

WebMD ONE Navigation Guide

City of Suffolk wellness program

WebMD ONE Navigation Guide

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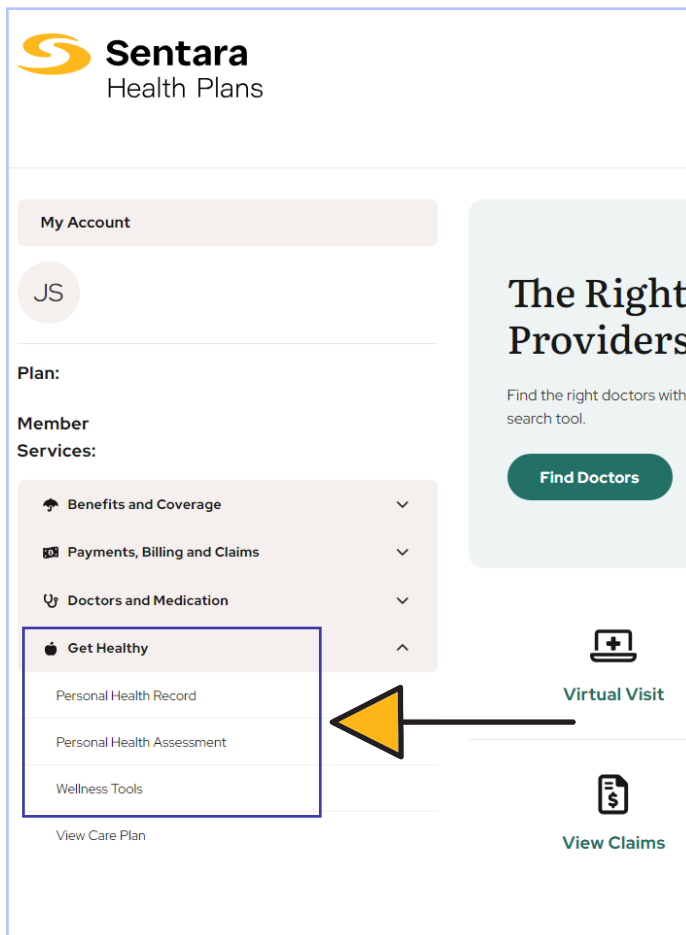
Accessing the WebMD ONE portal

The WebMD ONE portal should be accessed from **sentarahealthplans.com/cos** or through the Sentara Health Plans Mobile App. This allows the WebMD experience to be tailored to the member, their plan, and their program.

Step 1

Sign in at **sentarahealthplans.com/cos** or the Sentara Health Plans Mobile App.

Sentara Health Plans website



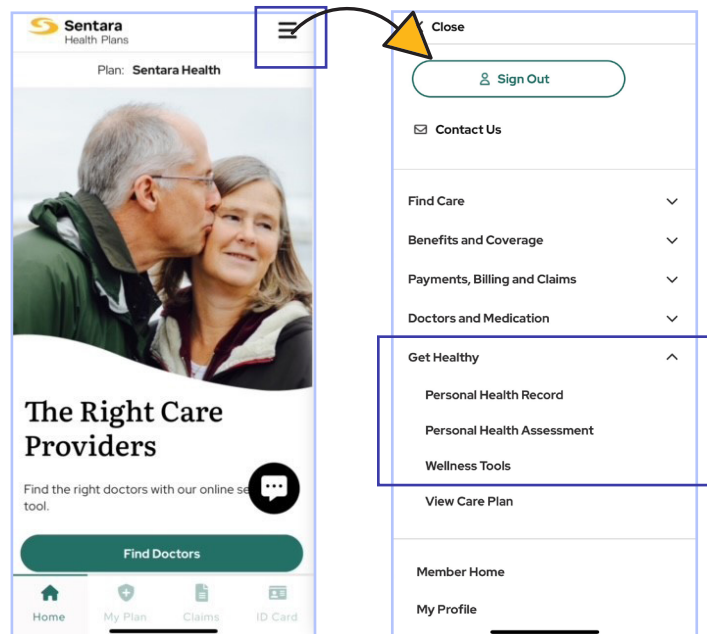
Step 2

Choose appropriate link from the Get Healthy menu options. There are three links available:

1. *Personal Health Record* – navigate directly to the record-keeping tool.
2. *Personal Health Assessment (PHA)* – navigate directly to the PHA tool.
3. *Wellness Tools** – navigate to the WebMD ONE home page.

**Recommended*

Sentara Health Plans Mobile App



PLEASE NOTE: Screenshots throughout this guide are samples and may not exactly reflect every user's personalized experience.

First-time registration

The following registration pages are visible on the user’s first visit to the WebMD ONE portal.

Step 1

Select *No* or *Yes* to indicate whether user has already established a Personal Health Record at WebMD. Usually this is a *No* response.

Welcome to Registration

Registering for the WebMD ONE web site gives you these benefits:

- Provides personalized information and powerful tools to help you make more informed choices about your health
- Ensures the confidentiality of your personal health information
- Gives you access to your Health Record from WebMD.com

To start, we need to know if you already have an existing Personal Health Record at WebMD.com.

Do you have an existing Personal Health Record at WebMD.com?

Step 2

Enter requested information (usually email address*) and check box to confirm user has read and agrees with WebMD’s terms, conditions, and privacy policy.

**Users should be sure to register with a valid and active email address in order to receive important information and updates from their portal.*

Note: If no gender is on file at time of registration, a third prompt appears requesting a gender selection.

Additional Information

Gender *

Choose ▾

Birthdate (mm/dd/yyyy) *

11/12/1986

Email Address *

Enter the email address you used to register with Sentara Health Plans as the address where you would like to receive Health Manager mail. (If you do not have a personal email account, free email accounts are available. Well-regarded email providers include: Gmail, or Yahoo!, or Outlook.)

