

City of Suffolk Wellness Program

WebMD ONE Navigation Guide



Sentara
Health Plans



WebMD
HEALTH SERVICES

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/members 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/members or the [Sentara Health Plans mobile app](#).

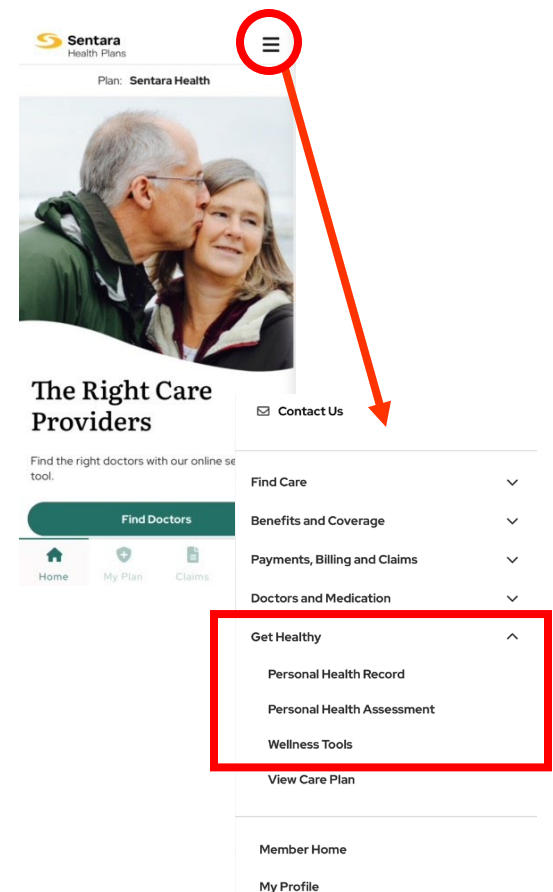
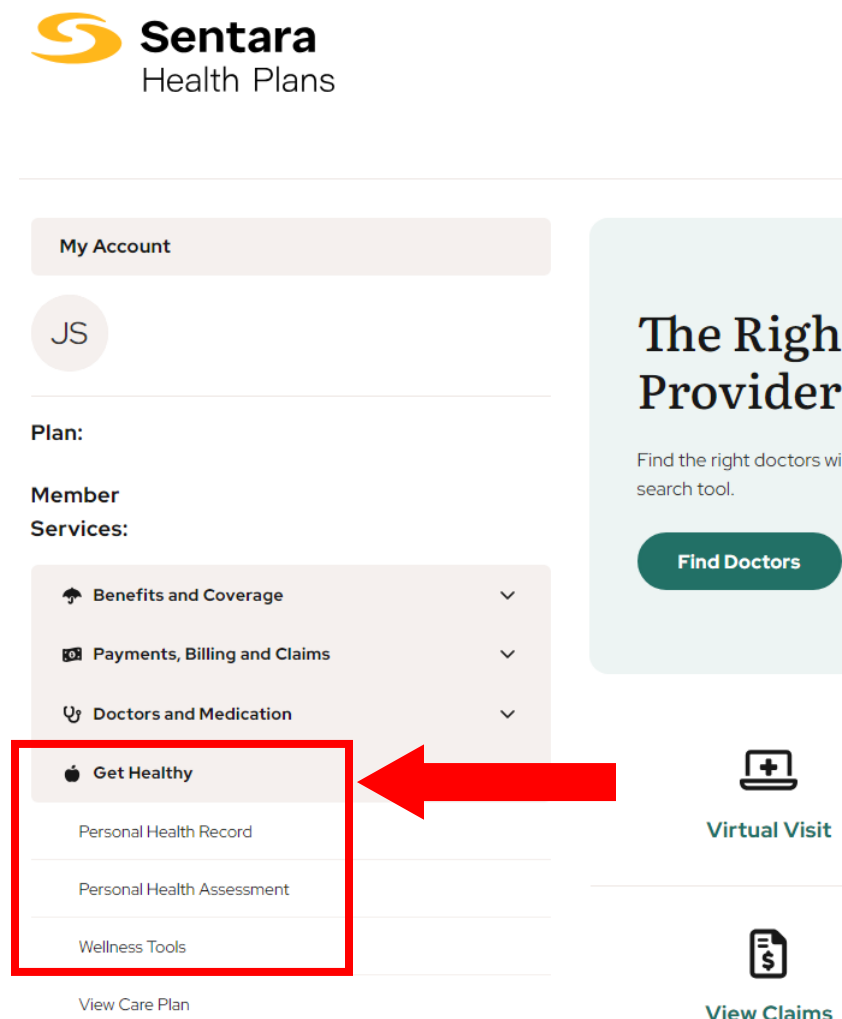
Step 2: Choose appropriate link from the Get Healthy menu options. There are three links available:

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 website

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:

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?

Click 'Continue' to complete the registration process.

[Learn more about accessing your Personal Health Record at WebMD.com](#) 
[Forgot your WebMD.com Personal Health Record username or password?](#)

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

CONTINUE

Step 2:

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 *

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.**

Agreement

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

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

Additional Information

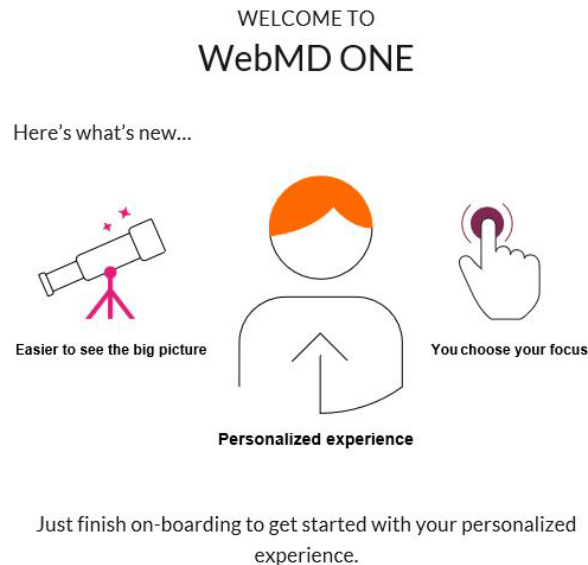
Gender *

Choose ▾

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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. 15 for more information about Settings).









