



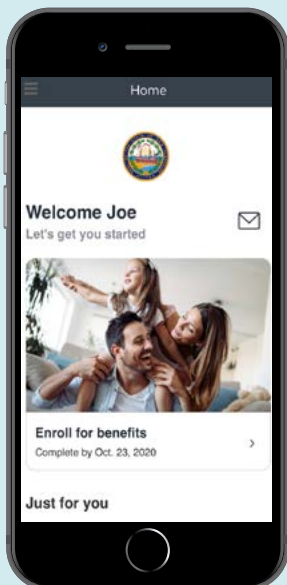
Complete your Health Assessment Tool, track Health Incentive Rewards, and receive personalized health benefit information in one place.

To take the Mobile Health HAT, select the **Health Assessment** in the left navigation on the Mobile Health app. Once complete, tap **Submit**.

Mobile Health can connect you to these resources from your smartphone, tablet, or computer

Mobile Health is more than the Health Assessment Tool (HAT); it's a virtual health and wellness resource giving you instant access to important healthcare and plan information — wherever you go. When you use the app on a mobile device or log in online, you have the ability to:

- Complete your 2022 Health Assessment Tool.
- Have a telehealth visit with a doctor using LiveHealth Online.
- Find a SmartShopper provider.
- Participate in wellness activities and challenges.
- Personalize content for your wellbeing interests.
- Access new Journey programs to improve your overall health.
- Keep track of your deductible and out-of-pocket expenses.
- View your medical, pharmacy, dental, and flexible spending benefits.
- Track and trade 2022 Health Reward credits, for gift cards.



Register now

From your mobile device or tablet:

Download the Mobile Health Consumer app from the App Store® or Google Play™.



From your computer:

1. Go to mobilehealthconsumer.com.
2. Choose the **User** button and then **Register Now**.

Registration takes less than a minute, but you must be enrolled in a State of New Hampshire Anthem health plan to download the app.

If you have questions, call Customer Service at 800-933-8415.

We are ready to help you reach your goals in your journey to better health.

Mobile Health

Frequently Asked Questions



What is Mobile Health?

It's an app and website available to Anthem medical plan members. Mobile Health 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 gives you one place to access benefit and wellness programs. You can access your insurance ID cards, benefit plan summaries, health assessment tool, insurance expenses, and important communications. You can track health reward activities and trade in credits for gift cards.

How do I register for Mobile Health?

You can download the Mobile Health Consumer app from the iTunes 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**. Enter your first and last name, last four digits of your social security number, and your 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. You can now set your password and enter your email address. You are 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 a few questions, the app navigates you through eligible resources offered by the State of New Hampshire, provides you with important personalized health alerts and information, and helps you understand how to utilize your medical plan. Additionally, if you are an active employee subscriber in the medical plan, completing the Mobile Health HAT qualifies you for a \$200 Health Reimbursement Arrangement (HRA) through ASIFlex. To take the Mobile Health HAT, select Health Assessment in the left navigation of the Mobile Health app. 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 accessing **Deductibles & Balances** on the Navigation Menu and selecting **Settings**.

How do I see my Health Rewards activities and credits?

The State of New Hampshire offers credits for the completion of healthy activities that can be traded in for gift cards in \$100 increments up to \$300 per year. You can find these activities under the *Rewards* section on the navigation menu. Here you can access outstanding rewards or track rewards earned and see information about available activities you are eligible for and details on how to earn the credits.

Does my dependent(s) 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?

No. 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 make sure your data is safe. Mobile Health is compliant with HIPAA regulations, as amended by the Health Information Technology for Economic and Clinical Health Act (HITECH). We encrypt data at rest and in transit ensuring that your data is protected.