Verify Email Address *

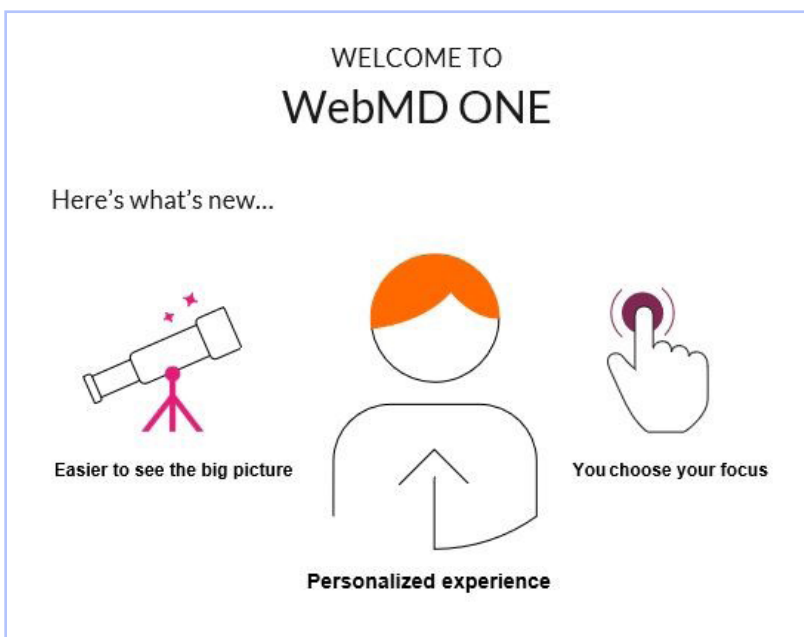
Agreement

* I have read and agreed with WebMD’s [Terms and Conditions](#) and have read and understood WebMD’s [Privacy Policy](#)

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Customizing the WebMD ONE experience

To ensure a personalized experience, users may answer a few well-being questions when first visiting the WebMD ONE portal. These preferences can be changed at any time from the user's *Settings* menu. See p. 16 for more information about *Settings*.









What are your Interests?

Pick your top three now. You can add others later.








* indicates a required field.

Select your interests *

 Get more exercise <input type="checkbox"/>	 Get to a healthy weight <input type="checkbox"/>
 Eat better <input type="checkbox"/>	 Reduce stress <input type="checkbox"/>
 Sleep better <input type="checkbox"/>	 Quit tobacco <input type="checkbox"/>

BACK NEXT

Can we help you with any of these conditions?

 High Blood Pressure <input type="checkbox"/>	 High Cholesterol <input type="checkbox"/>
 Asthma <input type="checkbox"/>	 Diabetes <input type="checkbox"/>
 Coronary Artery Disease <input type="checkbox"/>	 Heart Failure <input type="checkbox"/>
 COPD <input type="checkbox"/>	

BACK SKIP

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WebMD ONE home page

Tabs at top of the page offer easy access to the home page—*My Health*, and well-being resources directly from Sentara Health Plans—*My Health Plan*

Main Navigation menu

Customize Interests and connect Devices/Apps in the *Profile* section

- Coaching
- Content Hub
- Daily Habits
- Personal Health Assessment
- Health Record
- Resources
- Rewards
- Sync Devices & Apps
- Policies
- Settings
- Sign Out
- Contact Us

The *Spotlight Card* and *Dashboard* provide a guided experience to high-priority items, and adjust to the user's activity and preferences for quick access to relevant tools.

Users enrolled in a *Rewards* program can view a snapshot of their program status here on the *Dashboard*, and can access their full *Rewards Lobby* by selecting *Continue*

More well-being content including podcasts, videos, and articles can be found by scrolling down to the *Take Action* and *Explore & Learn* sections (not pictured)

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Personal Health Assessment (PHA)

The PHA is a user-friendly questionnaire that surveys overall health, wellness, and lifestyle habits. Access the PHA from the home page, or by selecting *Personal Health Assessment* from the *Main Navigation* menu at the top of the page.

About You

demographics, biometrics, work environment

Health Behaviors

physical activity, nutrition, alcohol use, tobacco use, sleep, safety

Emotional Health

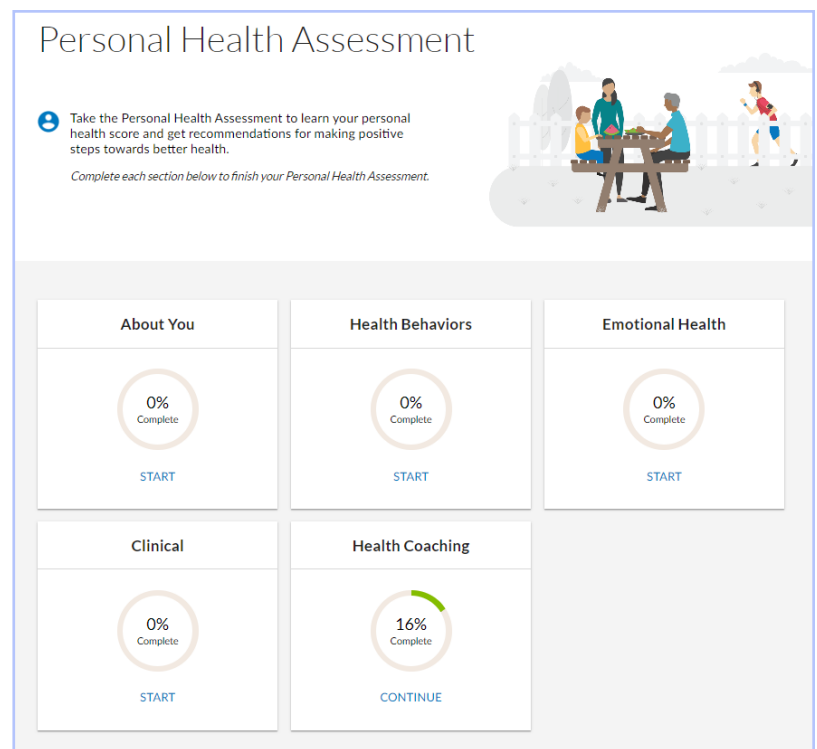
depression, anxiety, stress, social connectedness, financial, life satisfaction

Clinical

dental, vision, hearing, preventive screenings, medical conditions, pain, medication adherence, healthcare utilization

Health Coaching (if applicable)

NOTE: Much of the biometrics information may be gathered from an annual physical with a healthcare provider. The PHA may be completed without this information, but the resulting score may not most accurately reflect the user's overall health.



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Personal Health Assessment (PHA) results page

Once the PHA is completed, the results page offers:

1. A “health score” or snapshot of a user’s current level of health based on information collected from the assessment.
2. A summary of current health risks.
3. A comparison to the average score of users in the same age range and gender.

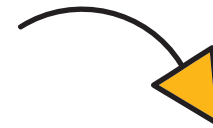
Health risks are further summarized in a Risk Report—sorted from highest to lowest risk with suggested steps for improvement.

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Personal Health Assessment (PHA) results page

Print reports

Once the PHA is completed, printable reports include a *Summary Page*, *Risk and Condition Report*, and a *Physician Summary*.




