



WebMD Health Services

Wellness Portal Navigation Guide

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Accessing WebMD Health Services Wellness Tools

The WebMD wellness page should be accessed from optimahealth.com/members or through the [Optima Health mobile app](#). This allows the WebMD experience to be tailored to the member, their plan, and their program.

Step 1: Sign in at optimahealth.com/members or the [Optima Health mobile app](#).

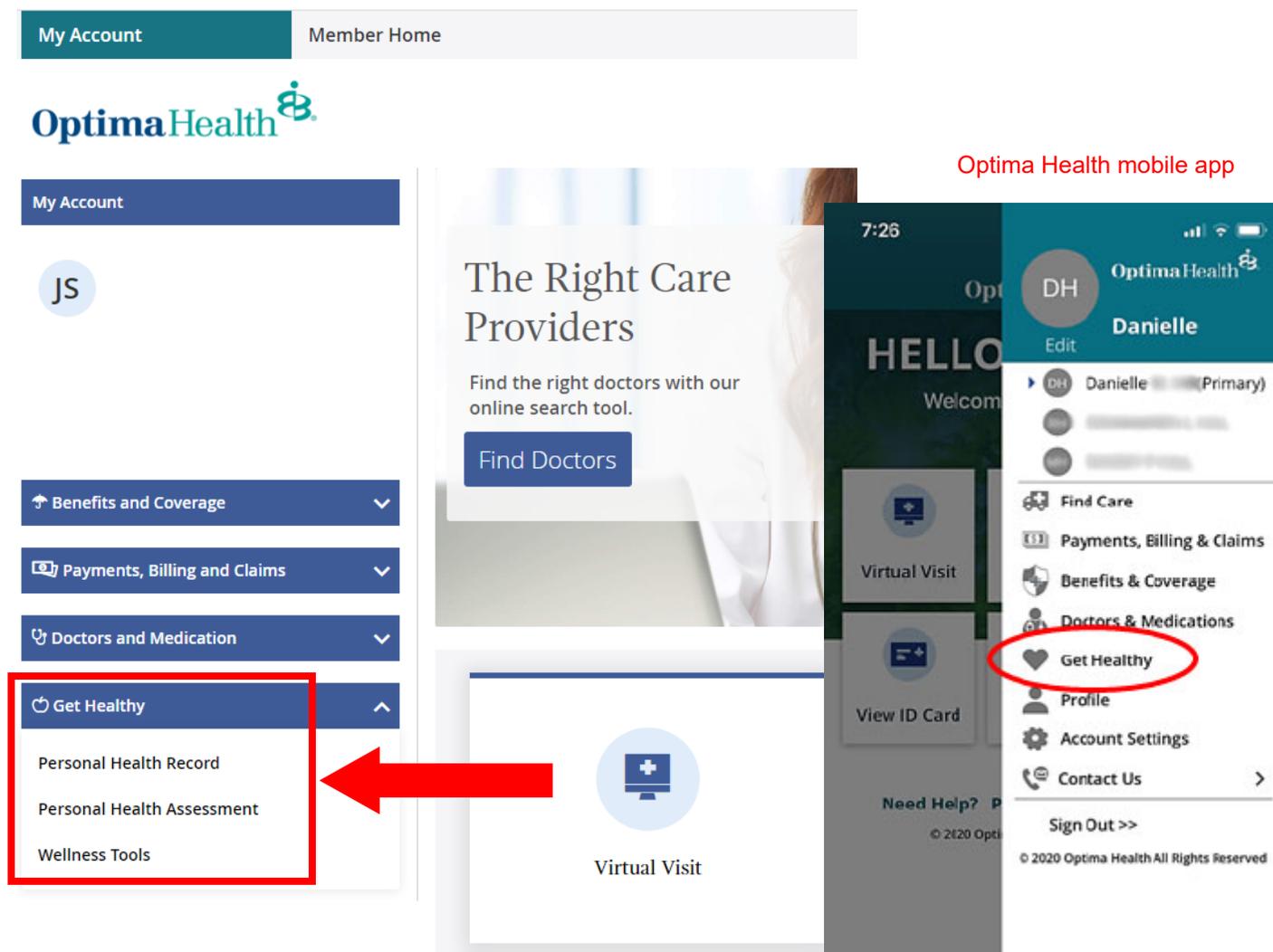
Step 2: Choose appropriate link from the menu options. There are three links available:

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 Health Services portal home page.

** recommended*

Optima Health website

Optima Health 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 Health Services portal.

Step 1:

Welcome to Registration

Registering for the MyLife MyPlan Connection 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) *

11/12/1946

Email Address *

Enter the email address you used to register with Optima Health 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 *

(Please confirm your 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](#)

GO

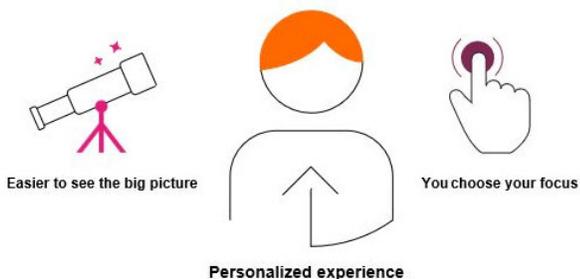
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Customizing the WebMD Health Services Experience

To ensure a personalized experience, users may answer a few well-being questions when first visiting the WebMD Health Services portal. (These preferences can be changed at any time from the user's **Settings** menu. See p. 13 for more information about Settings).

