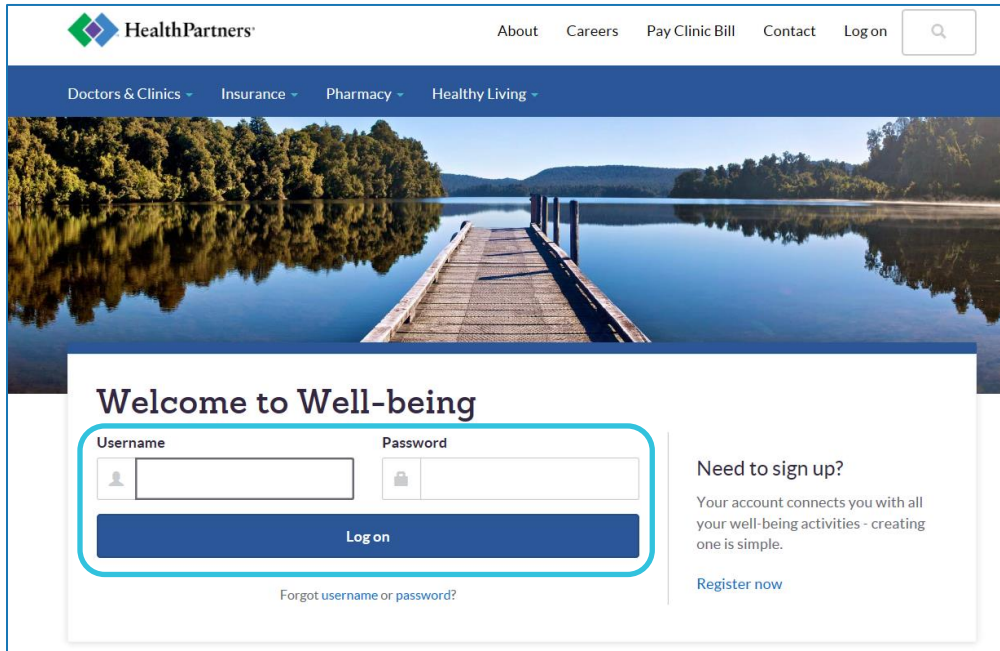


HealthPartners health and well-being log-on instructions

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

If yes:

1. Go to healthpartners.com/wellbeing
2. Enter your **Username** and **Password** and click **Log on**



HealthPartners®

About Careers Pay Clinic Bill Contact Log on

Doctors & Clinics - Insurance - Pharmacy - Healthy Living -

Welcome to Well-being

Username Password

Log on

Forgot username or password?

Need to sign up?
Your account connects you with all your well-being activities - creating one is simple.
[Register now](#)

Need help?

If you don't remember your username or password, use the **Forgot username** or **password** links on the login page.

To have your password reset or for additional assistance, call HealthPartners Customer Service at **952-883-7800** or toll free at **1-800-311-1052**, Monday through Thursday, 8 a.m. to 7 p.m. CT, and Friday, 8 a.m. to 6 p.m. CT.



If no:

1. Go to healthpartners.com/wellbeing and click on the **Register now** link.

HealthPartners® About Careers Pay Clinic Bill Contact Log on

Doctors & Clinics - Insurance - Pharmacy - Healthy Living -

Welcome to Well-being

Username

Password

Log on

Forgot username or password?

Need to sign up?
Your account connects you with all your well-being activities - creating one is simple.

Register now

2. Enter your **Company name** as **Douglas County** and click the **Continue** button.

Registration

Sign up for an account

Enter the name of the company offering your well-being program. Be sure it's spelled exactly as provided by your employer.

All fields are required.

Company name

Cancel Continue

Talk with Customer Service

Monday - Thursday
8 a.m. - 7 p.m. CT

Friday
8 a.m. - 6 p.m. CT

800-311-1052 (toll-free)
952-883-7800
711 (TTY)

3. Indicate that you have HealthPartners insurance through **Douglas County** by clicking the **Yes** button and then click the **Continue** button.

Sign up for an account


You told us on the previous page that your well-being account is through **Douglas County**.
Have HealthPartners insurance through **Douglas County** too? If you've already set up your well-being account, log on at healthpartners.com using your online account info.

All fields are required.


Do you currently have HealthPartners insurance through **Douglas County**?