NEXT

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

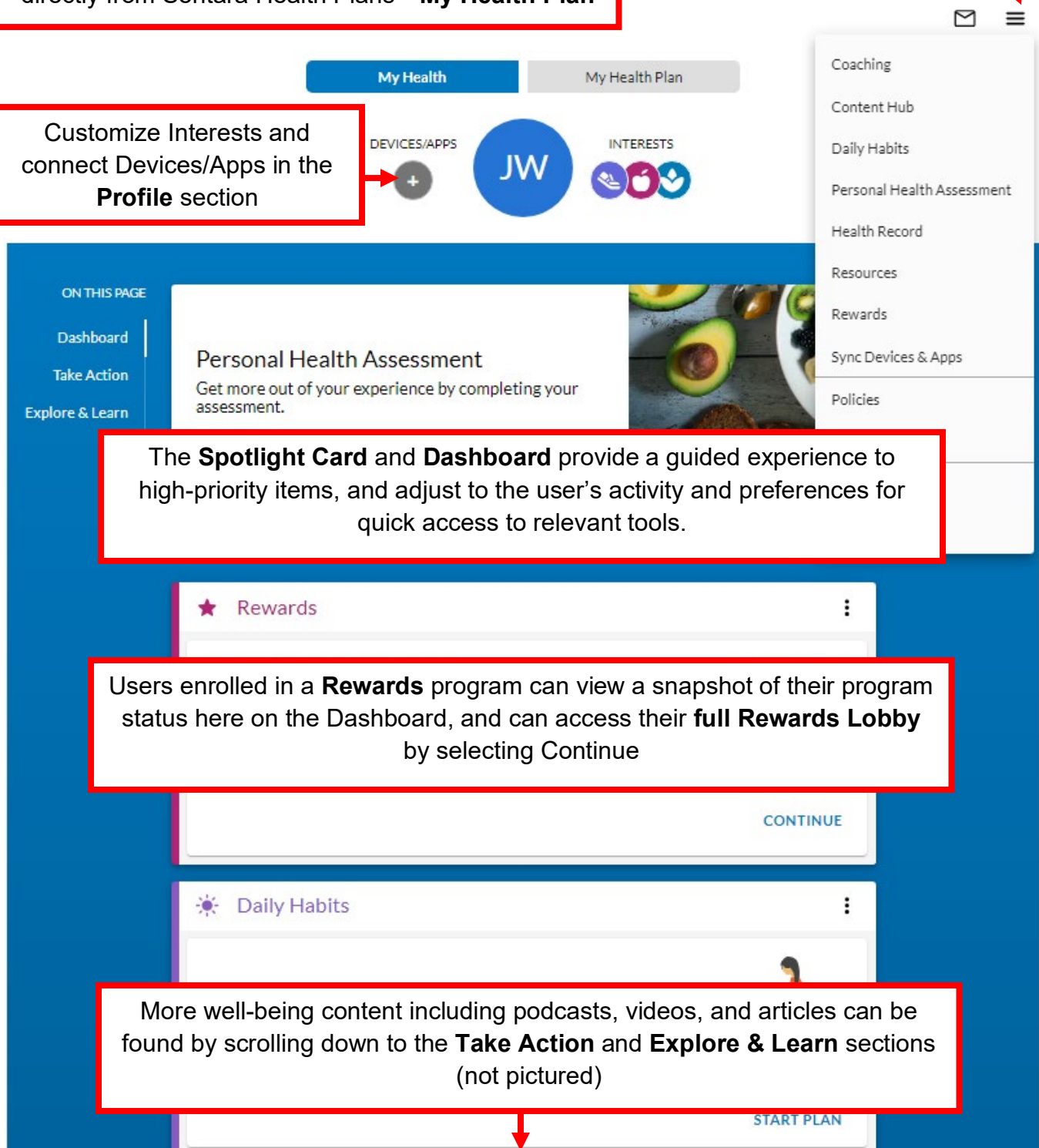
PLEASE NOTE: screenshots throughout this guide are samples and may not exactly reflect every user's personalized experience.

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



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.

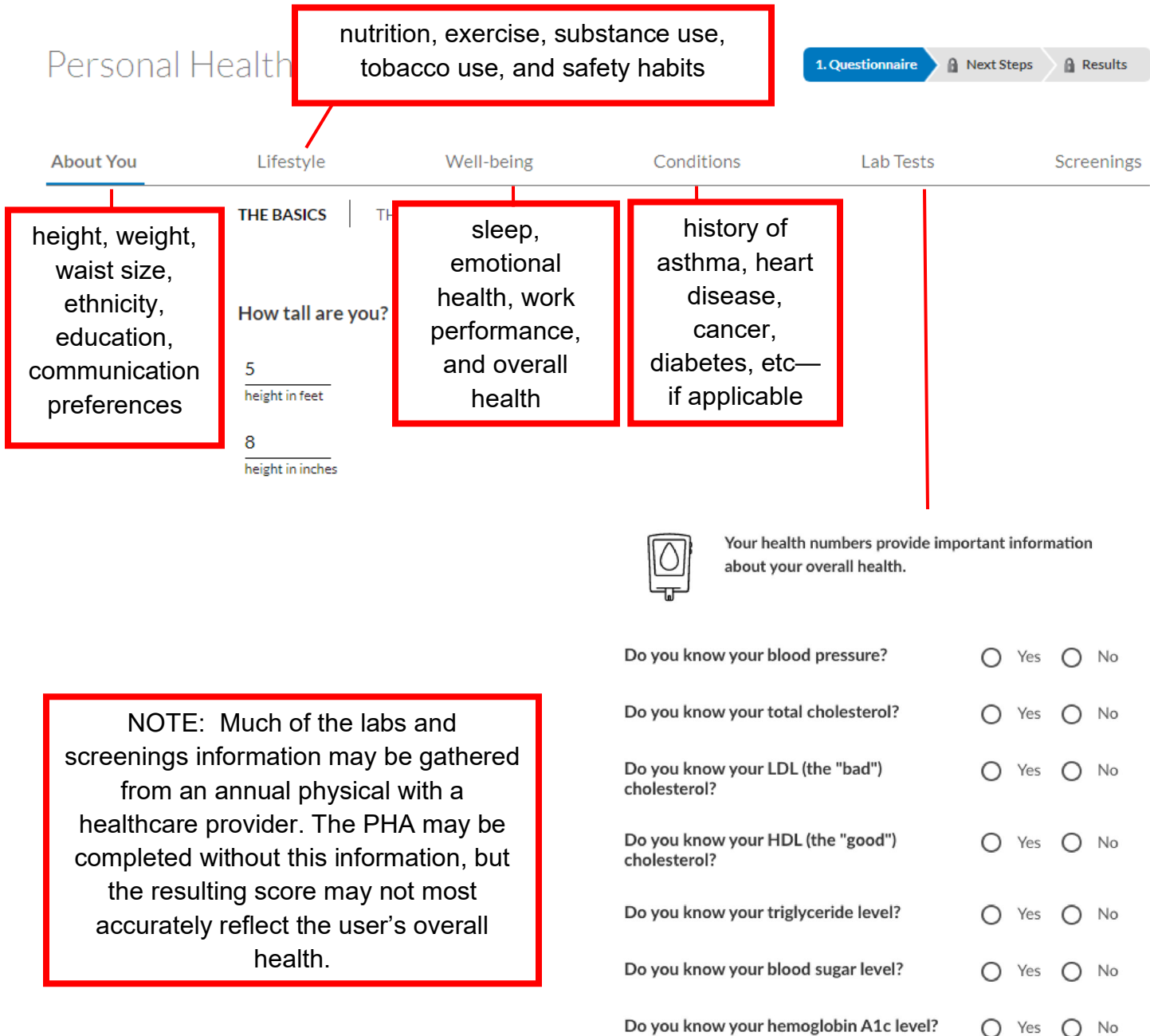
Users enrolled in a **Rewards** program can view a snapshot of their program status here on the Dashboard, and can access their **full Rewards Lobby** by selecting Continue

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)

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.