Take action

This area is personalized and offers suggested next steps which may include:

- Setting up one or more Daily Habits to manage a lifestyle goal or chronic condition
- Scheduling a session with a health coach (if eligible)

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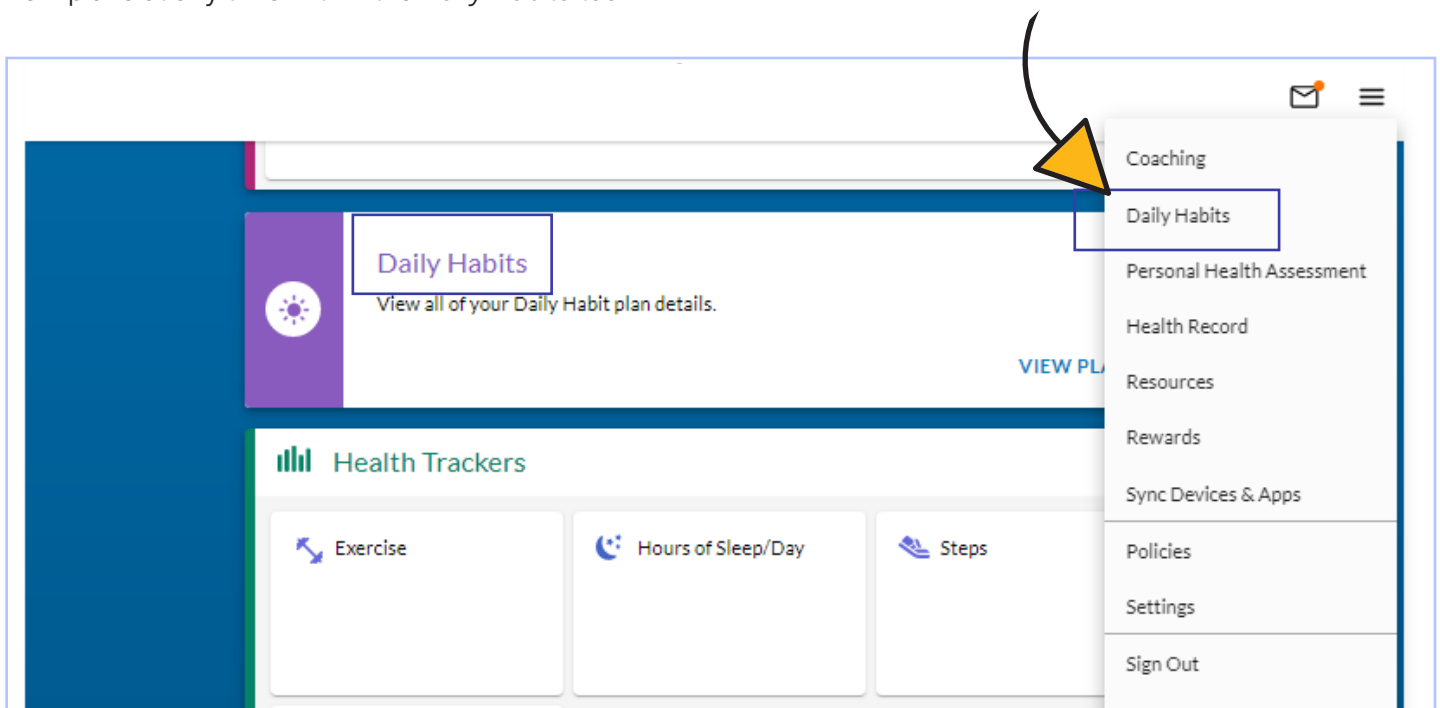
Daily Habits

Daily Habits encourage users to set and track goals that help improve overall well-being or manage a chronic condition. Each *Daily Habits* plan provides a variety of activities to promote behavior change and help encourage users to develop new healthy habits to reach their goals.

Lifestyle plans and Condition Management plans are included. Users can work on both, and the activities completed are applied to all relevant *Daily Habits* plans selected. Lifestyle plans may include: Enjoy Exercise, Balance Your Diet, Keep Stress in Check, Lose Weight, Cope with the Blues, Balanced Living, Stay Connected, Back Health, Sleep Well, and Maternal Health. Condition Management plans include: Asthma, Diabetes, Coronary Artery Disease, COPD, Heart Failure, Hypertension, and Quit Tobacco. WebMD Health Services may develop and launch new plans at any time within the *Daily Habits* tool.

(Note: Condition Management *Daily Habits* are offered as a supplemental form of support for those managing chronic conditions. They are not intended to replace a person's interactions with their physician or Case Manager.)

Access *Daily Habits* from the Dashboard on the home page, or from the *Main Navigation* menu.

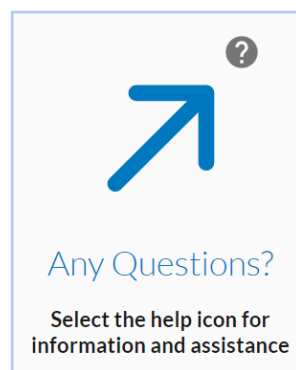
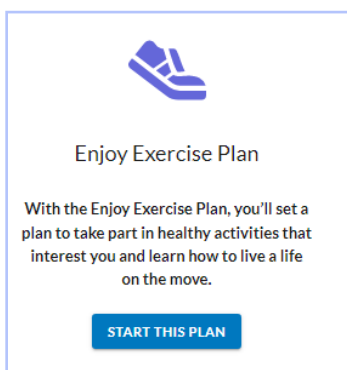
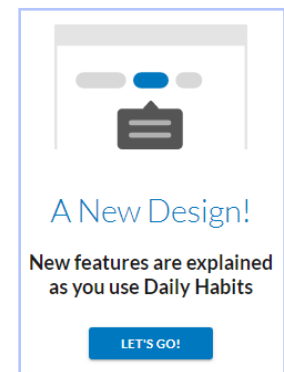
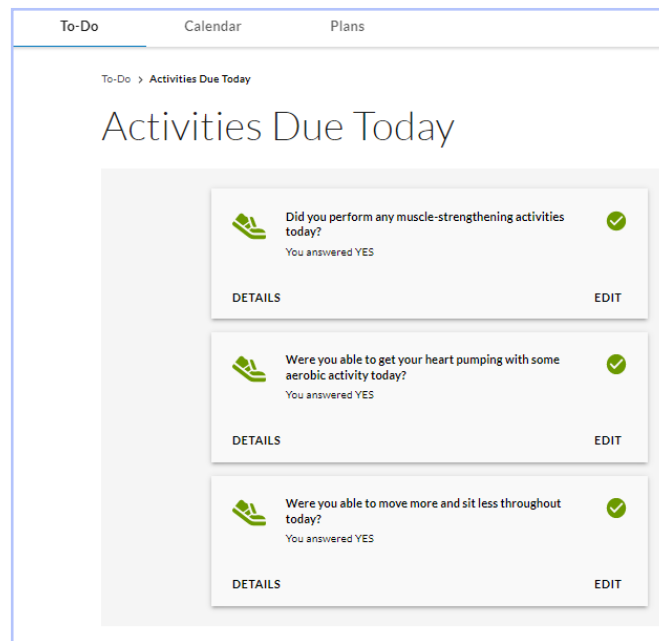
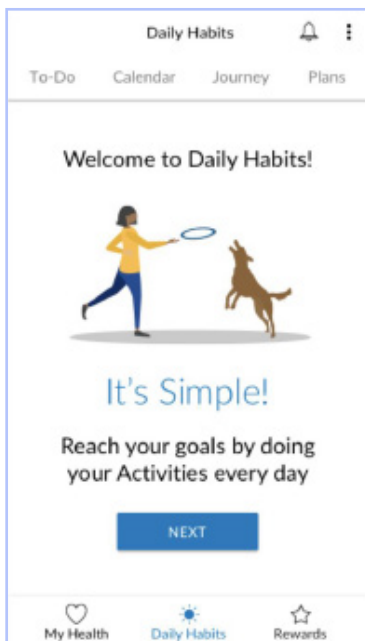


