



DISCOVER

THE LIFE YOU WANT

health & well-being

HealthPartners Log-on Instructions

Do you have a healthpartners.com/wellbeing username and password?

YES:

1. Go to healthpartners.com/wellbeing
2. Enter your **Company Name: Douglas County**
3. Enter your Username and Password
4. Click *Log on*

If you don't remember your username or password, try using the *Forgot Username* and *Forgot Password* links. To have your password reset, call HealthPartners Customer Service at **952-883-7800** or toll free at **800-311-1052**, Monday through Thursday, 8 a.m. to 8 p.m. CST, and Friday, 8 a.m. to 6 p.m. CST.

NO:

1. Go to healthpartners.com/wellbeing
2. Click *Register for an account* below the log on fields
3. Enter your Company Name and click *Continue*
4. Indicate you have HealthPartners insurance through **Douglas County** by clicking *Yes*
5. Enter your 8-digit member ID in the *Member ID* field
6. Complete the required fields and click *Continue*
7. Create your username and password, select security questions
8. Read the terms of the site and click the box to continue
9. Click *Continue*

Need help?

Call HealthPartners Customer Service at **952-883-7800** or toll free at **800-311-1052**, Monday through Thursday, 8 a.m. to 8 p.m. CT, and Friday, 8 a.m. to 6 p.m. CT.

To log on with an existing account:

1. Go to healthpartners.com/wellbeing
2. Enter your **Company Name: Douglas County**
3. Enter your Username
4. Enter your Password
5. Click *Log on*

The screenshot shows the 'Log on to Well-being' page. At the top right, there are links for 'Contact us' and 'Log on'. The main content area features a grid of four colored squares with icons: a green square with a flower, an orange square with a sandal, a red square with a chicken, and a blue square with a bicycle. To the right of this grid is a login form with the following elements: a title 'Log on to Well-being', a field for '*Company name' (callout 2), a field for '*Username' (callout 3) with a 'Forgot username?' link below it, a field for '*Password' (callout 4) with a 'Forgot password?' link below it, and a dark blue 'Log on' button (callout 5). Below the form is a link to 'Register for an account'. At the bottom, there is a section for 'For employers' with a 'Learn more' link. The footer contains copyright information for 2014 HealthPartners and links for 'About us', 'Contact us', 'Privacy', and 'Terms', along with the text 'Powered by HealthPartners®'.

6. Click *Take My Health Assessment*

Login tip: If you don't remember your username or password, try using the Forgot Username and Forgot Password links. To have your password reset, call HealthPartners Customer Service.

To register for an account:

1. Go to healthpartners.com/wellbeing
2. Click *Register for an account* below the log on fields

Contact us | Log on

Log on to Well-being

*Company name

*Username

[Forgot username?](#)

*Password

[Forgot password?](#)

Log on

2 Register for an account

For employers
HealthPartners opens the door to better health, improved productivity and lower costs. [Learn more](#)

© 2014 HealthPartners [About us](#) | [Contact us](#) | [Privacy](#) | [Terms](#) Powered by HealthPartners®

3. Enter your Company: **Douglas County** and click *Continue*

Contact us | Log on

Register for an account

Enter the name of the company that is offering you a well-being program. Be sure to enter the company name as provided to you by your employer.

* indicates a required field

* Company name

Continue

Log on help

Customer service

952-883-7800 ☎
800-311-1052 (toll-free) ☎
877-222-2794 (TTY) ☎
8:00am – 8:00pm CST, Monday – Thursday
8:00am – 6:00pm CST, Friday

3

4. Indicate you have HealthPartners insurance through **Douglas County** by clicking Yes

Contact us | Log on

Register for an account

You have indicated _____, you should use your HealthPartners username and password to log on.

Do you currently have HealthPartners insurance through _____ ?

Yes **No** **4**

Log on help

Customer service

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800-311-1052 (toll-free) ☎
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8:00am – 6:00pm CST, Friday

As a medical health plan member:

5. To begin the registration process complete step 1 of 2:

- Enter your 8-digit member ID
- Your date of birth
- Click *Continue*

Contact us | Log on

myHealthPartners registration: Step 1 of 2

Complete two easy steps to sign up for your personal myHealthPartners account. Once you sign up, you can view your claims and account balances, get started with online delivery of your plan documents and more!

For step 1, enter your 8-digit member ID number exactly as shown next to "ID" on your HealthPartners membership card, and enter your date of birth. [Need help registering for an account?](#)

ID	55555555	Plan	103446	Account	Primary
Name	JANE DOE				
Care Type	HealthPartners	Business			
Office Visit	\$15.00				
Specialty Care	\$30.00				
Out-of-Pocket Max	\$5,000				
Health Plan	HealthPartners				

* indicates a required field

*8-digit member ID number

*Date of birth (MM/DD/YYYY format)

Continue

Log on help

Customer service

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6. To finish the registration process complete step 2 of 2:

- Create a Username
- Create a Password
- Enter your email address
- Complete the security questions
- Read and agree to the terms and conditions
- Click *Continue*

myHealthPartners registration: Step 2 of 2

Welcome Judy

Fill out all of the information on this page to complete your registration for a myHealthPartners account.
[Need help registering for an account?](#)

* indicates a required field

***Create username**
 Your username must be at least eight characters. It may contain letters and/or numbers, can't contain spaces and is not case sensitive.

***Create password**
 Your password must be at least eight characters. It may contain letters and/or numbers and is case sensitive.

***Confirm password**

***Email address**

***Confirm email address**

Set up three security questions. If you forget your password, you'll be able to reset it by answering these questions.

*** Security question one**
Select a question

*** Answer one**

*** Security question two**
Select a question

*** Answer two**

*** Security question three**
Select a question

*** Answer three**

I have read and agree to the [Terms and Conditions](#)

Continue

7. Follow the prompts and complete the health assessment.