Personal Health Assessment

nutrition, exercise, substance use, tobacco use, and safety habits

1. Questionnaire Next Steps Results

About You Lifestyle Well-being Conditions Lab Tests Screenings

height, weight, waist size, ethnicity, education, communication preferences

THE BASICS | THE BASICS

How tall are you?

5
height in feet

8
height in inches

sleep, emotional health, work performance, and overall health

history of asthma, heart disease, cancer, diabetes, etc—if applicable

Your health numbers provide important information about your overall health.

NOTE: Much of the labs and screenings 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.

Do you know your blood pressure? ☐ Yes ☐ No

Do you know your total cholesterol? ☐ Yes ☐ No

Do you know your LDL (the "bad") cholesterol? ☐ Yes ☐ No

Do you know your HDL (the "good") cholesterol? ☐ Yes ☐ No

Do you know your triglyceride level? ☐ Yes ☐ No

Do you know your blood sugar level? ☐ Yes ☐ No

Do you know your hemoglobin A1c level? ☐ Yes ☐ No

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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.

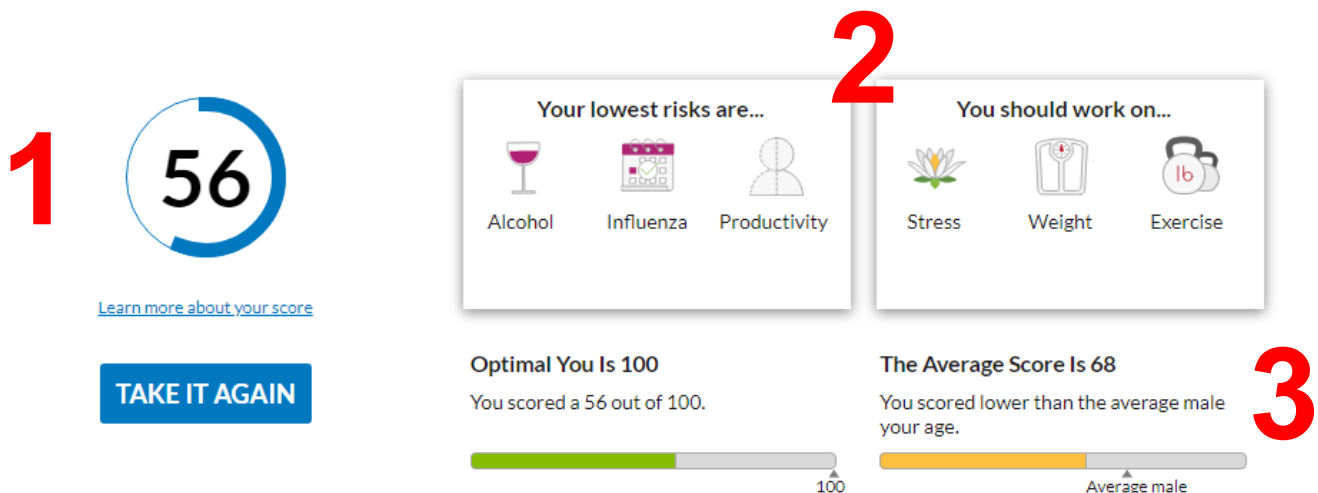
HIP's Personal Health Assessment Results

1. Questionnaire

2. Next Steps

3. Results

Print Reports ▼



HIP's Modifiable Risk Reports

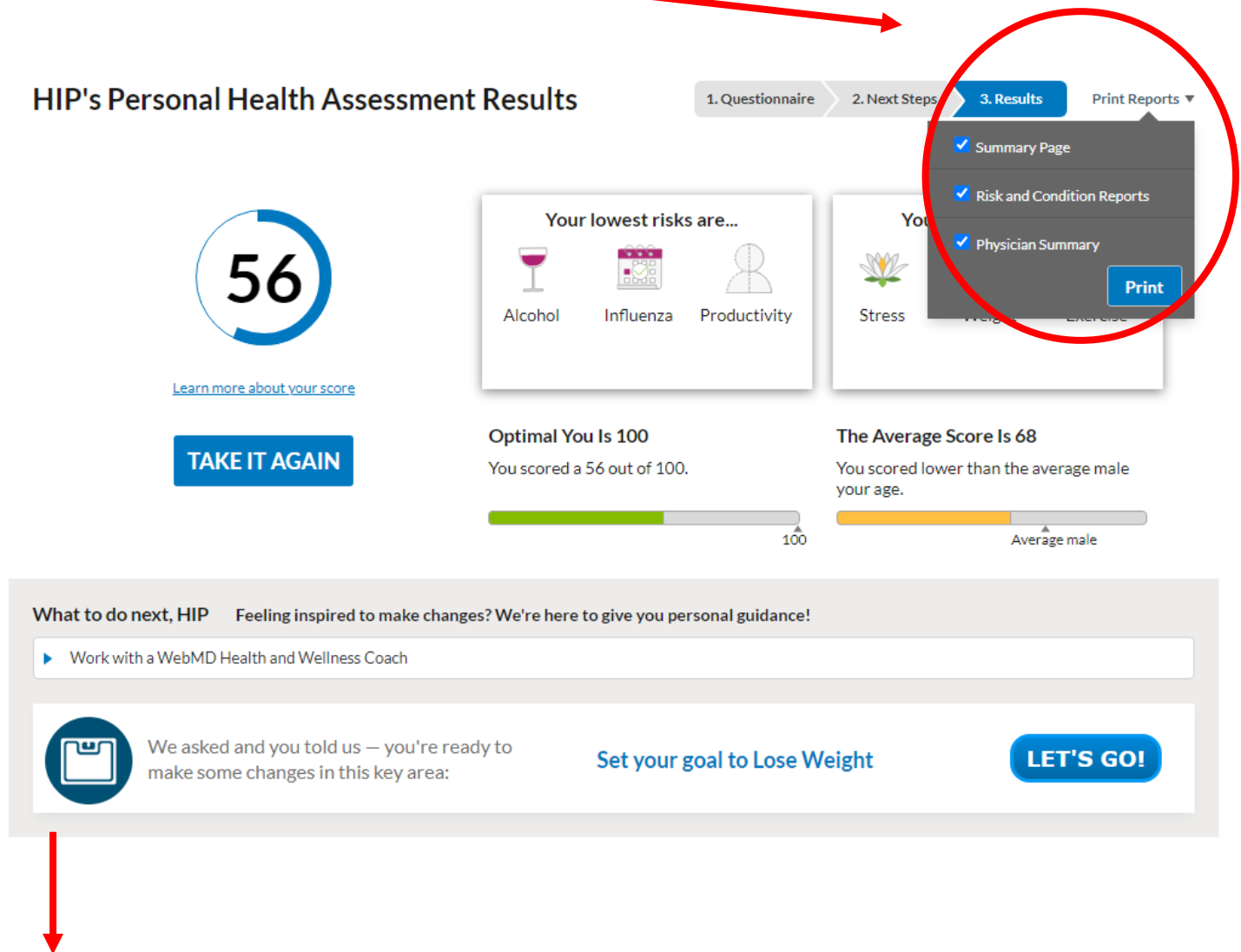
High Risk	Medium Risk	Low Risk	Unknown Risk
 Stress	 Weight		
<p>Stress</p> <p>You indicated that you have high levels of stress. Because stress affects your entire body, including your nervous system, learning how to manage your stress can help improve your health and well-being.</p> <p>Next Steps</p> <p>Explore WebMD Articles and Tools</p> <p>Assess Your Stress</p>			

