exercise Adherence Program, is an online fitness management program created by an Olympic coach. Under the guidance of health and fitness professionals, LEAP helps you measure and manage your fitness.

4. Personal Health Record: Need to know when an immunization is due? Can't remember past test results or prescriptions? Health Record is a secure, confidential online location to store and organize your health records.

5. Personal Health News: Based on the information that you provide, you can receive personalized, objective, and trustworthy information about health subjects and medical developments that matter to you.

6. Rewards: You're rewarded for steps you take toward improving your health. Find out how to earn Health Points, how many Health Points you've earned, and how to redeem your Health Points for prizes.
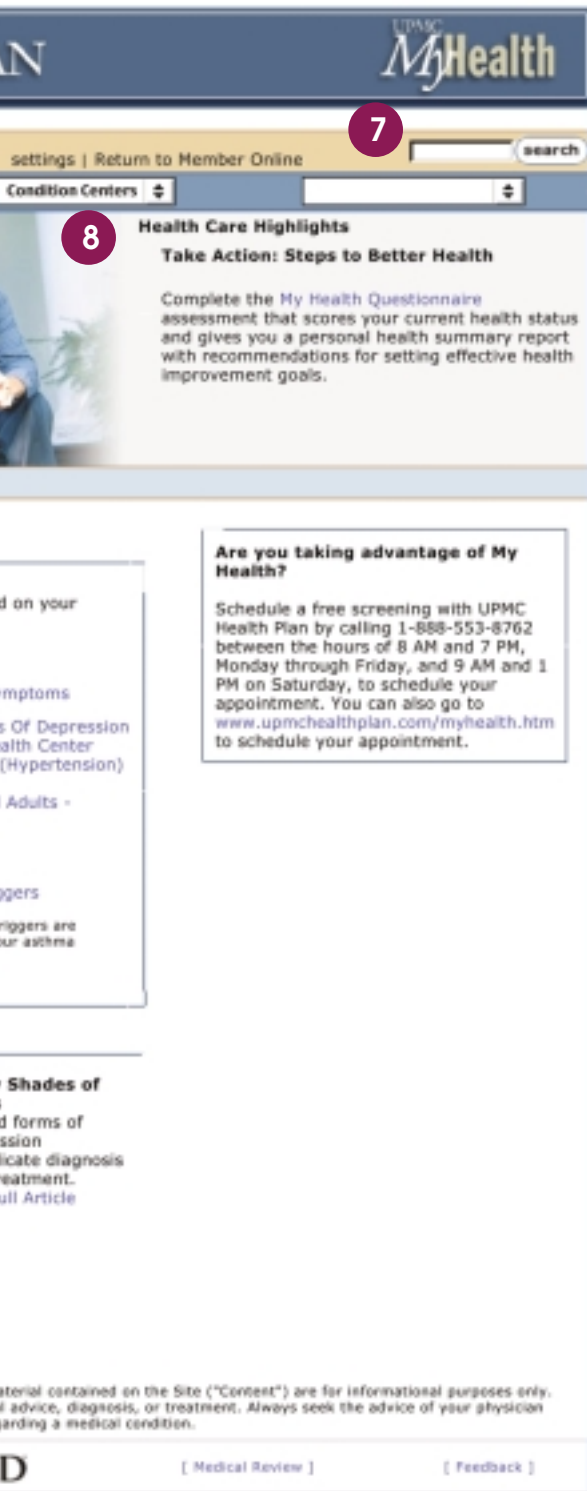
7. Search: If you can't find what you're looking for, try the Search feature for instant access to a wealth of information from a database of more than 30,000 leading health-reference books and publications.

8. Condition Centers®: Take in-depth health assessments for more than 35 health conditions and learn what you can do about them. All Condition Centers provide detailed information on risk, treatment options, and other useful information.

9. My Health Guide: Read news, take health-related quizzes, and manage your health using resources tailored to your health condition and interests.

10. My Interests: Select these links to go directly to pages that you've selected to list on your My Health homepage because they are of interest to you. You can update your interest preferences at any time by going to "Edit Interests" under "Settings."

GET HEALTH POINTS BY USING
MY HEALTH ONLINE TOOLS

You can earn Health Points for every step you take to improve your health. It's simple — the more you do on My Health Online, the more Health Points you earn. When you've completed an activity that earns you Health Points, your point-total is updated automatically. You'll also receive a message with your points-total each month. (Note: Only UPMC employees may redeem Health Points for rewards. Although dependents may use My Health Online, they will not be eligible to win prizes.)

Here are some ways to earn Health Points:
- Complete a Condition Center assessment
- Create your Personal Fitness Program (by creating an activity plan or achieving weekly activity goals)
- Complete modules on the Ready, Set, Stop! Online™ Smoking Cessation Program
- Use the Personal Health Record
- Prepare for a physician visit

You can redeem your Health Points for gift certificates.

NAVIGATING My Health Online

Where should I go to…		You should visit…
Become a registered My Health user?		Member OnLine at http://www.upmchealthplan.com
Take an assessment of my health?		My Health Questionnaire
Track and monitor health measurements such as weight, blood pressure, and more?		Track My Health
Read about specific health conditions and take assessments about specific conditions?		Condition Centers
Read about the Rewards Program — How do I earn and redeem points? What prizes are available?		Rewards

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