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# *My*Health OnLine

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Login Instructions

UPMC HEALTH PLAN

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## 1 Log-in Access

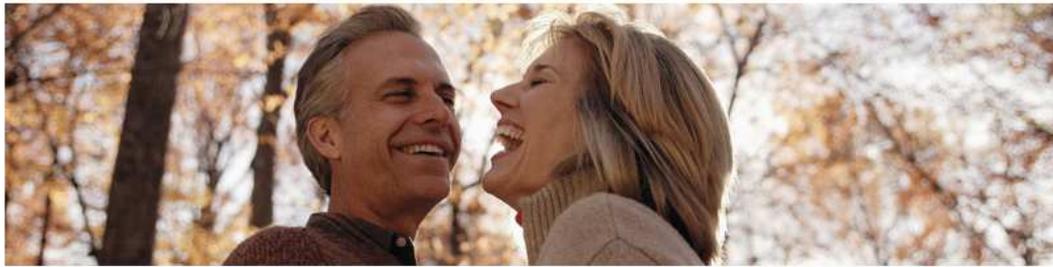
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MyHealth OnLine – UPMC Health Plan’s secure member portal – is available on the UPMC Health Plan website homepage. MyHealth OnLine is a confidential, Internet-based tool used to help members find and store information about their personal health care coverage.

Members have access to:

- A Personal Health Record that stores health information
- MyHealth Questionnaire, an online health assessment
- MyHealth Wellness Programs which provide easy-to-understand health information as well as specific guidelines and interactive tools
- Health Trackers to record progress in weight management, nutrition, and physical activity.
- Benefit Information on plans, copayment levels, and dependent coverage
- Emmi®, an interactive health education tool that uses video to explain chronic conditions and surgical procedures
- Hospital Advisor to help choose a hospital for a specific procedure or type of care
- Treatment Cost Advisor to help explain the total cost of common and advanced procedures
- Online Pharmacy to fill or refill prescriptions

The **Member Login** link is located in the middle of the homepage (*see Figure 1 below*).  
<http://www.upmchealthplan.com/>



MEMBERS PROVIDERS EMPLOYERS BROKERS HEALTH & WELLNESS

GET A QUOTE

Are you [an employer](#)? [GROUP QUOTE](#)

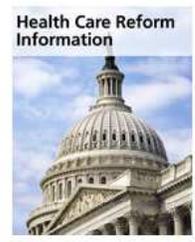
Are you [65 or older](#)? [UPMC for Life](#)

Are you [an individual](#)? [SHORT-TERM QUOTE](#)

Are you a Dentist considering the UPMC Dental Advantage Network? >>

Are you a Vision Care Provider considering the UPMC Vision Advantage Network? >>

Are you an Employee deciding on health insurance? >>



MEMBER LOGIN

Enter your User ID here

[LOGIN](#)

[Login instructions](#)

[Forgot your User ID?](#)

[New User Registration](#)

[Secure online features and tools](#)

[FIND A DOCTOR](#)

[Rx INFORMATION](#)

[eNEWSLETTERS](#)

Login Here

Or Click Here

PROVIDERS EMPLOYERS MEMBERS

<p>News &amp; Announcements</p> <p>Rx Prior Authorization Forms</p> <p>Covered medications (formularies)</p> <p>Policies &amp; Procedures</p> <p>Medicare PFFS Terms &amp; Conditions</p> <p>Provider OnLine</p> <p>Partners Program</p>	<p>Health Plan Options for employers</p> <p>Spending Account Services</p> <p><a href="#">Health &amp; Productivity Solutions</a></p> <p>E — our all-electronic option</p> <p>MyHealth monthly</p> <p><a href="#">Print-Post-Promote™</a> package</p>	<p>Vatican Splendors: Special ticket offer</p> <p>2010-11 Flu Season Information</p> <p>Our health insurance plans</p> <p>UPMC for Life Medicare Plans</p> <p>Prescription drug information</p> <p>Commonly used forms</p> <p>Pennsylvania's CHIP brought to you by UPMC for Kids</p>
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OUR COMPANY HEALTH & WELLNESS BROKERS

