



Support for your wellness goals

The HAT can help you make healthier choices and earn \$200

To take the Mobile Health HAT, tap **Journeys** on the bottom navigation of the Mobile Health app, select **Health** then answer the questions by tapping through the fields. Once complete, tap **Submit**.

Do you want to make lifestyle changes, but aren't sure where to start? The Mobile Health app and its Health Assessment Tool (HAT) can support your health with personalized tips and resources.

The HAT is a voluntary, confidential questionnaire that takes approximately 15 minutes to fill out online. It asks about your:

- Height and weight, blood pressure, cholesterol, resting heart rate, and other biometrics.
- Ethnicity, age, and gender.
- Level of activity, diet, smoking status, and sleep habits.
- Medical history and current medications.
- Emotional health.

When you complete the HAT, you can earn \$200 toward your health reimbursement arrangement (HRA).¹ Based on your answers, Mobile Health can direct you to State of New Hampshire resources, send you health alerts, and educate you about your benefits.

The app can also connect you to a digital health coach and help you:

- Access ID cards and plan summaries.
- Track and manage your rewards.
- Check claims status.
- Find a doctor online in minutes through LiveHealth Online.
- Monitor your deductible and out-of-pocket costs.

To activate your Mobile Health account and use the HAT, you must already have a State of New Hampshire Anthem health plan.

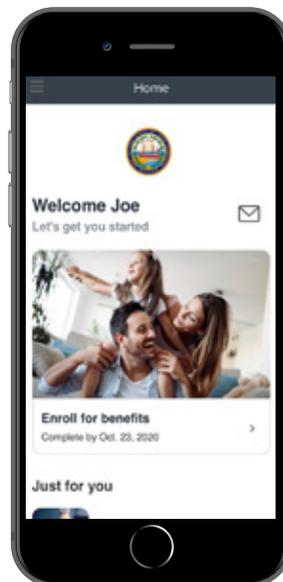


On a mobile device or tablet: Download the Mobile Health Consumer app from the App Store® or Google Play™.



On a computer: Go to mobilehealthconsumer.com. Choose the **User** button and then **Register Now**.

Registration should take you less than a minute.



We're here to help you reach your health and wellness goals. If you have questions or need more information, call Member Services at **800-933-8415**.

Mobile Health

Frequently asked questions



What is Mobile Health?

It's an app and website available to Anthem medical plan members that provides important alerts, education, rewards, and personalized navigation through your health benefits, allowing you to make the best choices for you and your family's health. Mobile Health provides one place to access benefit and wellness program information without having to navigate multiple websites. You can access your insurance ID cards, benefit plan summaries, health assessment tool, and important communications. You can even track your health reward activities and trade in points for gift cards.

How do I register for Mobile Health?

You can download the Mobile Health Consumer app from the App Store® or Google Play™, or access it on the web at <https://www.mobilehealthconsumer.com/web/pages/login.html>. Open the app and select **Register Now**. Then, enter your first and last name, last four digits of your Social Security number, and birthday (example: 05/23/1985). Mobile Health will automatically provide you with a username. You can choose to keep this username or create a new one. Next, you can set your password and enter your email address. You are now registered and can log in using your username and password.

How do I complete my Health Assessment Tool (HAT)?

Completing your HAT in Mobile Health is an important part of personalizing your app. After you answer the questions, the app navigates you to eligible resources offered by the State of New Hampshire, provides you with important personalized health alerts and information, and helps you understand how to use your medical plan. Additionally, if you are an active employee subscriber in the medical plan, completing the Mobile Health HAT can earn you \$200 toward your health reimbursement arrangement (HRA) through ASIFlex. To take the Mobile Health HAT, tap **Journeys** on the bottom navigation of the Mobile Health app, select **Health** then answer the questions by tapping through the fields. Once complete, tap **Submit**. You will receive the \$200 HRA in your ASIFlex account within 7-14 business days.

How do I link my benefit accounts to Mobile Health?

Your benefit balances will not be available in the Mobile Health app until you “link” your accounts. To link your accounts, you must first have an account on the vendor's (Anthem, Express Scripts, Delta Dental, ASIFlex, Vitals Smartshopper) website. You can link your account to Mobile Health by choosing **Deductibles & Balances** on the navigation menu and, then, selecting **Settings**.

How do I see my Health Rewards activities and points?

The State of New Hampshire offers points for the completion of healthy activities. You can find these points under the *Rewards* section on the bottom side of the app's navigation menu. There you can access outstanding rewards or track rewards earned, as well as see information about available activities you are eligible for and details on how to earn the points.

Do my dependents have access to Mobile Health?

Dependents over the age of 18 have access to Mobile Health. You can send your dependent an invitation to use Mobile Health by selecting **Dependents** on the left navigation menu. When your dependent's name displays, enter his or her email address and choose **Send Registration Email**.

Does the State of New Hampshire have access to my personal information?

Absolutely not. The Mobile Health app is compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) regulations and your employer does not have access to your personal information. The app integrates with health vendors such as Anthem, Express Scripts, Delta Dental, ASIFlex, and Maxim. Mobile Health takes all the required steps to keep your data safe. Mobile Health is compliant with HIPAA regulations, as amended by the Health Information Technology for Economic and Clinical Health (HITECH) Act. We encrypt data at rest and in transit to ensure it is protected.