WELCOME TO WebMD ONE

Here's what's new...



Just finish on-boarding to get started with your personalized experience.

NEXT

Tell us about your health

This helps us understand where you are on your well-being journey.

* indicates a required field.

Overall, how would you rate your health? *

- poor
- fair
- average
- good
- excellent

What's your ethnic origin? *

Some conditions and health risks vary by ethnicity.

Height ft in

Please enter a height between 3'8" and 7'11".

Weight lbs

Please enter a weight without clothes between 50 and 750 lbs.

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
- Get to a healthy weight
- Eat better
- Reduce stress
- Sleep better
- Quit tobacco

BACK

NEXT

BACK

SKIP

Can we help you with any of these conditions?

- High Blood Pressure
- High Cholesterol
- Asthma
- Diabetes
- Coronary Artery Disease
- Heart Failure
- COPD

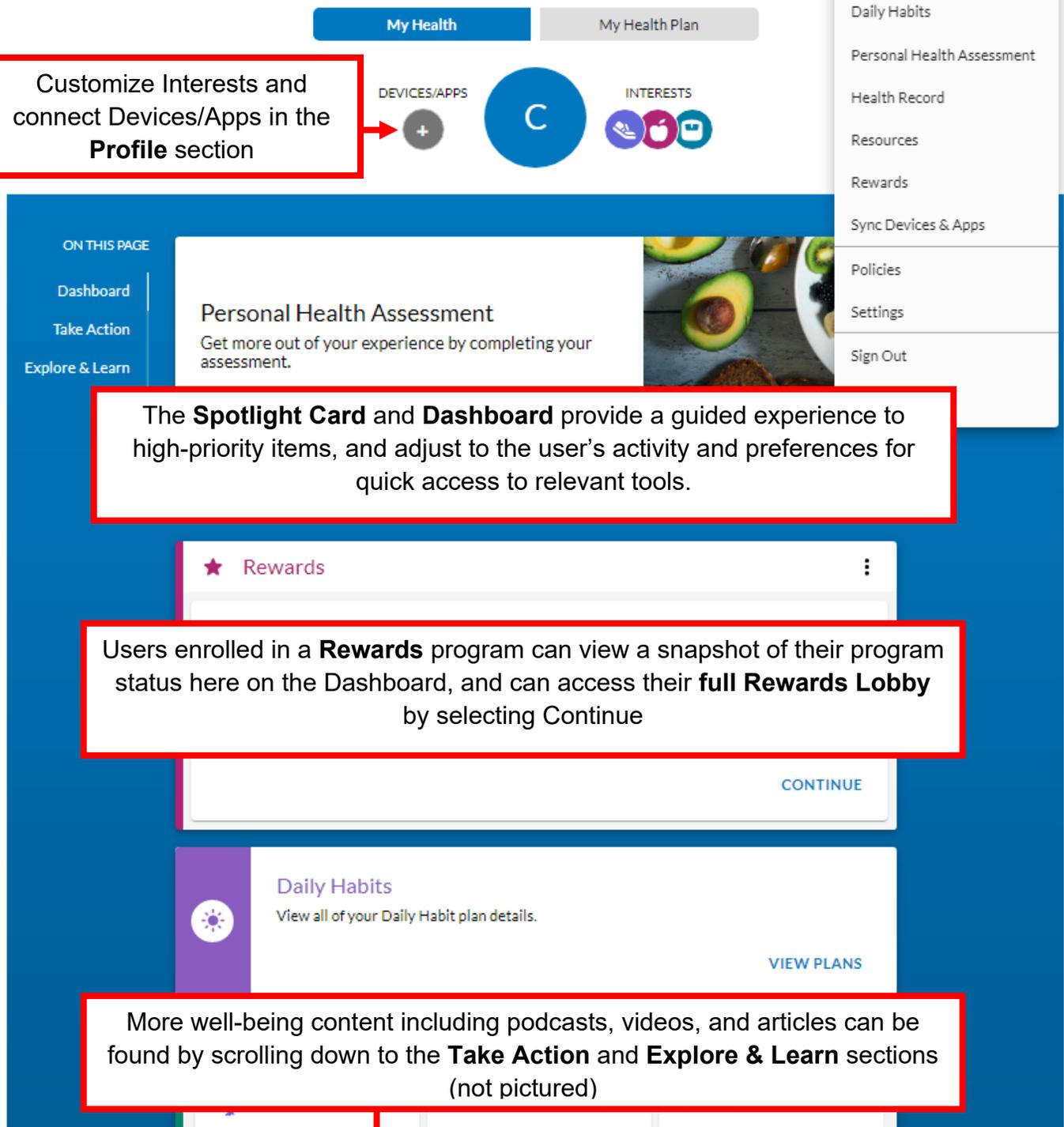
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WebMD Health Services Portal Home Page