<p>Health Care Reform Information</p> <p>2009 Annual Report</p> <p>Dignity and Respect Campaign</p> <p>In the Community</p> <p>Vendor Information</p>	<p>2010-11 Flu Season Information</p> <p>Preventive Guidelines &amp; Screenings</p> <p><a href="#">WeCan!</a> Pittsburgh</p> <p>Living Healthy Video Series</p> <p>Play our Go Slow Whoa game</p>	<p><a href="#">Join our LinkedIn network</a></p> <p>Become a broker</p> <p>Continuing education</p> <p>Commonly used forms</p>
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Figure 1: UPMC Health Plan Website Homepage

Should the user click on the purple **Members** link users go directly to the “Member” homepage (as shown in Figure 1 by the “Or Click Here”).

As shown below (Figure 2), members can also login from the “Member” homepage on the public website.

UPMC HEALTH PLAN

Google™ Custom Search Search

MEMBERS PROVIDERS EMPLOYERS BROKERS HEALTH & WELLNESS

Not yet a member? Find out more.

Commercial >>  
Medicare >>  
Special Needs Plan >>  
Medical Assistance >>  
Children's Health Insurance Program >>  
adultBasic Health Insurance Program >>  
Health Care Reform FAQs >>

**MEMBER LOGIN**

USER ID:  
 LOGIN

Login instructions  
New User  
Forgot Password

**MEMBERS Discover the Benefits of UPMC Health Plan**

Commercial: **UPMC Health Plan**

UPMC Health Plan commercial health insurance is available as group-sponsored plans. If you live and work in Western Pennsylvania, Ohio, or West Virginia and wish to become a UPMC Health Plan member, ask your employer or Human Resources manager to offer UPMC Health Plan coverage as part of your company's health benefits program. [More...](#)

Medicare: **UPMC for Life**

UPMC Health Plan understands the unique needs of Medicare beneficiaries in Western Pennsylvania, Ohio, and West Virginia. We offer a wide range of comprehensive and meaningful UPMC for Life Medicare-approved plans. So, whatever your health care needs, we have a solution that's right for you. [More...](#)

UPMC for Life members: [Attend an exclusive member event >](#)

Special Needs Plan: **UPMC for Life Specialty Plan**

The UPMC for Life Specialty Plan is a no-cost Special Needs Plan for people who are eligible for both Medicare Parts A and B and full Medical Assistance. The Specialty Plan combines the coverage and protection offered by both programs. Benefits include hospital coverage, prescription coverage, doctor office visits, vision benefits, and dental benefits. [More...](#)

Medical Assistance: **UPMC for You**

Our benefits and services have made UPMC for You a top choice for Medical Assistance beneficiaries. Become one of more than 126,000 Pennsylvanians who have said "yes" to UPMC for You. [More...](#)

Pennsylvania's Children's Health Insurance Program: **UPMC for Kids**

Many families worry that their children do not have health insurance. UPMC for Kids CHIP coverage may be the answer. CHIP provides free, low-cost, or at-cost health insurance to children in Pennsylvania who qualify. Based on your family size and income, your children up to the age of 19 may be eligible. [More...](#)

Pennsylvania's adultBasic: **UPMC for a Healthy You**

adultBasic is a state funded program that provides health insurance to eligible uninsured adults between the ages of 19 and 65. Based on your family size and income, you may be eligible for UPMC for a Healthy You adultBasic coverage. [More...](#)

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Figure 2: UPMC Health Plan Website Member Page

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Figure 2 is the UPMC Health Plan’s “Member” homepage which provides publicly accessible information designed for potential or existing member groups. MyHealth OnLine is a private secure portal designed with customized functionality and accessibility to meet each individual member’s needs.

On the left-hand navigation menu, there is a “Member Login” box for registered users to enter their established user ID and password to gain access to MyHealth OnLine.