Health risks are further summarized here—sorted from highest to lowest risk with suggested steps for improvement.

Personal Health Assessment (PHA) Results Page, cont'd

Print Reports

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



HIP's Personal Health Assessment Results

1. Questionnaire 2. Next Steps 3. Results Print Reports ▾

- Summary Page
- Risk and Condition Reports
- Physician Summary
- Print

56

[Learn more about your score](#)

TAKE IT AGAIN

Your lowest risks are...


Alcohol Influenza Productivity

Optimal You Is 100
You scored a 56 out of 100.

The Average Score Is 68
You scored lower than the average male your age.

What to do next, HIP Feeling inspired to make changes? We're here to give you personal guidance!

▶ Work with a WebMD Health and Wellness Coach

 We asked and you told us — you're ready to make some changes in this key area:

[Set your goal to Lose Weight](#)

LET'S GO!

View Next Steps

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)

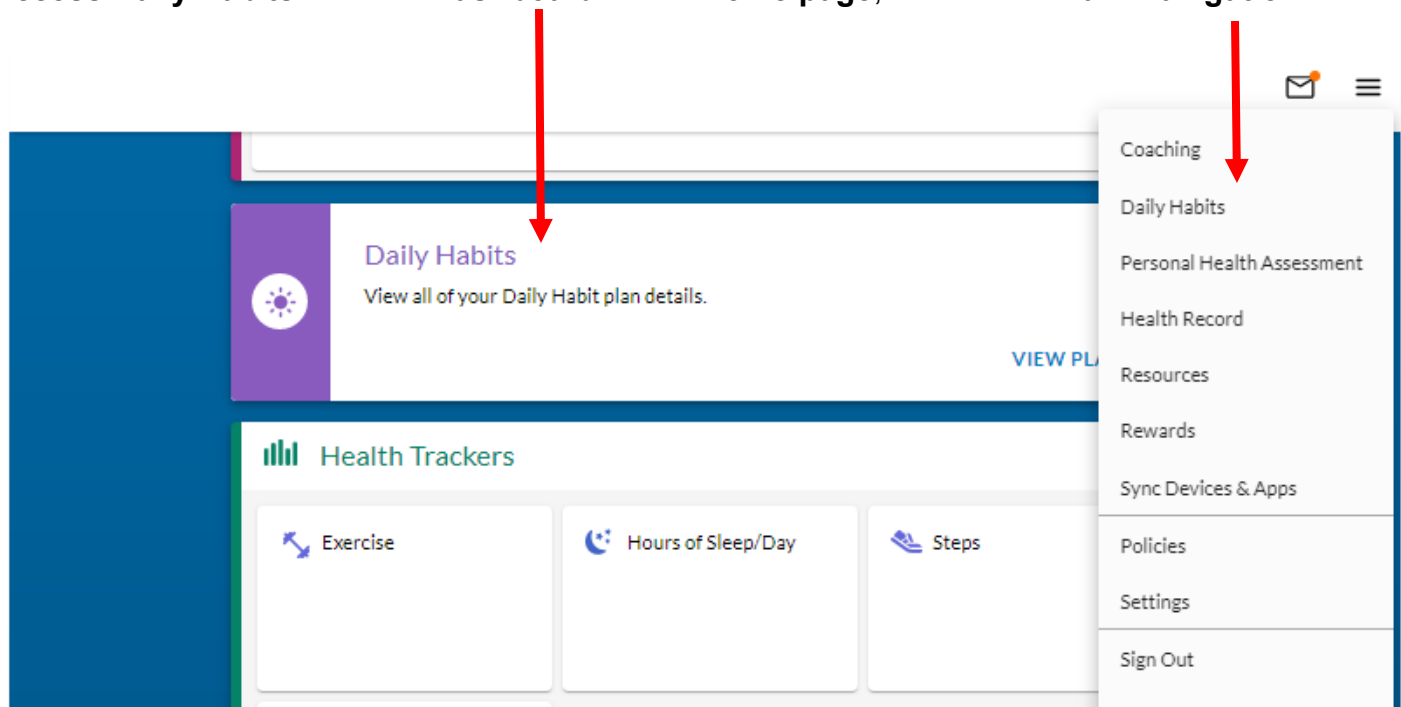
Daily Habits

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.