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

Main Navigation menu

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



The screenshot shows the WebMD Health Services Portal Home Page. At the top, there are two tabs: "My Health" (active) and "My Health Plan". Below the tabs is a profile section with a central blue circle containing a white "C". To the left of the circle is a "DEVICES/APPS" section with a plus sign icon. To the right is an "INTERESTS" section with three icons representing different categories. A red arrow points from the "Main Navigation menu" callout to a hamburger menu icon in the top right corner. The menu is open, showing a list of options: Daily Habits, Personal Health Assessment, Health Record, Resources, Rewards, Sync Devices & Apps, Policies, Settings, and Sign Out. Below the profile section is a "Spotlight Card" for "Personal Health Assessment" with a "Take Action" button. Below that is a "Rewards" card with a "CONTINUE" button. Below that is a "Daily Habits" card with a "VIEW PLANS" button. A red arrow points from the "Take Action" and "Explore & Learn" sections callout to the bottom of the page.

ON THIS PAGE

- Dashboard
- Take Action
- Explore & Learn

Personal Health Assessment
Get more out of your experience by completing your assessment.

Rewards

Daily Habits
View all of your Daily Habit plan details.

CONTINUE

VIEW PLANS

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.

The screenshot shows the 'Personal Health Assessment' interface. At the top, there are navigation tabs: '1. Questionnaire', 'Next Steps', and 'Results'. Below this are six main sections: 'About You', 'Lifestyle', 'Well-being', 'Conditions', 'Lab Tests', and 'Screenings'. Red boxes highlight the following content:

- Lifestyle:** nutrition, exercise, substance use, tobacco use, and safety habits
- About You:** height, weight, waist size, ethnicity, education, communication preferences
- Well-being:** sleep, emotional health, work performance, and overall health
- Conditions:** history of asthma, heart disease, cancer, diabetes, etc—if applicable
- Lab Tests:** 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.

The 'Lab Tests' section includes the following questions:

- 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 ▾

1 **56**
[Learn more about your score](#)
TAKE IT AGAIN

2 **Your lowest risks are...**
 Alcohol Influenza Productivity

You should work on...
 Stress Weight Exercise

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.

3

HIP's Modifiable Risk Reports

High Risk	Medium Risk	Low Risk	Unknown Risk
Stress	Weight		

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

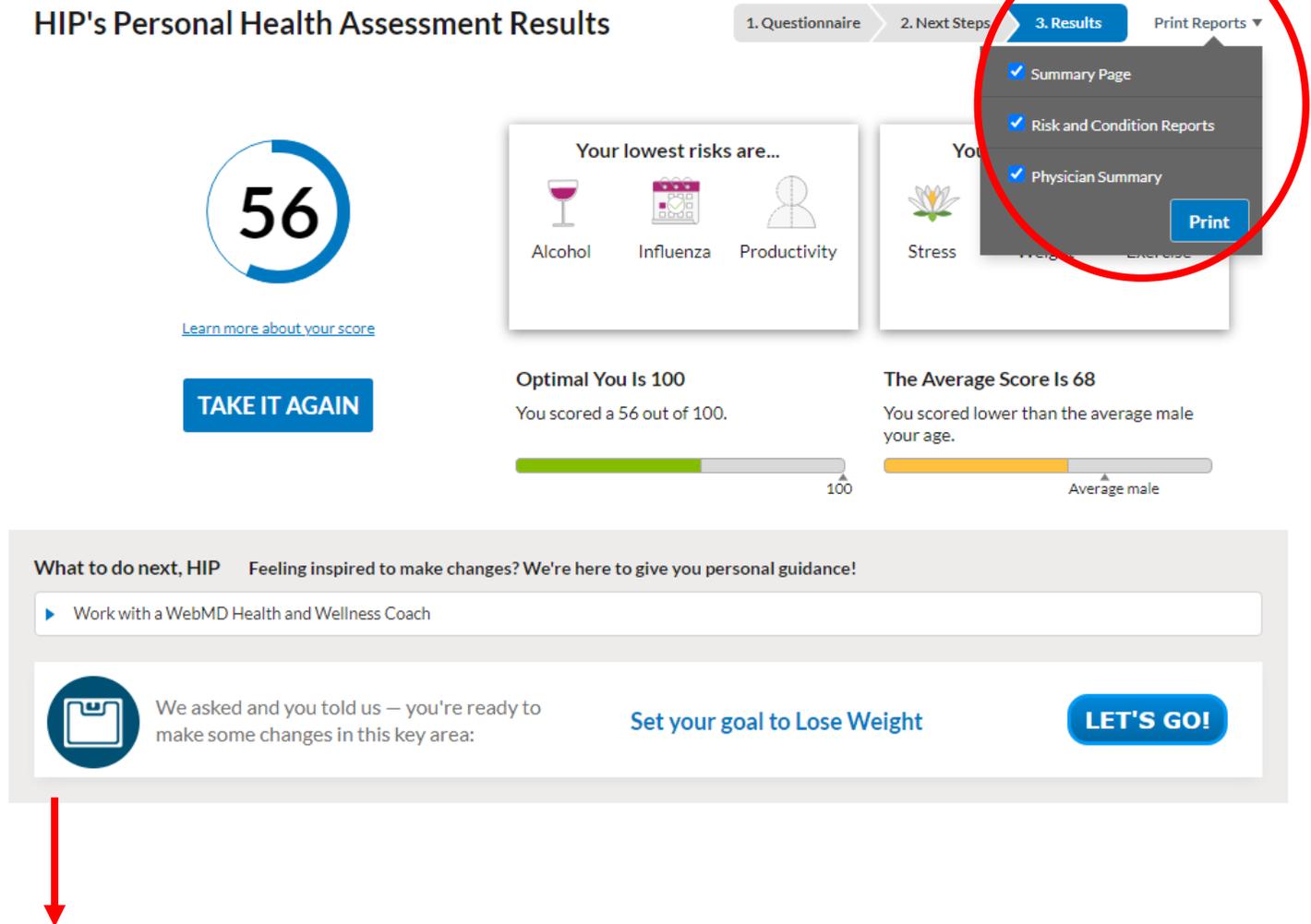
Stress
 You indicated that you have high levels of stress. Because stress affects your entire body, including your nervous system, learning how to manage your stress can help improve your health and well-being.