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Daily Habits

When exploring *Daily Habits*, users are prompted with pop-up dialog boxes providing guidance and tips on completing each goal. A help icon (?) is also available to direct users to FAQs and other assistance.

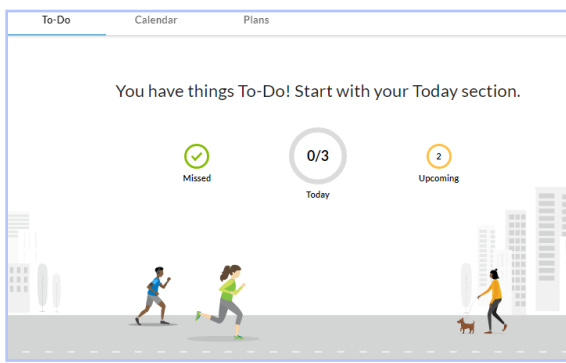
To start a Daily Habits plan, choose *Start a Plan* from the *Plans* section, confirm the start date and select *Start This Plan*.



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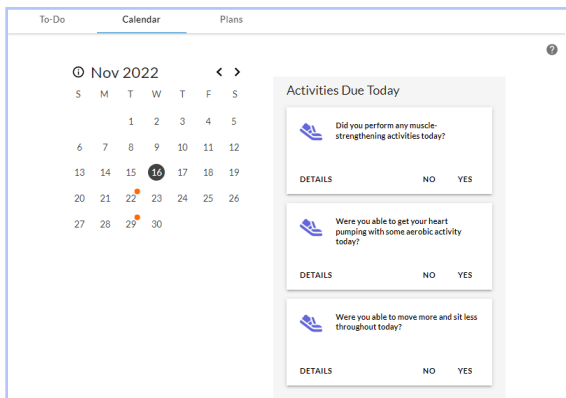
Managing Daily Habits

Users may start and manage up to three *Daily Habits* plans at any given time. Within each plan's menu users also have the option to restart or remove an active plan.



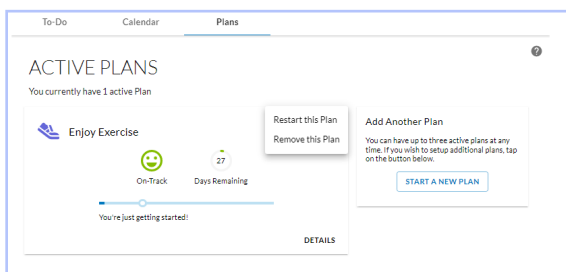
1. *To-Do* organizes activities into three sections: Missed, Today, and Upcoming. Click on each section to view activity details.

Progress messages display to guide users through their plan.



2. *Calendar* offers a long-term view at plan(s) in progress.

Users can back-track up to 7 days to complete missed activities.



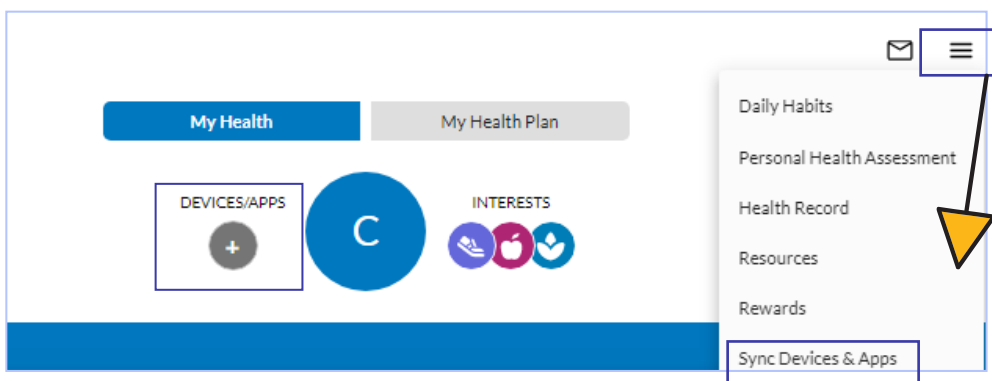
3. *The Plans* section provides an at-a-glance view of overall progress. From here, users can also Restart or Remove their active plan, or Add Another Plan.

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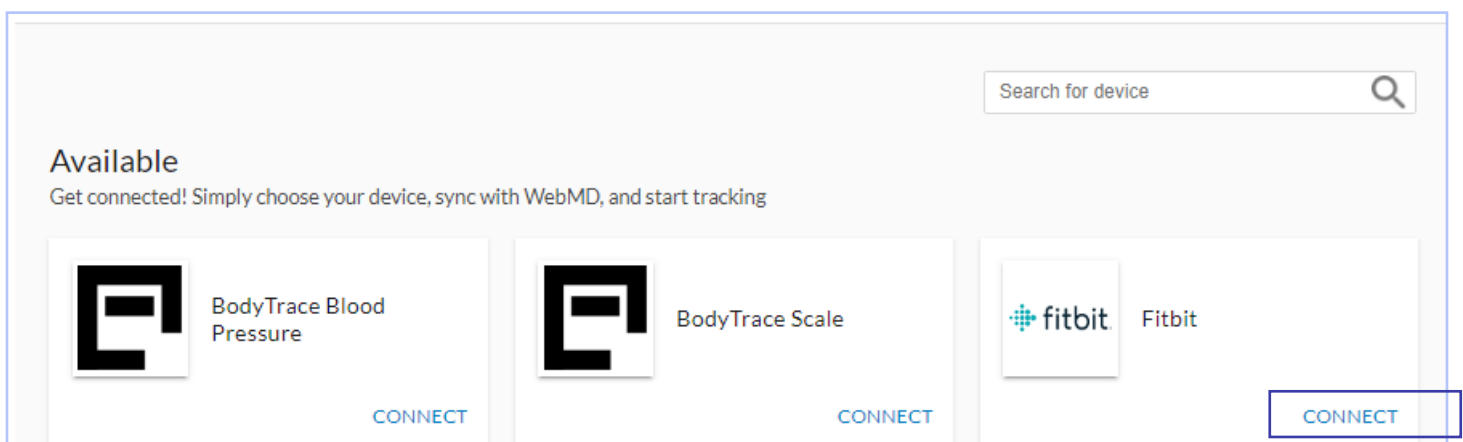
Fitness device integration