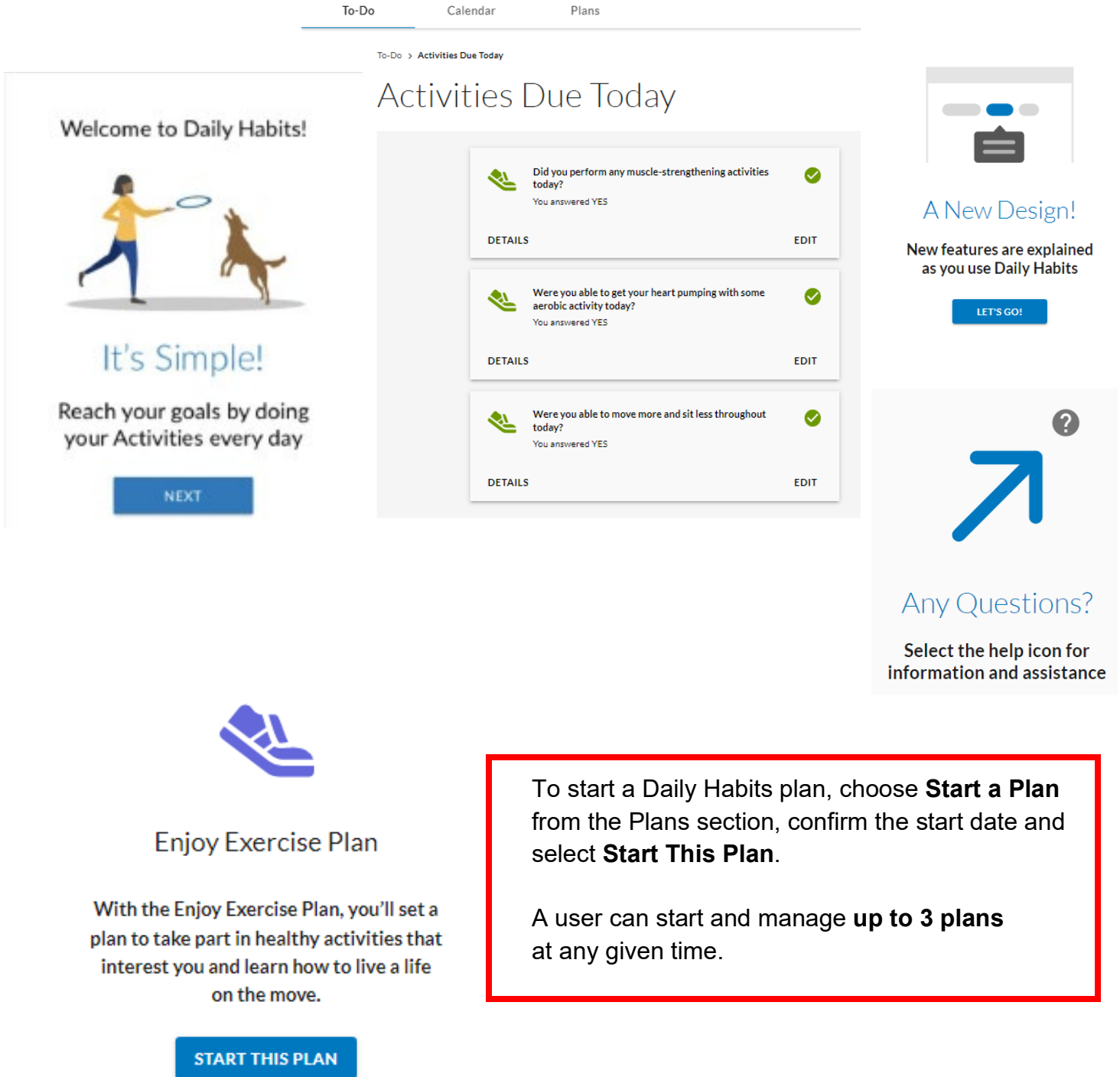
(Note: Condition Management Daily Habits are offered as a supplemental form of support for those managing chronic conditions. They are **not** intended to replace a person's interactions with their physician or Case Manager.)

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



Daily Habits, cont'd

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.



Welcome to Daily Habits!

It's Simple!

Reach your goals by doing your Activities every day

NEXT

Activities Due Today

Did you perform any muscle-strengthening activities today? You answered YES

DETAILS EDIT

Were you able to get your heart pumping with some aerobic activity today? You answered YES

DETAILS EDIT

Were you able to move more and sit less throughout today? You answered YES

DETAILS EDIT

A New Design!

New features are explained as you use Daily Habits

LET'S GO!

Any Questions?

Select the help icon for information and assistance

Enjoy Exercise Plan

With the Enjoy Exercise Plan, you'll set a plan to take part in healthy activities that interest you and learn how to live a life on the move.

START THIS PLAN

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

A user can start and manage **up to 3 plans** at any given time.

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Managing Daily Habits

Users may **start and manage up to 3 Daily Habits plans at any given time**. Within each plan's menu users also have the option to restart or remove an active plan.

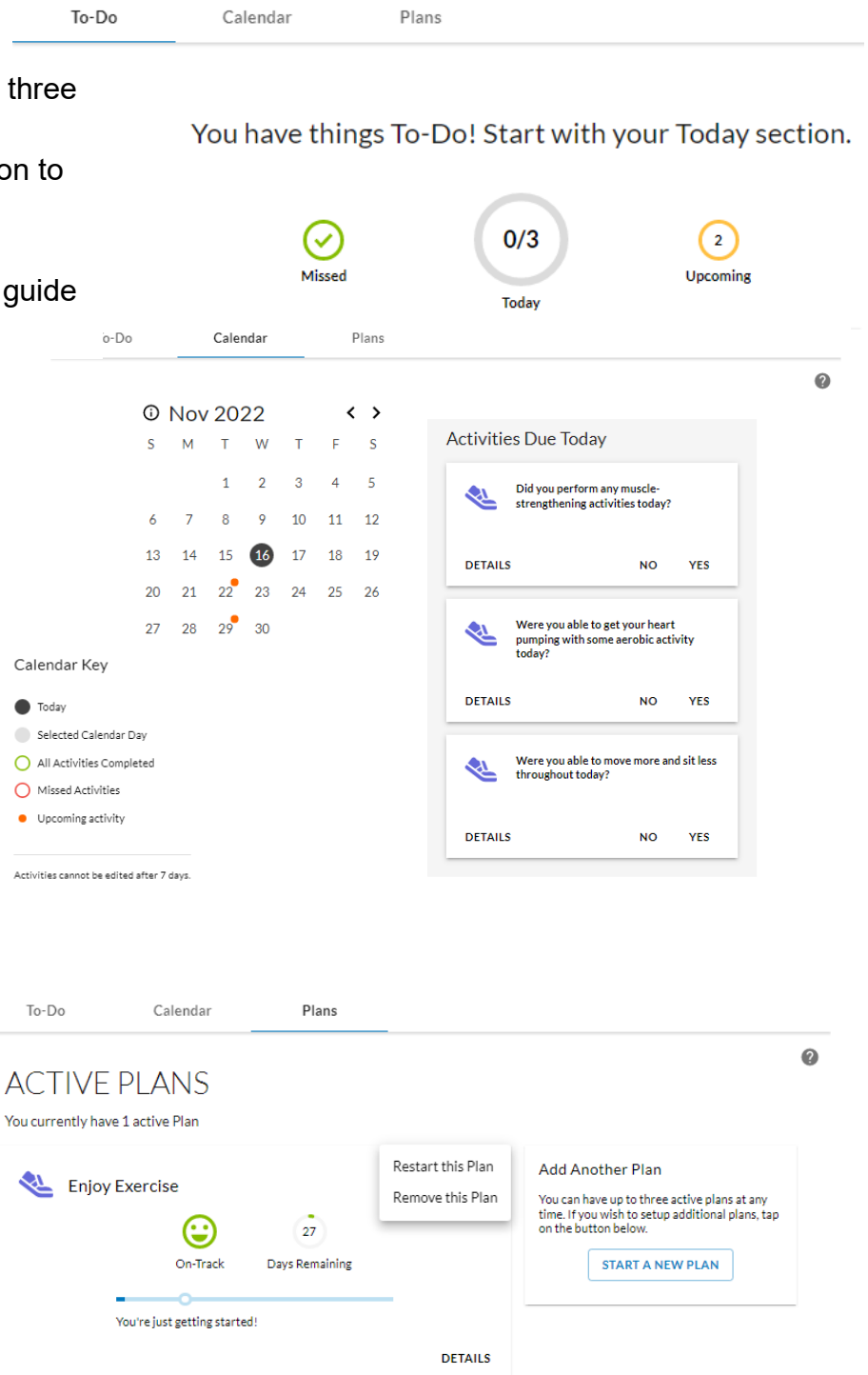
1 To-Do organizes activities into three sections: Missed, Today, and Upcoming. Click on each section to view activity details.