Next Steps
[Explore WebMD Articles and Tools](#)
[Assess Your Stress](#)

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)

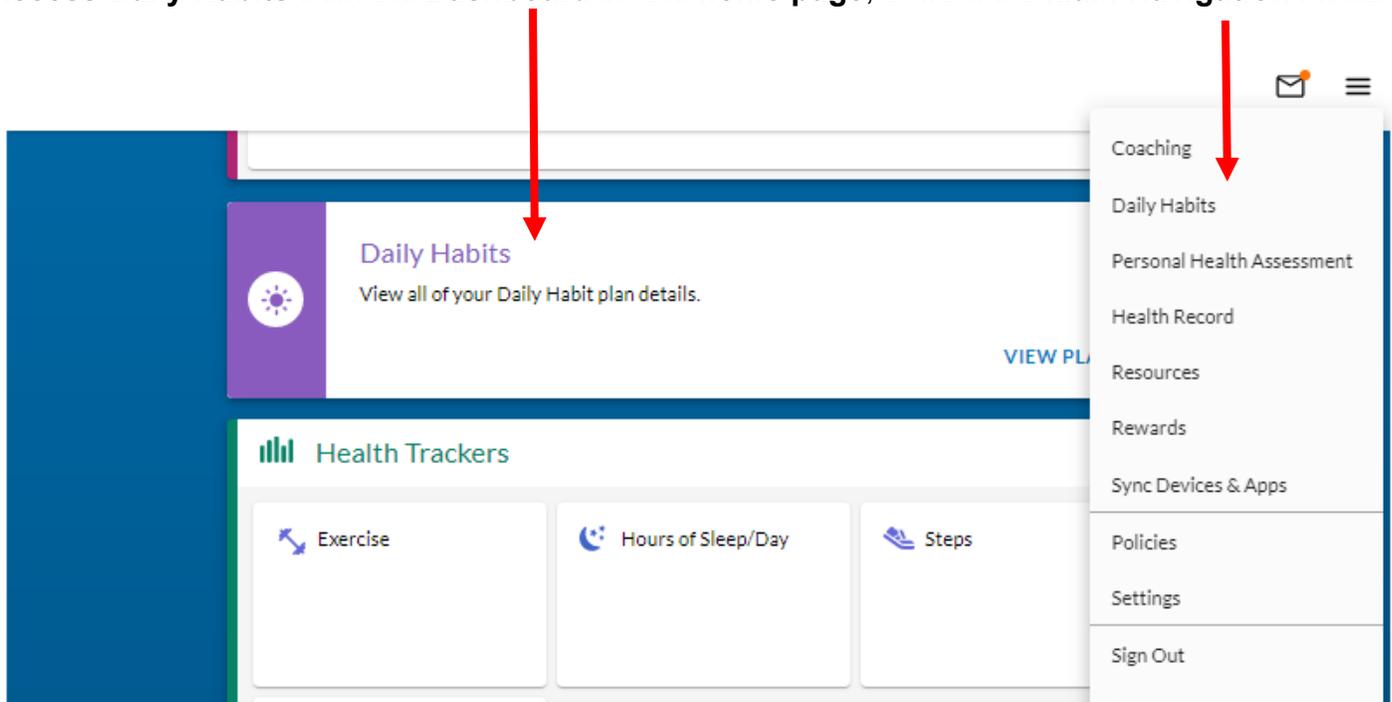
Daily Habits

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.)

