



IT'S COMING!

Introducing the new way to complete your 2019 Health Assessment Tool (HAT), track Health Incentive Rewards, and get personalized health benefit information in one place.

Use Mobile Health for these programs and more from your smartphone, tablet or computer

Mobile Health is more than just another Health Assessment Tool, it's your virtual health and wellness resource giving you instant access to a wealth of information, wherever you go. When you use the app on a mobile device or log in online, you have the ability to:

- Complete your 2019 Health Assessment Tool
- Track and trade 2019 Health Reward points for gift cards
- Find a SmartShopper provider
- Keep track of your deductible and out-of-pocket expenses
- See a doctor using LiveHealth Online
- View your medical, pharmacy, dental, and flexible spending benefits

Download and register for Mobile Health today to complete your HAT on or after January 1st, 2019. For a step-by-step guide to getting started with Mobile Health, visit <https://das.nh.gov/riskmanagement/active/> or contact your human resources benefit representative.



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, 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.

Questions? Call customer service at 1-800-933-8415.

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 programs without having to navigate multiple websites. You can access your insurance ID cards, benefit plan summaries, health assessment tool, insurance expenses, and important communications. You can even track 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 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 now 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, tap the Health Assessment icon on the left navigation of the Mobile Health app, 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 accessing "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 as Points under the Rewards section on the left navigation of the app. 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 points.

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 Navigation Menu. When your dependent's name displays, enter his or her email address and click "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 (HIPPA) 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 HIPPA 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.