### 1.1 Overview and Purpose of Tricipher

To provide additional security to UPMC Health Plan’s secure portals for members, providers, and employers, Tricipher was added, which is a multifactor anti-phishing authentication device. The Tricipher authentication is able to not only verify the user, but also the terminal (PC, laptop, etc.), from which the user is accessing the portal(s). This makes it necessary for users to authenticate themselves by answering the secret challenge question with the correct response. During the registration process, users choose three questions to answer and a security image or “token” to which they assign a phrase. This becomes part of their normal log-in process.

Authentication is restricted to three log-in attempts. After the third failed log-in attempt, the account is locked and the user is required to contact the Health Plan Help Desk at 1-800-937-0438 to resolve the situation.

### 1.2 Logging In for the First Time

When the user tries to log in to MyHealth OnLine for the first time, he/she should follow the seven steps outlined below for initial registration:

1. Go to [www.upmchealthplan.com](http://www.upmchealthplan.com) and locate “Member Login”
2. Select the link “New User Registration” (see Figure 3 below)

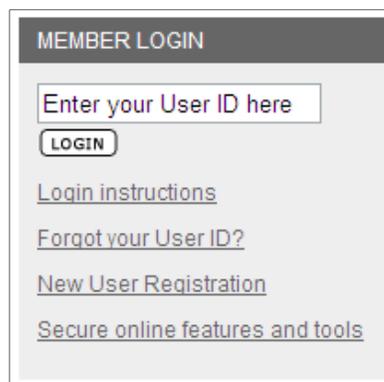


Figure 3: Member Login Box with **New User Registration**

3. To verify the user’s identity, the user will be asked to provide (see Figure 4 below):
  - First Name
  - Last Name
  - Gender
  - The user’s date of birth
  - The last four digits of the user’s Social Security number
  - The user’s zip code

HealthPlan Online Registration:	
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
Sex:	<input type="text" value="v"/>
Date of Birth:	<input type="text"/> - <input type="text"/> - <input type="text"/> (mm-dd-yyyy)
Last 4 digits of SSN:	<input type="text"/>
Zip Code:	<input type="text"/>
<input type="button" value="Submit"/> <input type="button" value="Reset"/>	

Figure 4: Health Plan Online Registration Box

Upon clicking **Submit**, the credentials entered by the user will be validated prior to proceeding to the next step in the registration process. If any discrepancies have been found, the user will receive a message and information on who to contact for assistance (see Figure 5 below):

HealthPlan Online Registration:	
First Name:	<input type="text" value="Baby"/>
Last Name:	<input type="text" value="Healthplan"/>
Sex:	<input type="text" value="F"/>
Date of Birth:	<input type="text" value="01"/> - <input type="text" value="01"/> - <input type="text" value="2001"/> (mm-dd-yyyy)
Last 4 digits of SSN:	<input type="text" value="0000"/>
Zip Code:	<input type="text" value="00000"/>
<input type="button" value="Submit"/> <input type="button" value="Reset"/>	

**✘** You cannot be registered at this time for one of the following reasons:

- Registration information provided is invalid.
- You already have a MyHealth OnLine account established.
- You are under 18 years of age.

Please try again or [click here](#) to find your account name if you have previously registered one.

To contact the Help Desk, [click here](#).

Figure 5: Health Plan Online Registration Error

- If the user has been identified as a medical member, the user will be asked to provide their Health Plan Member ID as listed on their ID card. If the user does not have his/her current member ID, please call Member Services at 1-888-876-2756 (see Figure 6 below):

Member ID:	
Member ID: As listed on ID Card	<input type="text"/>
<input type="button" value="Submit"/>	

Figure 6: Health Plan Medical Member Registration Box

- Provide answers to three secret security questions (see Figure 7 below)



**Where you belong.** UPMC Health Plan Home

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### Set Challenge Questions/Responses

Please choose three distinct questions and Answers.  
Please keep note of your Questions and Answers, as you will be required to answer them if there are ever problems with your account.