A variety of popular wearable fitness devices and mobile apps can be synced to a user's WebMD ONE account by visiting the *Device and App Connection Center* page. Once connected, activity recorded on the fitness device or mobile app will populate in the user's Personal Health Record on the WebMD ONE portal.

Access the *Device and App Connection Center* from the quick link in the *Profile* section at the top of the home page, or from the *Main Navigation* menu by selecting *Sync Devices & Apps*.



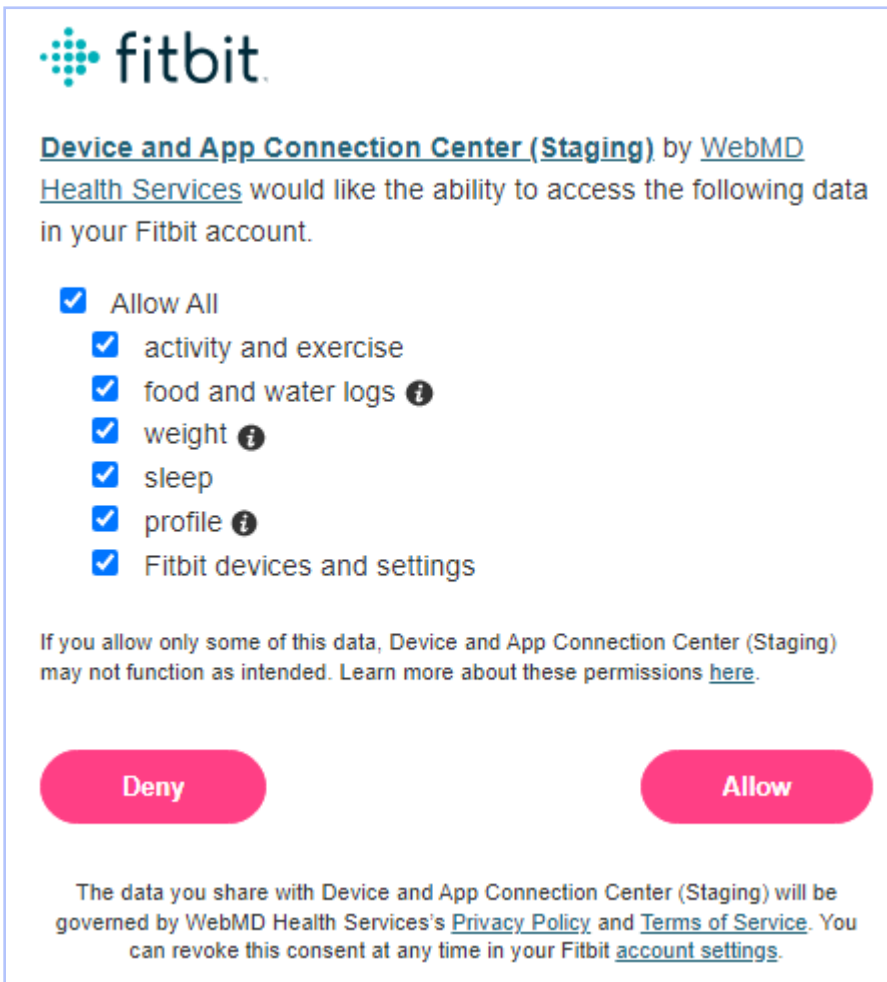
On the *Connection Center* page, click *Connect* next to the appropriate icon for the desired fitness device or enter the name of the device/app in the search box.




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Fitness device integration

Once users select their fitness device/app, they will be redirected to a sign-in page for their applicable device/app. Once signed in to their device/app account, users can configure which data they will allow WebMD to read, before selecting “Allow” to complete the device/app connection. [Fitbit sample device shown below.]



 **fitbit.**

Device and App Connection Center (Staging) by [WebMD Health Services](#) would like the ability to access the following data in your Fitbit account.

- Allow All
 - activity and exercise
 - food and water logs 
 - weight 
 - sleep
 - profile 
 - Fitbit devices and settings

If you allow only some of this data, Device and App Connection Center (Staging) may not function as intended. Learn more about these permissions [here](#).

Deny **Allow**

The data you share with Device and App Connection Center (Staging) will be governed by WebMD Health Services's [Privacy Policy](#) and [Terms of Service](#). You can revoke this consent at any time in your Fitbit [account settings](#).