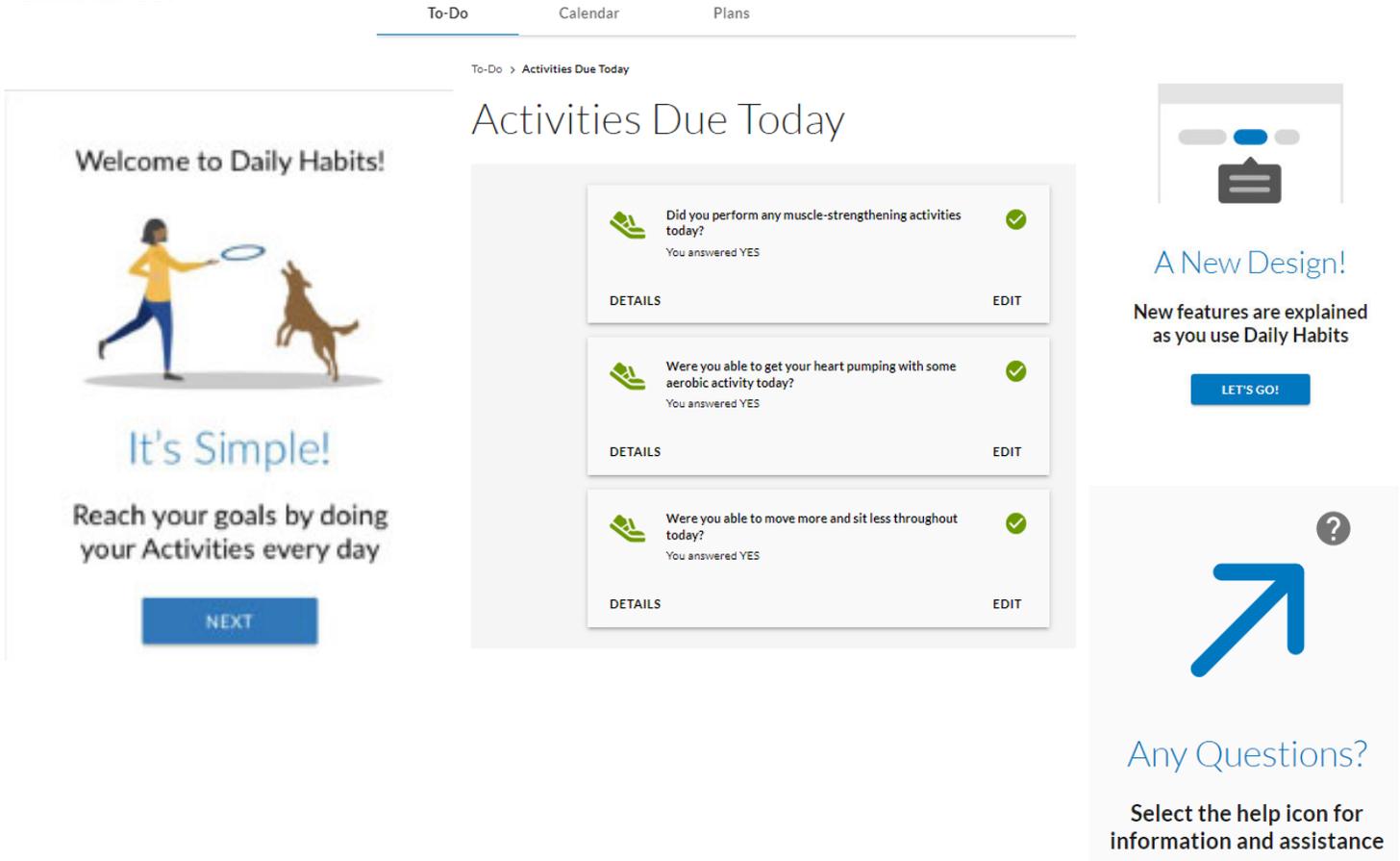
Access Daily Habits from the **Dashboard** on the **home page**, or from the **Main Navigation** menu.



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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.



The screenshot shows the 'Activities Due Today' section of the Wellness Portal. It features a navigation bar with 'To-Do', 'Calendar', and 'Plans' tabs. Below the navigation bar, there is a 'Welcome to Daily Habits!' message with an illustration of a person playing with a dog. The main content area displays three activity goals, each with a green checkmark and a 'You answered YES' status. Each goal has 'DETAILS' and 'EDIT' options. A 'NEXT' button is located at the bottom left. On the right side, there is a 'A New Design!' message with a 'LET'S GO!' button and a 'Any Questions?' message with a help icon (?) and a 'Select the help icon for information and assistance' note.

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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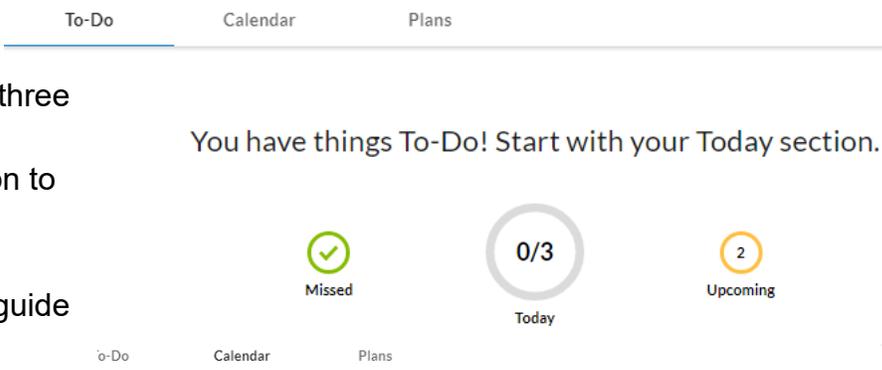
Managing Daily Habits

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.