**Challenge Questions**

<b>Challenge Question #1 :</b>	What town were you born in? <span style="float: right;">▼</span>
<b>Challenge Answer #1 :</b>	Pittsburgh
<b>Challenge Question #2 :</b>	What is your favorite Sports team ? <span style="float: right;">▼</span>
<b>Challenge Answer #2 :</b>	Steelers
<b>Challenge Question #3 :</b>	What is your favorite color? <span style="float: right;">▼</span>
<b>Challenge Answer #3 :</b>	Blue

*Figure 7: Challenge Question Screen*

- Choose a security image and provide a message to associate with the image (see Figure 8 below).



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- [Abstract](#)
- [Nature](#)
- [Objects](#)
- [People](#)
- [Places](#)
- [Sports](#)
- [Technology](#)
- [Transportation](#)

The picture you select will be something you should look for each time you log into HealthPlan. You should see the picture you select before you enter your password thereby providing you confidence you are at the legitimate HealthPlan site. This simple confidence component functionality will help thwart anyone attempting to fool you into giving your password to a fake HealthPlan site. You will only see this picture when you are at the legitimate HealthPlan site.

Select new image either by clicking the "Select this image" link underneath the image or by clicking on the actual image.

 <a href="#">Select this Image</a>	 <a href="#">Select this Image</a>	 <a href="#">Select this Image</a>
 <a href="#">Select this Image</a>	 <a href="#">Select this Image</a>	 <a href="#">Select this Image</a>
 <a href="#">Select this Image</a>	 <a href="#">Select this Image</a>	 <a href="#">Select this Image</a>
 <a href="#">Select this Image</a>	 <a href="#">Select this Image</a>	 <a href="#">Select this Image</a>

*Figure 8: Security Image*

7. Establish the User Name and Password that the user will use for MyHealth OnLine. (see Figure 9 below)

UPMC HEALTH PLAN  
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### UPMC Health Plan Change Password

Filling out the Fields on this page, will allow you to change your password.  
Please enter the Password you would like to change it to in the fields below. This will be an immediate change.

**Change Password**

User Name: Abbottk

New Password:

Confirm Password:

Password must be between 8 and 14 characters long and contain at least three of the following:

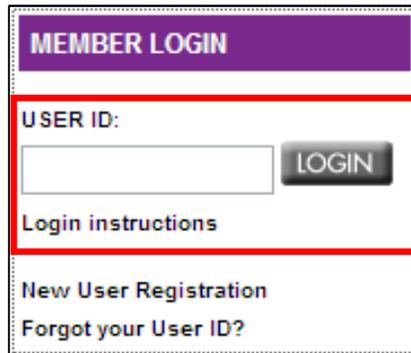
- UpperCase Character
- Number

[Strong Password Guidelines](#)

Figure 9: User Name and Password

### 1.3 Entering the User ID and Password

A user ID and password are required to access *MyHealth OnLine*. Enter the user ID as shown in the box displayed in *Figure 10 below*.