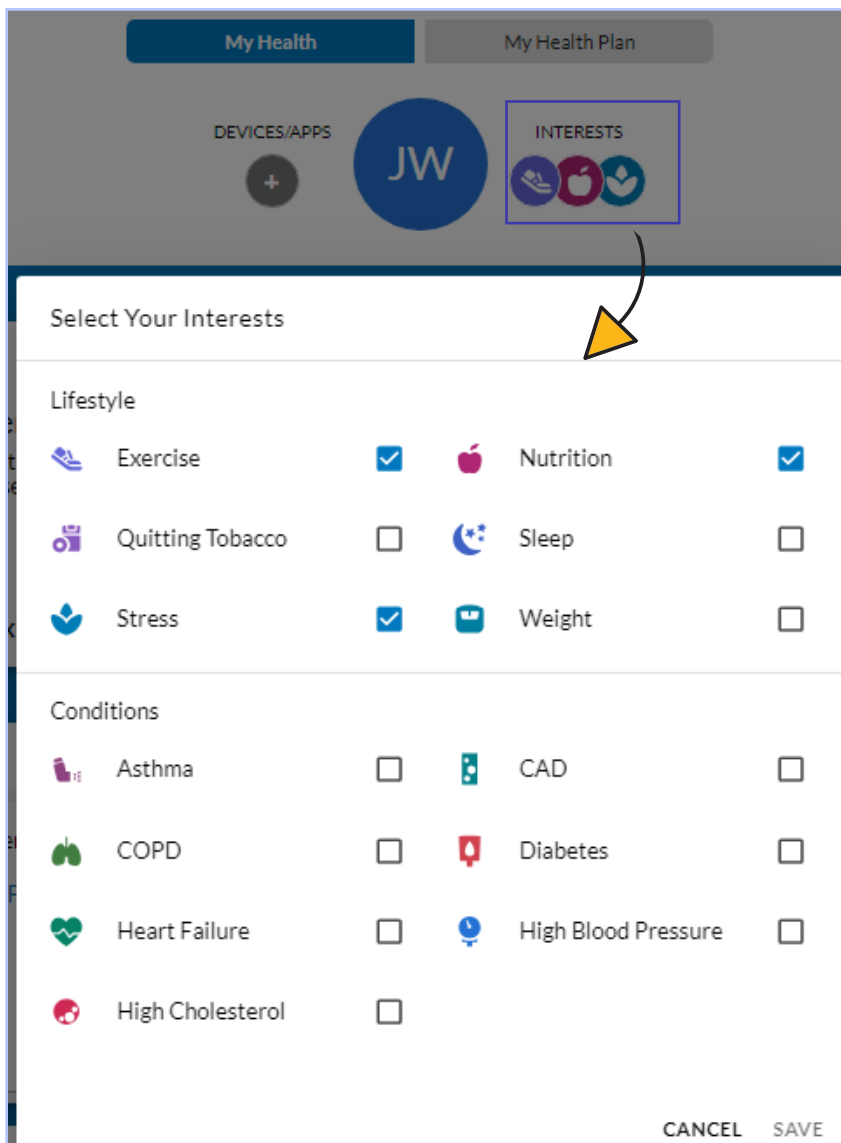
NOTE: Once a fitness device is connected, users can view the fitness device data collected by WebMD ONE on their *Personal Health Record* page. To access, select *Health Record* from the *Main Navigation* menu.

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Customized health information— Content Hub, newsletters, and more!

The WebMD ONE portal creates a highly personal, relevant experience for each user by tailoring multimedia content to a user’s health, interests, and well-being goals.

Content adjusts to match a user’s activity on WebMD ONE, and users can adjust their interests at any time by selecting *Interests* from the *Profile* section of the home page.

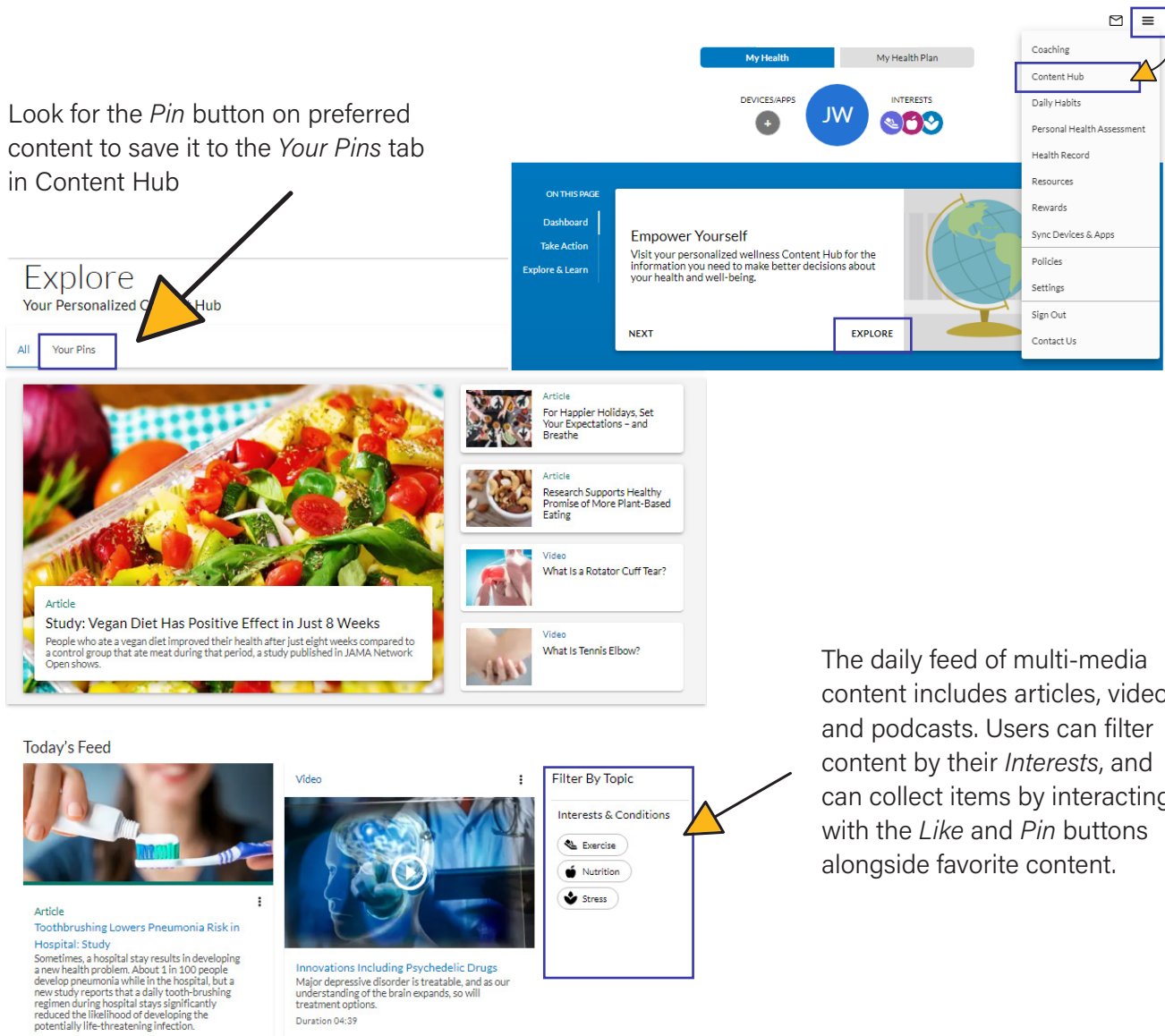


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Customized health information—Content Hub

The WebMD ONE Content Hub includes a rich selection of clinically validated health and medical multi-media information personalized to the user’s interests and health data. Content Hub is easily accessible from the WebMD ONE home page via the *Spotlight Card*, *Take Action* section, or the *Main Navigation* menu.

