

1. What is MyHealth OnLine?

MyHealth OnLine is a secure member website that provides you and your family with a wealth of information, including real-time live chat, a blog on health and wellness, and multimedia tools that inform and educate members on a variety of health topics. You can also add personal health information to your record.

As part of our commitment to provide up-to-date tools to help you manage your health and health care, MyHealth OnLine allows you to:

- See your spending year-to-date
- See claims paid on your behalf
- Review recent services and prescriptions
- Link to tools that you can use to improve or learn about your health
- Sign-up to receive Explanation of Benefit (EOB) notifications and general communication by e-mail

Your security and privacy

2. How secure is my information?

We take the security of our information very seriously. We have implemented a security product that is used by many of our nation's finest banking and financial institutions to provide you with the greatest security features available. By ensuring that we authenticate both you and your computer before you gain access to the site, we know that we are allowing access only to the correct user.

3. How private is my information?

Along with your security, we are also very careful with your privacy. You have the right to keep your health care information completely private and our site allows you to do just that. You can choose to share or not share any information with your health care providers or with your loved ones by printing out information. As a member, you should not share your User ID or password to MyHealth OnLine with anyone.

In addition, if you have provided your email address to UPMC Health Plan, we will not sell, rent or otherwise share your email address with any third parties.

4. How will the UPMC Health Plan use information that I choose to store in my health plan personal health history?

Generally, we use your health-related information to remind you about specific tests and procedures that may be right for you. We will never share any of your information with anyone outside the Health Plan for any reason without your specific consent.

5. Can I access my child's health plan personal health history?

The policy-holder can access the personal health record for any dependent under 13 years old.

Communicating with us

6. When should I use the Member Message Center to communicate with UPMC Health Plan?

As part of *MyHealth OnLine*, you have access to the secure Member Message Center in which you can send a secure message to our Member Services staff member 24 hours a day, 7 days a week regarding claims and billing, benefit information, eligibility/enrollment, and to request forms. You will normally receive a response within one working day. You can also contact a registered nurse who will answer your health-related questions within 24 hours. You should not utilize the secure message center for urgent matters or medical emergency situations.

7. Where can I find the phone number for Member Services?

We are here to answer your questions. You can call a Health Care Concierge at 1-833-838-0952 or at the number on the back of insurance card. If you do not want to call, you can use our secure Member Message Center or chat with a Health Care Concierge on *MyHealth OnLine*

8. What is a health coach?

MyHealth health coaches are part educator, part counselor, part pathfinder, part cheerleader. Members can work with a health coach to successfully quit tobacco, eat healthier, manage stress, lose weight, add physical activity, or capably manage a health condition like asthma, coronary artery disease, or diabetes. Health coaches help members to get motivated, set attainable goals, monitor progress, gain new skills, and overcome their barriers to success.

Your personal health record

9. Is the health risk assessment confidential?

Yes, the health risk assessment is confidential. It will never be shared with your employer. UPMC Health Plan will use information only as aggregated data for reporting purposes. The assessment will provide you with an overview of your potential health risks and suggest opportunities to improve your health and earn money while doing so. You can print and share your results with your doctor if you choose.

10. Why are some entries filled in? Where did that information come from?

The Health Plan receives claims for payment from your doctor or other providers. We keep a record of those claims and use that information to fill in some of your personal health record. If you have any questions about the content we have filled in for you, call the number on the back of your insurance card.

11. What do I do if I have a question about an entry in my personal health record that was filled in by UPMC Health Plan?

If you have any questions about the content we filled in for you, call a Health Care Concierge at 1-833-838-0952.

12. What should I do if I find that my demographic information (address, phone number, spelling of name, etc.) is incorrect?

- If you have your insurance through an employer, please contact your Human Resources department. They provide the Health Plan with your demographic information so they can correct it at the source. If they have your correct information, please call Member Services at the number on the back of your insurance card.
- If you have your insurance directly through the Health Plan (i.e. UPMC *for Life*, UPMC *for You*), please call Member Services at the number on the back of your insurance card.
- If you want to change your email address you previously provided to receive regular updates and/or electronic EOBs, visit the Communication Preferences page of *MyHealth OnLine*.

UPMC *for You* gets this information from the Department of Public Welfare (DPW). If your information is incorrect it must be changed or corrected by your case worker. You must call your caseworker at the County Assistance Office and call a UPMC *for You* Health Care Concierge at 1-800-286-4242 (Southwest) or 1-866-353-4345 (Lehigh and Capital Region). TTY users should call toll-free at 1-800-361-2629. It is very important to keep your address, phone number and other information up to date so you can receive information from UPMC *for You*.

Your claims and EOBs

13. How do I see details about a specific claim that was paid for me?

You can review specific claim information and EOBs in the Spending and Claims section. You will be able to access transaction information for care you received.

14. How do I print my electronic Explanation of Benefit (EOB)?

You are able to view and print EOBs in the Spending and Claims section.

Technical problems

15. What should I do if I have technical problems on the site?

Call a Health Care Concierge at 1-833-838-0952.

16. What software and hardware is required to be able to view an electronic Explanation of Benefits (EOB)?

Electronic EOBs can be viewed using almost any personal computer that has [Adobe Acrobat](#) and any of the following browsers: Internet Explorer 6, 7, and 8; Mozilla Firefox 3 and above; or Google Chrome.