You have things To-Do! Start with your Today section.

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.



The interface is divided into three main sections: To-Do, Calendar, and Plans.

To-Do Section: Displays progress for three categories: Missed (0/3), Today (0/3), and Upcoming (2). A message states: "You have things To-Do! Start with your Today section."

Calendar Section: Shows a calendar for November 2022. A "Calendar Key" indicates: Today (black dot), Selected Calendar Day (grey dot), All Activities Completed (green circle), Missed Activities (red circle), and Upcoming activity (orange dot). A message states: "Activities cannot be edited after 7 days." The "Activities Due Today" section includes three prompts: "Did you perform any muscle-strengthening activities today?", "Were you able to get your heart pumping with some aerobic activity today?", and "Were you able to move more and sit less throughout today?". Each prompt has a "DETAILS" link and "NO" or "YES" response options.

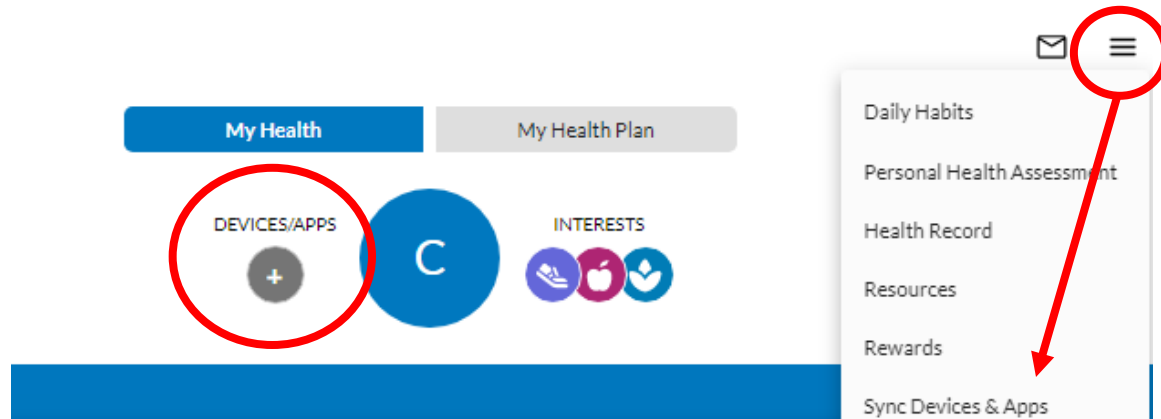
Plans Section: Titled "ACTIVE PLANS", it states "You currently have 1 active Plan". It shows a plan named "Enjoy Exercise" with a progress bar and a "27 Days Remaining" indicator. A message says: "You're just getting started!". A dropdown menu offers "Restart this Plan" and "Remove this Plan". An "Add Another Plan" section states: "You can have up to three active plans at any time. If you wish to setup additional plans, tap on the button below." and includes a "START A NEW PLAN" button.

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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**.



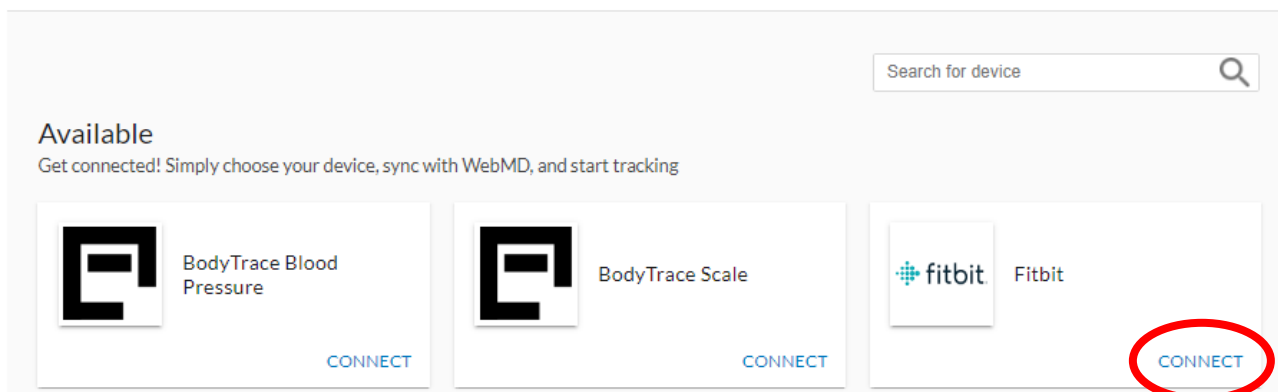
Once on the Connection Center page, click **Connect** next to the appropriate icon for the desired fitness device or enter the name of the device/app in the search box.

Connection Center

Looking to sync your data from your fitness device or app? Connecting your data to your WebMD portal is easy. Simply choose your device, sync with WebMD, and start tracking. If you have any difficulties, please reach out to WebMD customer service at 1-866-513-2507. If your devices are not currently supported, consider using a third party data transfer such as MyFitnessPal.



★ Sync your device to track and achieve your goals



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Fitness Device Integration, cont'd

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.]



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.

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 WeMD ONE, and users can adjust their interests at any time by selecting **Interests** from the Profile section of the home page.

The screenshot shows the 'Select Your Interests' dialog box. At the top, there are two tabs: 'My Health' and 'My Health Plan'. Below them, there are three buttons: 'DEVICES/APPS' with a plus icon, a large blue circular button with 'JW' (likely a user avatar), and an 'INTERESTS' button with three icons (a person, an apple, and a heart). A red circle highlights the 'INTERESTS' button, and a red arrow points from it to the dialog box below.