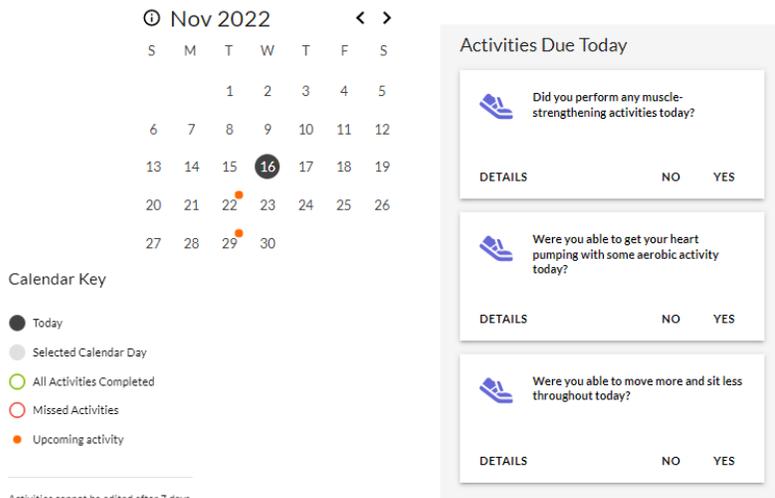
1 **To-Do** organizes activities into three sections: Missed, Today, and Upcoming. Click on each section to view activity details.

Progress messages display to guide users through their plan.

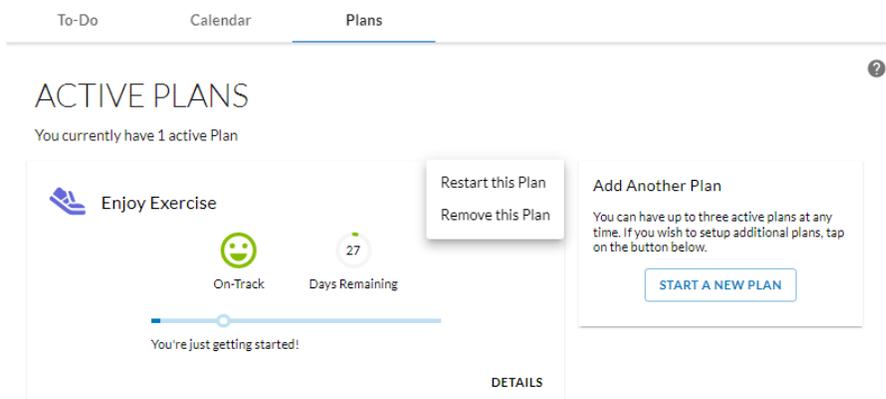
You have things To-Do! Start with your Today section.



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.

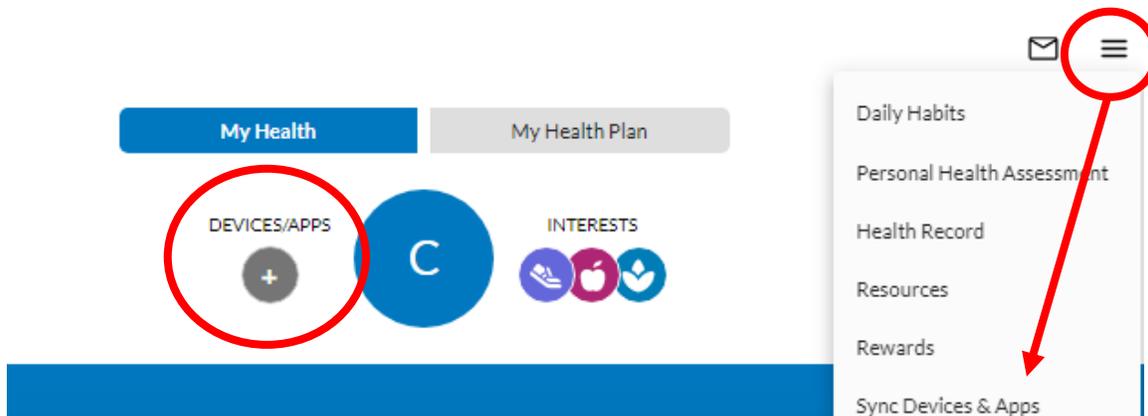


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Fitness Device Integration

A variety of popular wearable fitness devices and mobile apps can be synced to a user's WebMD 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 Health Services 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**.