Yes
 No

Cancel

**Talk with Customer Service**
Monday - Thursday
8 a.m. - 7 p.m. CT
Friday
8 a.m. - 6 p.m. CT
800-311-1052 (toll-free)
952-883-7800
711 (TTY)


4. Click the **Go to HealthPartners.com Registration** button.

Contact us [Log on](#)

Registration

Continue your account creation at HealthPartners.com

Since you are a HealthPartners member and a well-being member, you will need to continue your account creation at healthpartners.com.

**Talk with Customer Service**
Monday - Thursday
8 a.m. - 7 p.m. CT
Friday
8 a.m. - 6 p.m. CT
800-311-1052 (toll-free)
952-883-7800
711 (TTY)

5. Click the **Get Started** button.

HealthPartners

Create an online account

All you need is the ID number on your insurance card. Any type of health insurance is OK.

Get started

Any Health Insurance Co.

ID	55555555	Group	11275	Renewal Mo.	January
Name					
Care Type	Open Access				
Office Visit	\$25.00				
Urgent Care	\$25.00				
Convenience Care	\$10.00				
Rx BIN	003585 Rx PCN 24002				

Other sign up options

Enter an activation code, sign up without an insurance card, or sign up for online access to your spending account.

6. Enter your 8-digit HealthPartners **health insurance ID** (this number is found on your membership card), **First name**, **Last name**, **Date of birth** and **Zip code**, then click the **Next button**.

The screenshot shows the HealthPartners website interface. At the top left is the HealthPartners logo. In the center, there are three numbered steps: 1 (Your info), 2 (Security), and 3 (Finish up). Step 1 is highlighted with a purple circle. Below the steps is the heading 'About you' and a prompt: 'Please confirm your identity. Make sure you enter:'. This is followed by two bullet points: 'Your insurance ID as it appears on your insurance card' and 'Your name as it appears on your insurance card'. A large rounded rectangular form contains the following fields: 'Your health insurance ID' (with a note 'All fields are required.' above it), 'First name', 'Last name', 'Date of birth' (with a placeholder 'mm/dd/yyyy'), and 'Zip Code' (with a placeholder '55555'). At the bottom right of the form are three buttons: 'Cancel', 'Back', and 'Next'. The 'Next' button is highlighted with a blue border.

7. **Create username, Create password**, enter your **Email address**, set up **Security questions**, and click the **Next** button to complete your registration.

HealthPartners

Your info Security Finish up

Create security info

All fields are required.

Create a username

Must be at least eight characters. It can include both letters and numbers.

Create a password

Show password

Your password should have:

- 8 or more characters
- Upper and lowercase letters
- At least one number

Confirm password

Your email

We'll send account information to this address

Email address

Create 3 security questions

Answering these questions keeps your account safe if you forget your username or password.

Security question 1

Answer 1

Security question 2

Answer 2

Security question 3

Answer 3

Cancel Back Next

8. Choose paper or email notifications. Read the Terms and Conditions and mark the ***“I accept the terms and conditions”*** checkbox, and click the ***Create Account*** button.

The screenshot shows the 'Almost there' step of the account creation process. At the top left is the HealthPartners logo, and at the top right is a 'Contact us' link. Below the logo are three progress indicators: 'Your info' (checked), 'Security' (checked), and 'Finish up' (3). The main heading is 'Almost there' followed by 'Choose paper or email'. A sub-heading says 'We can send almost all of your insurance documents by email. You can switch back to paper if you change your mind. [Paperless terms and conditions](#)'. There are two radio button options: 'Yes, I'll go paperless' (selected) and 'No, I'd like to receive paper documents'. Below this is the 'Read terms and conditions' section with the text 'Please read and accept the [terms and conditions](#) for your HealthPartners online account.' and a radio button option 'I accept the terms and conditions' (selected). At the bottom right is a 'Create Account' button.

9. Enter Username and Password that was just created and click ***Log on.***

The screenshot shows the login page. At the top left is the HealthPartners logo, and at the top right are 'Contact us' and 'Login' links. The background is a photo of a wooden pier over water. The main heading is 'Welcome to Well-being'. Below this are two input fields: 'Username' and 'Password'. The 'Username' field has a person icon and the 'Password' field has a lock icon. Below the fields is a blue 'Log on' button. To the right of the fields is a section titled 'Need to sign up?' with the text 'Your account connects you with all your well-being activities - creating one is simple.' and a 'Register now' link. At the bottom left of the login area is a link 'Forgot username or password?'.