Select Your Interests

Lifestyle					
	Exercise	<input checked="" type="checkbox"/>		Nutrition	<input checked="" type="checkbox"/>
	Quitting Tobacco	<input type="checkbox"/>		Sleep	<input type="checkbox"/>
	Stress	<input checked="" type="checkbox"/>		Weight	<input type="checkbox"/>

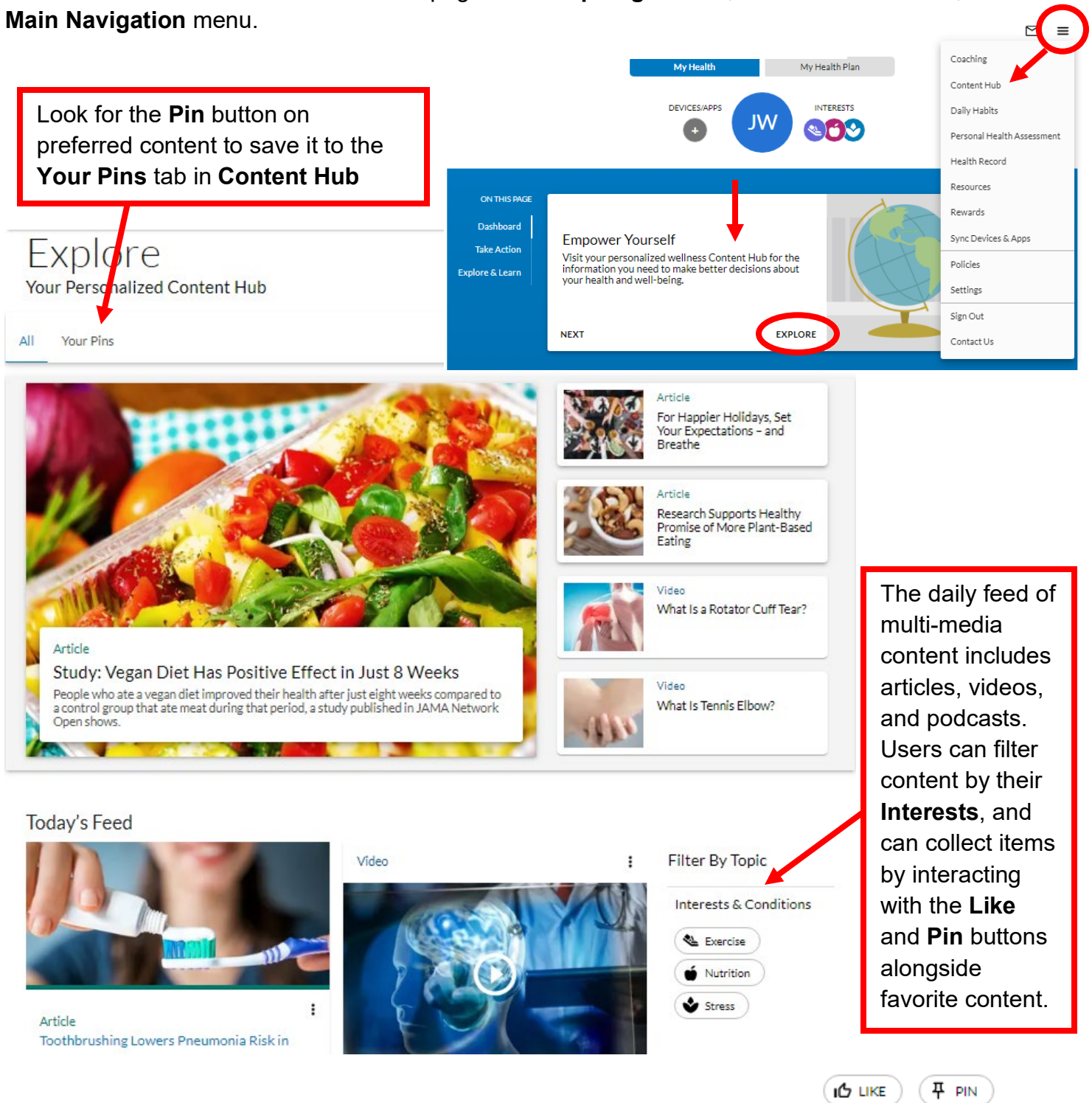
Conditions					
	Asthma	<input type="checkbox"/>		CAD	<input type="checkbox"/>
	COPD	<input type="checkbox"/>		Diabetes	<input type="checkbox"/>
	Heart Failure	<input type="checkbox"/>		High Blood Pressure	<input type="checkbox"/>
	High Cholesterol	<input type="checkbox"/>			

CANCEL SAVE

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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**

Explore Your Personalized Content Hub

ON THIS PAGE
Dashboard
Take Action
Explore & Learn

Empower Yourself
Visit your personalized wellness Content Hub for the information you need to make better decisions about your health and well-being.

EXPLORE

Article
For Happier Holidays, Set Your Expectations – and Breathe

Article
Research Supports Healthy Promise of More Plant-Based Eating

Video
What Is a Rotator Cuff Tear?

Video
What Is Tennis Elbow?

Article
Study: Vegan Diet Has Positive Effect in Just 8 Weeks
People who ate a vegan diet improved their health after just eight weeks compared to a control group that ate meat during that period, a study published in JAMA Network Open shows.

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.