Look for the *Pin* button on preferred content to save it to the *Your Pins* tab in Content Hub

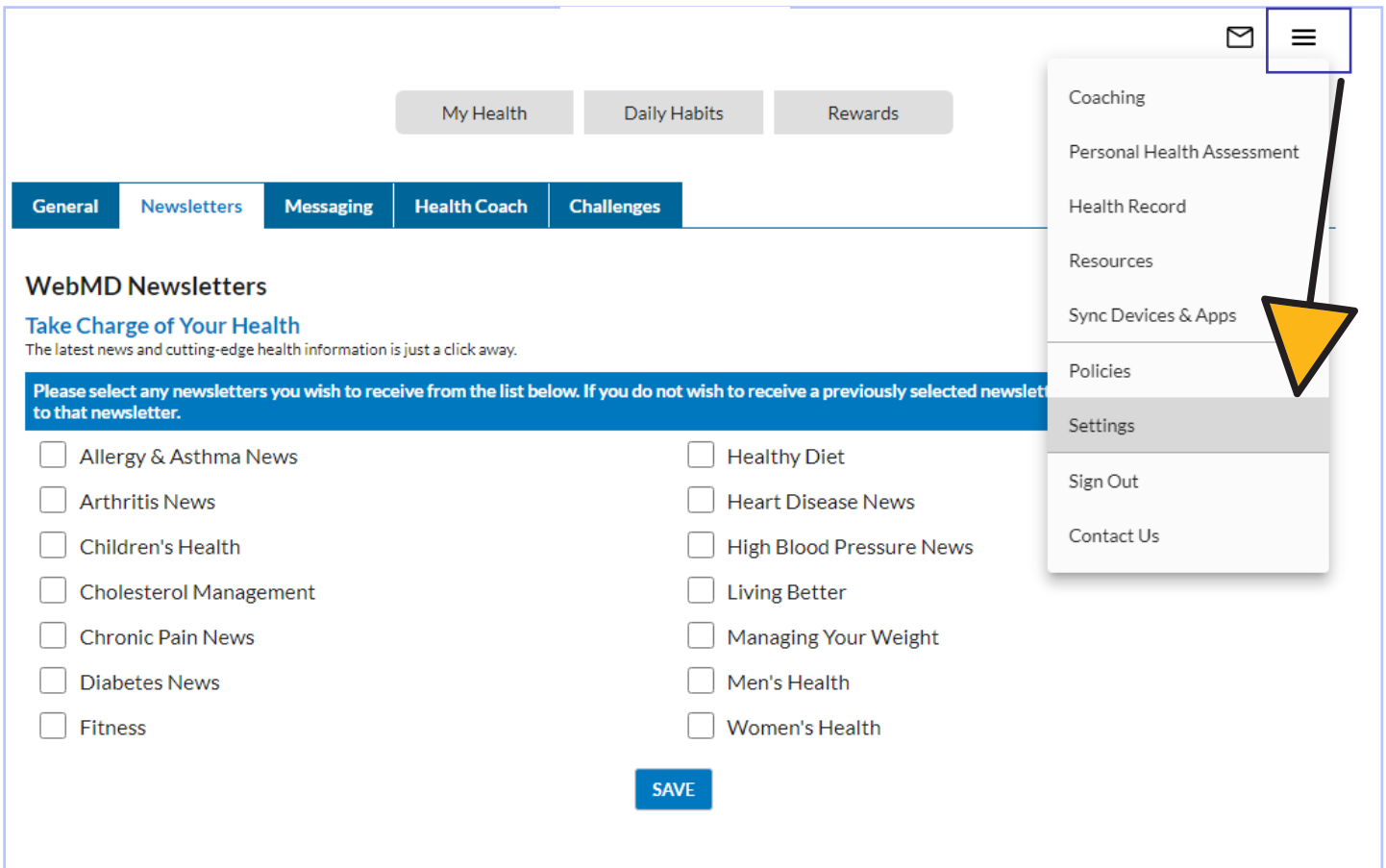


The daily feed of multi-media content includes articles, videos, and podcasts. Users can filter content by their *Interests*, and can collect items by interacting with the *Like* and *Pin* buttons alongside favorite content.

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Customized health information—newsletters

WebMD ONE can help users take charge of their health by delivering timely, relevant news directly to the user's inbox. Set newsletter preferences at any time from the *Settings* page. To access, select *Settings* from the *Main Navigation* menu.



The screenshot shows the WebMD ONE interface. At the top, there are tabs for 'My Health', 'Daily Habits', and 'Rewards'. Below these are navigation tabs: 'General', 'Newsletters', 'Messaging', 'Health Coach', and 'Challenges'. The 'Newsletters' tab is active. The main heading is 'WebMD Newsletters' with a sub-heading 'Take Charge of Your Health' and a note: 'The latest news and cutting-edge health information is just a click away.' A blue banner reads: 'Please select any newsletters you wish to receive from the list below. If you do not wish to receive a previously selected newsletter to that newsletter.' Below this is a list of newsletter topics with checkboxes:

<input type="checkbox"/> Allergy & Asthma News	<input type="checkbox"/> Healthy Diet
<input type="checkbox"/> Arthritis News	<input type="checkbox"/> Heart Disease News
<input type="checkbox"/> Children's Health	<input type="checkbox"/> High Blood Pressure News
<input type="checkbox"/> Cholesterol Management	<input type="checkbox"/> Living Better
<input type="checkbox"/> Chronic Pain News	<input type="checkbox"/> Managing Your Weight
<input type="checkbox"/> Diabetes News	<input type="checkbox"/> Men's Health
<input type="checkbox"/> Fitness	<input type="checkbox"/> Women's Health

A blue 'SAVE' button is located at the bottom right of the newsletter selection area. On the right side, a navigation menu is open, with 'Settings' highlighted and a yellow arrow pointing to it. Other menu items include Coaching, Personal Health Assessment, Health Record, Resources, Sync Devices & Apps, Policies, Sign Out, and Contact Us.

Topics of interest saved from this *Settings* page will also ensure the videos and health information most prominent on the WebMD ONE portal are tailored to the user's preferences.