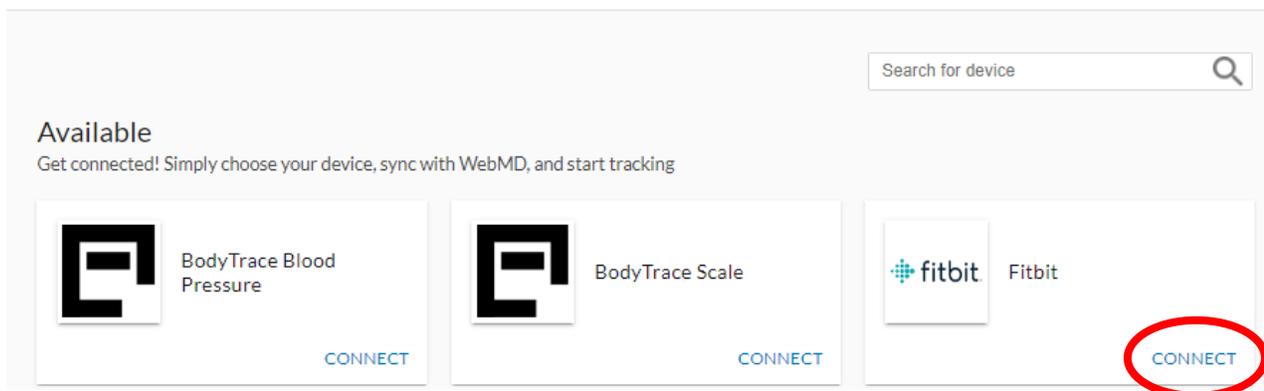
Once on the Connection Center page, click **Connect** next to the appropriate icon for the desired fitness device or enter the name of the device/app in the search box.

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

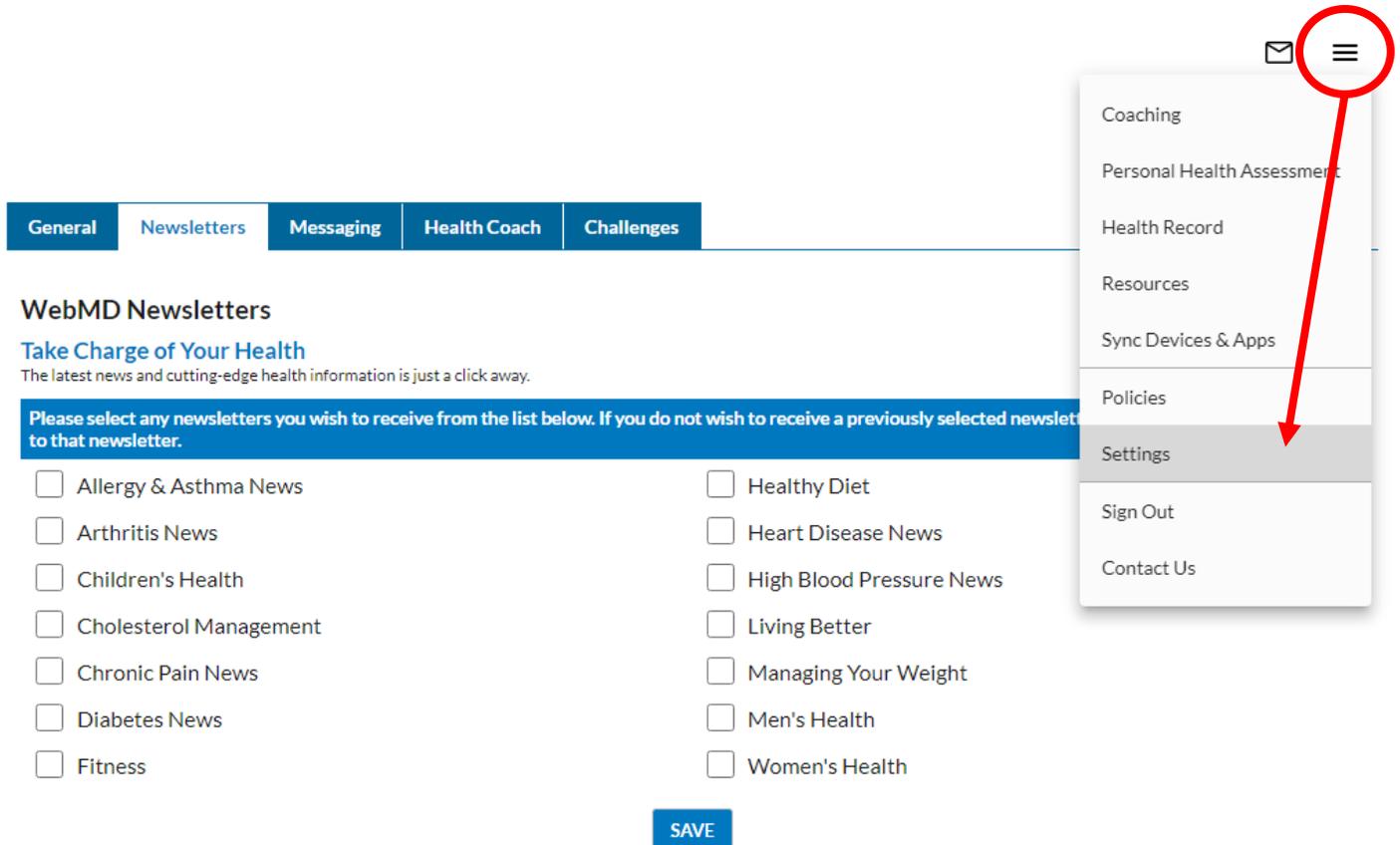
The data you share with [Device and App Connection Center \(Staging\)](#) will be governed by WebMD Health Services's [Privacy Policy](#) and [Terms of Service](#). You can revoke this consent at any time in your Fitbit [account settings](#).

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

Customized Health Information—Newsletters, Videos, and More!