Today's Feed

Article
Toothbrushing Lowers Pneumonia Risk in

Video

Filter By Topic

Interests & Conditions

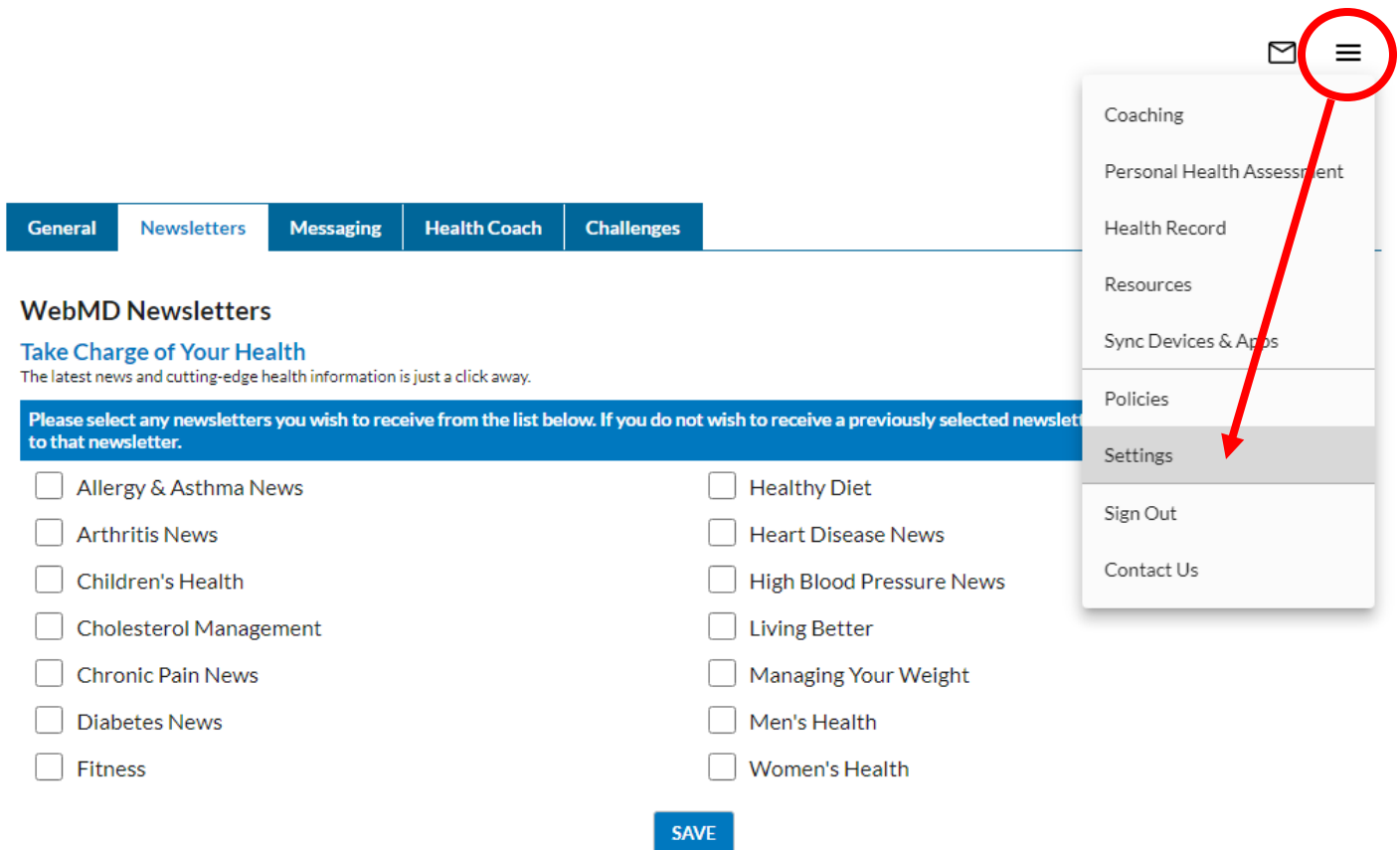
Exercise
Nutrition
Stress

LIKE
PIN

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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 Newsletters' settings page. At the top, there is a navigation bar with tabs: 'General', 'Newsletters' (selected), 'Messaging', 'Health Coach', and 'Challenges'. Below the tabs, the page title 'WebMD Newsletters' is followed by the sub-header 'Take Charge of Your Health' and a note: 'The latest news and cutting-edge health information is just a click away.' A blue instruction bar states: '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, there are two columns of newsletter topics, each with an unchecked checkbox: Allergy & Asthma News, Arthritis News, Children's Health, Cholesterol Management, Chronic Pain News, Diabetes News, Fitness, Healthy Diet, Heart Disease News, High Blood Pressure News, Living Better, Managing Your Weight, Men's Health, and Women's Health. A blue 'SAVE' button is at the bottom center. On the right, a navigation menu is open, with the 'Settings' option highlighted and a red arrow pointing to it from a red circle around the menu icon at the top right.

General	Newsletters	Messaging	Health Coach	Challenges														
<h3>WebMD Newsletters</h3> <p>Take Charge of Your Health The latest news and cutting-edge health information is just a click away.</p> <p>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.</p> <table><tbody><tr><td><input type="checkbox"/> Allergy & Asthma News</td><td><input type="checkbox"/> Healthy Diet</td></tr><tr><td><input type="checkbox"/> Arthritis News</td><td><input type="checkbox"/> Heart Disease News</td></tr><tr><td><input type="checkbox"/> Children's Health</td><td><input type="checkbox"/> High Blood Pressure News</td></tr><tr><td><input type="checkbox"/> Cholesterol Management</td><td><input type="checkbox"/> Living Better</td></tr><tr><td><input type="checkbox"/> Chronic Pain News</td><td><input type="checkbox"/> Managing Your Weight</td></tr><tr><td><input type="checkbox"/> Diabetes News</td><td><input type="checkbox"/> Men's Health</td></tr><tr><td><input type="checkbox"/> Fitness</td><td><input type="checkbox"/> Women's Health</td></tr></tbody></table> <p>SAVE</p>					<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
<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																	

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.

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

The screenshot shows the 'Calorie Counter' tool interface. At the top, it says 'Estimate how many calories you burn during your workout.' Below this, there are input fields for 'Weight' (205 pounds) and 'Type of Exercise' (Running 12 min/mile). There are also input fields for 'Duration' (0 Hour(s) 30 Minutes). Below the input fields are two buttons: 'CALCULATE' and 'RESET'. At the bottom, a light blue box displays the result: 'Your result is: 372 Calories'. Below the result box, there is a 'Last Reviewed: June 2021' date, a 'SOURCE:' section with a link to the Calorie Control Council, a 'LEGAL DISCLAIMER' stating the tool is for general information only, and a copyright notice for 2021 WebMD Health Services Group, Inc.

Calorie Counter

Estimate how many calories you burn during your workout.

Weight 205 pounds Type of Exercise Running 12 min/mile ▼

Duration 0 Hour(s) 30 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.

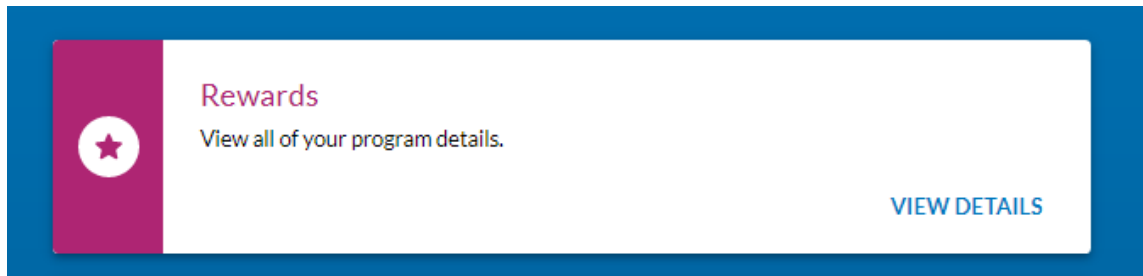
LEGAL DISCLAIMER: This tool is for general information purposes only and does not address individual circumstances. It may not be right for you and should not be relied upon in making decisions about your health. Always consult your doctor for medical advice.

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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 2024













 Unlock your program by completing the activity below.

Complete enough healthy actions to earn 2,000 points from JAN 1, 2024 - DEC 15, 2024 for a \$480 reward. Two activities must be completed in order to be eligible for the reward:

- Complete an **Annual Physical** with your PCP, and return your Annual Screening Form to Sentara Health Plans (secure fax 757-648-1454 or 1-833-459-0790). Employees, not Physicians, are responsible for returning the Annual Screening Form to Sentara Health Plans.
- Complete the online **Personal Health Assessment (PHA)**.

EARN POINTS

Complete the following by December 15, 2024, unless otherwise noted.

 Annual Preventive Screenings	Earn up to 600 Points	▼
 Apps and Devices	Earn up to 1,150 Points	▼
 Cancer Screenings	Earn up to 500 Points	▼
 Coaching Programs	Earn up to 1,200 Points	▼
 Daily Habits	Earn a maximum of 400 Points	▼
 HIGI Station Visits	Earn up to 200 Points	▼
 Lifestyle Activities	Earn up to 200 Points	▼
 Track Steps Monthly	Earn up to 1,800 Points	▼
 Vaccinations	Earn up to 500 Points	▼
 Wellness Challenges	Earn up to 500 Points	▼

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City of Suffolk Wellness Program WebMD ONE Navigation Guide

Last revised: January 1, 2024