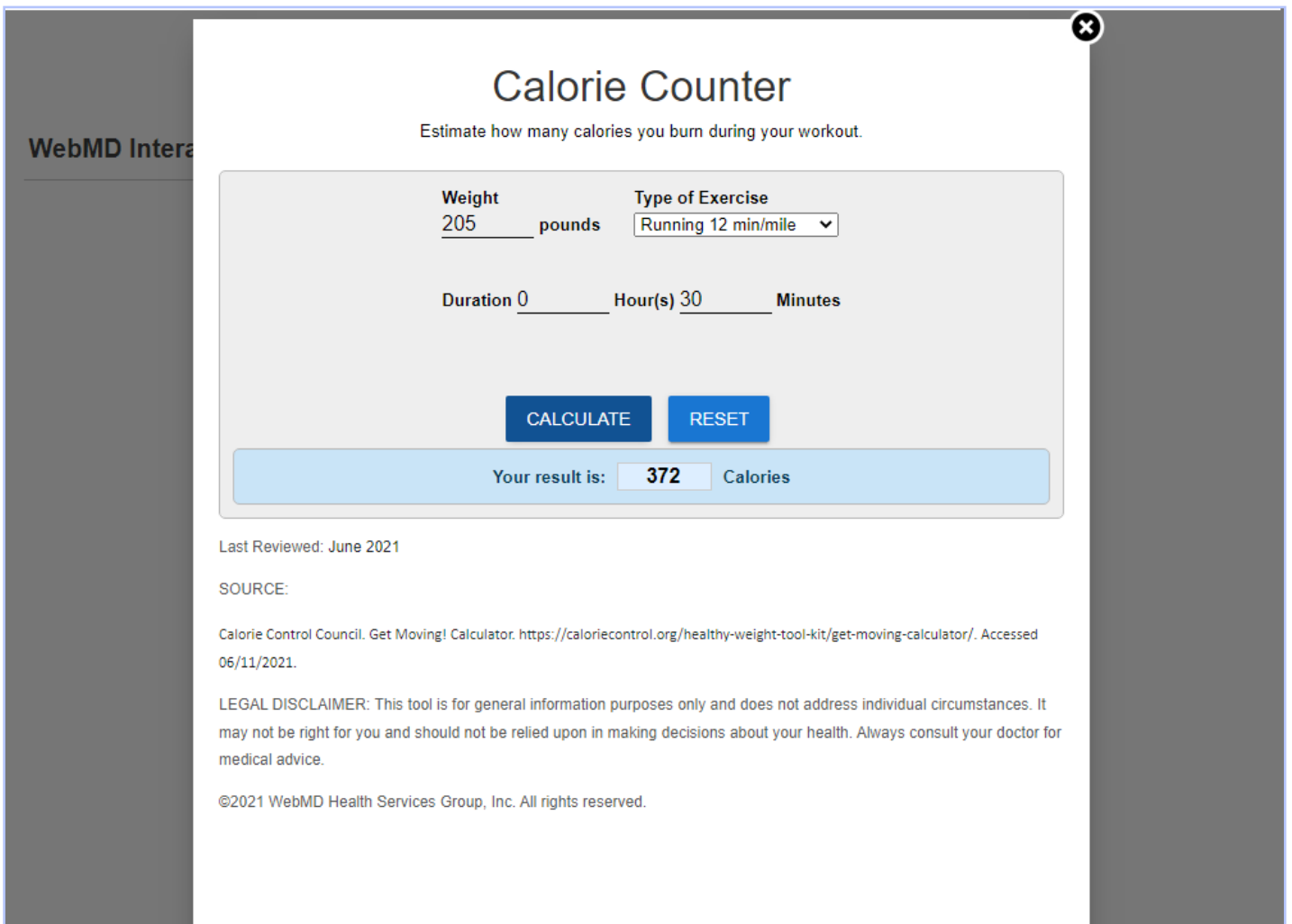
These settings can be changed at any time.

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Customized health information—and more!

Users can also access a wide variety of health management and healthy lifestyle resources from the *Resources* page (accessed from the *Main Navigation* menu), including:

- The popular WebMD Symptom Checker
- A library of healthy recipes
- Engaging health quizzes, illustrative guides, and fun tools like the calorie counter (pictured below) from the WebMD Interactives library



Calorie Counter

Estimate how many calories you burn during your workout.

Weight pounds Type of Exercise

Duration Hour(s) Minutes

CALCULATE **RESET**

Your result is: **372** Calories

Last Reviewed: June 2021

SOURCE:

Calorie Control Council. Get Moving! Calculator. <https://caloriecontrol.org/healthy-weight-tool-kit/get-moving-calculator/>. Accessed 06/11/2021.

LEGAL DISCLAIMER: This tool is for general information purposes only and does not address individual circumstances. It may not be right for you and should not be relied upon in making decisions about your health. Always consult your doctor for medical advice.

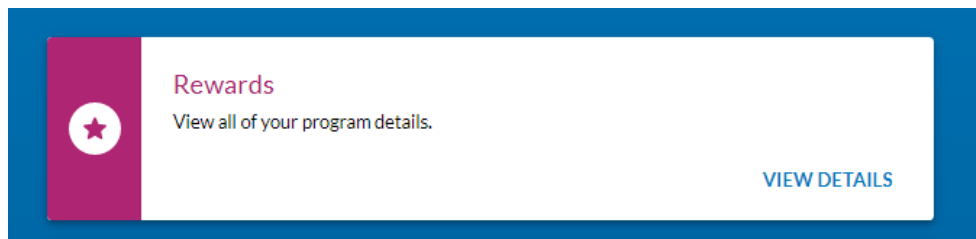
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Tracking City of Suffolk wellness rewards

Users can review the City of Suffolk rewards program requirements and keep track of their progress in the *Rewards Lobby* section of the WebMD ONE portal. Simply select the *Rewards* banner from the *Dashboard* on the home page to access the full Rewards Lobby.

(Please note, rewards may vary from year to year. Photo below is a sample view of one reward year.)



Rewards

Suffolk Wellness Incentive 2025

My Activities
View Rewards

Unlock your program by completing the activity below.

Complete enough healthy actions to earn 2,000 points from JAN 1, 2025 - DEC 15, 2025 for a \$480 reward. The two activities below must be completed in order to fully unlock your program and become eligible for the program reward. **You may still complete other activities and earn points while program reward is locked.**

- Complete an **Annual Physical** with your PCP.
- Complete the online **Personal Health Assessment (PHA)**.

EARN POINTS

Complete the following by December 15, 2025, unless otherwise noted

Annual Preventive Screenings	Earn 600 Points ▼
Apps and Devices	Earn 1,148 Points ▼
Cancer Screenings	Earn 500 Points ▼
Coaching Programs	Earn 1,300 Points ▼
Community	Earn 1,100 Points ▼
HIGI Station Visits	Earn 200 Points ▼
Lifestyle Activities	Earn 200 Points ▼
Track Steps Monthly	Earn 1,800 Points ▼
Vaccinations	Earn 500 Points ▼
Wellness Challenges	Earn 625 Points ▼

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Sentara Health Plans is a trade name of Sentara Health Plans, Sentara Health Insurance Company, Sentara Health Administration, Inc., and Sentara Behavioral Health Services, Inc.