The WebMD Health Services 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 includes newsletters, videos, and more.

Users can set health topic preferences at any time from the **Settings** page. To access, select **Settings** from the **Full Navigation Menu**.



The screenshot shows the 'WebMD Newsletters' page with a navigation menu at the top. The 'Settings' option in the navigation menu is highlighted with a red circle and an arrow pointing to the 'Settings' option in the dropdown menu. The 'WebMD Newsletters' page has a blue header with the text '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 14 newsletter topics, each with an unchecked checkbox. A blue 'SAVE' button is located at the bottom of the list.

General | **Newsletters** | **Messaging** | **Health Coach** | **Challenges**

WebMD Newsletters

Take Charge of Your Health
The latest news and cutting-edge health information is just a click away.

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.

<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

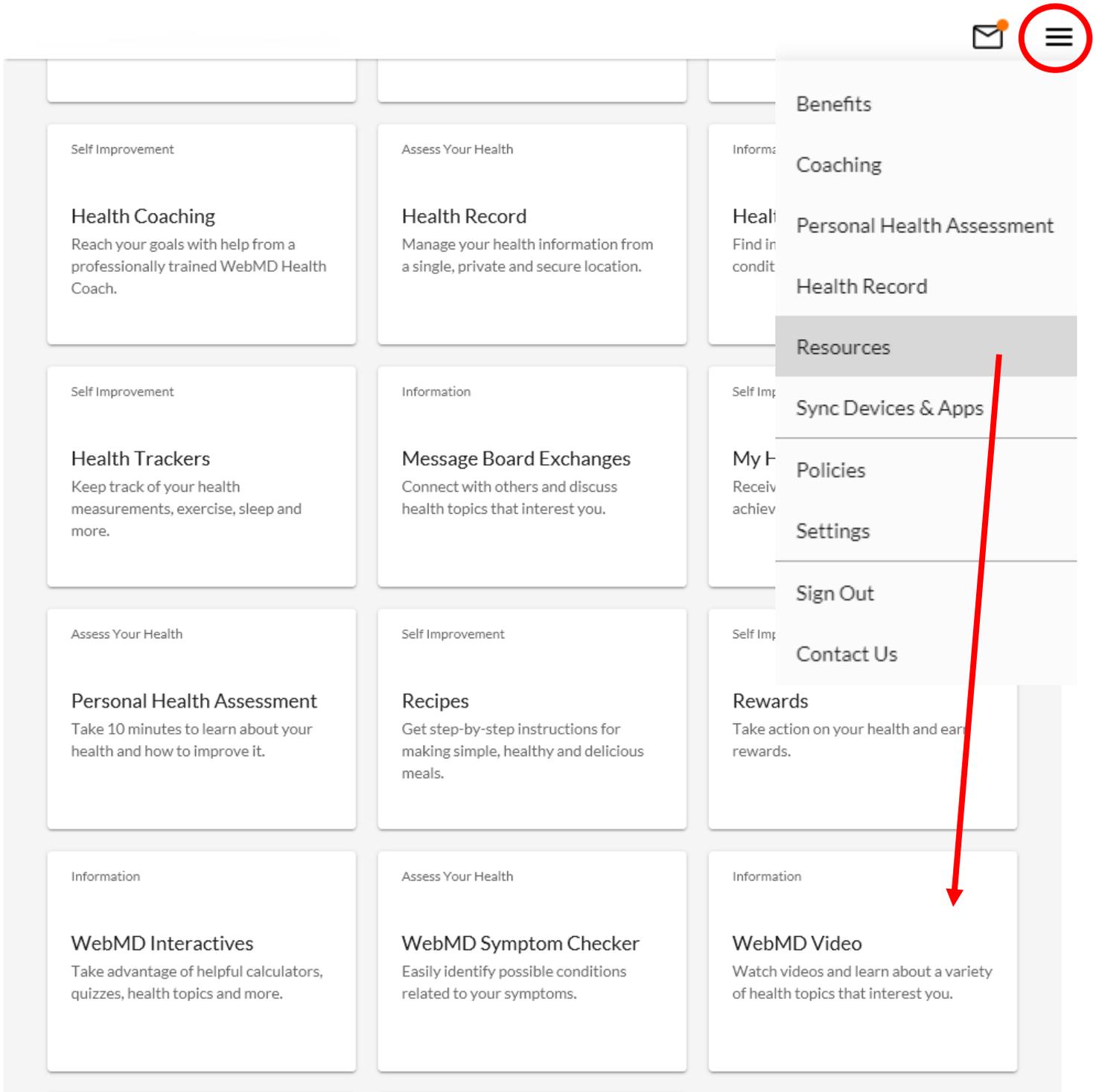
SAVE

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

These settings can be changed at any time.

Customized Health Information—Videos

A full library of videos is available from the Resources page. To access, select **Resources** from the **Full Navigation Menu**, then select the **WebMD Video** card.



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Customized Health Information—and More!

In addition to videos, users can access a wide variety of health management and healthy lifestyle resources from the **Resources** page, 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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WebMD Health Services Wellness Portal Navigation Guide

Questions?

Contact Health & Preventive Services

wellness@sentara.com