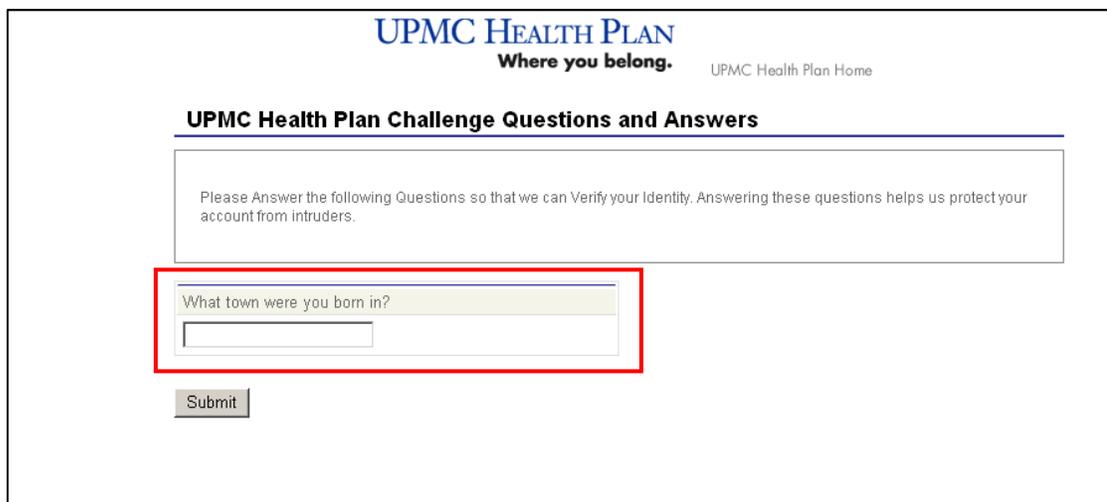


*Figure 10: Log-in Box*

Once the login information is entered, the user clicks the **Login** button. The password already established must be a minimum of eight letters, numbers, or characters and is case-sensitive.

This will grant the user access to the secure *MyHealth OnLine*.

- After the user enters in his or her user ID, he or she is directed to a new page to answer the already-established challenge question. If the user is already registered from the computer that they are using and has not used multiple computers to login at various times, a challenge question will not be asked.
- Enter in the correct answer and click **Submit**. (see *Figure 11 below*)



*Figure 11: Challenge Question*

There is a field within the Security Image, Phrase and Password box (see Figure 12 below) to enter in the user's password.

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**UPMC HealthPlan Member Login**

Below is your Security Image and Welcome Text. This is to ensure you, the User, that the site you are Logging into, is the one you originally registered for.

**Security Image, Welcome Phrase, and Password**

WelcomeText : Five

Password :

[I forgot my Password](#)

[Strong Password Guidelines](#)

*Figure 12: Password and Security Image*

- After correctly answering the challenge question, the user is taken to a member login page
- In the box next to “Password” the user should correctly enter his or her password and click Submit
- After successfully entering the password, the user will enter MyHealth OnLine

#### **1.4 Log-in for Users Who Are Active, But Not Currently Enrolled in Tricipher**

Users who already have active MyHealth OnLine accounts will have to register for Tricipher authentication.

1. The user logs in using his or her current user ID for MyHealth OnLine (see Figure 13 below).

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### User Login

Please enter your user id to login to HealthPlan Online.  
If you forgot your user id, use the I forgot my user id link below.

**HealthPlan Online Login:**

UserID  [I forgot my user id](#)

Figure 13: Login with MyHealth OnLine User ID

2. After the user enters his or her user ID, the user is prompted to enter his or her current password. (see Figure 14 below.)

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### HealthPlan Online Login

Enter your password to login to HealthPlan Online.  
If you can't remember your password, use the "I forgot my password" link below.

**HealthPlan Online Login:**

Password  [I forgot my Password](#)

Figure 14: Enter Current MyHealth OnLine Password

- The user is then prompted to select and answer three security challenge questions. There are ten challenge questions in which to choose from. The three shown in this illustration are examples. It is important for the user to remember his or her challenge questions and answers (*see Figure 15 below*).

**UPMC HEALTH PLAN**  
**Where you belong.** UPMC Health Plan Home

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### Set Challenge Questions/Responses

Please choose three distinct questions and Answers.  
Please keep note of your Questions and Answers, as you will be required to answer them if there are ever problems with your account.

Challenge Questions	
<b>Challenge Question #1 :</b>	What town were you born in? <span style="float: right;">▼</span>
<b>Challenge Answer #1 :</b>	<input type="text" value="Pittsburgh"/>
<b>Challenge Question #2 :</b>	What is your favorite Sports team ? <span style="float: right;">▼</span>
<b>Challenge Answer #2 :</b>	<input type="text" value="Steelers"/>
<b>Challenge Question #3 :</b>	What is your favorite color? <span style="float: right;">▼</span>
<b>Challenge Answer #3 :</b>	<input type="text" value="Blue"/>

*Figure 15: Answer Three Security Challenge Questions*

4. After the user establishes his or her challenge questions clicks submit, the user will need to choose a security image. Every time the user logs in, he or she should look for this image and the corresponding phrase to be assured the website is a legitimate UPMC Health Plan website. The left-hand navigation bar can be used to display more images for the user to choose from (see Figure 16 below).

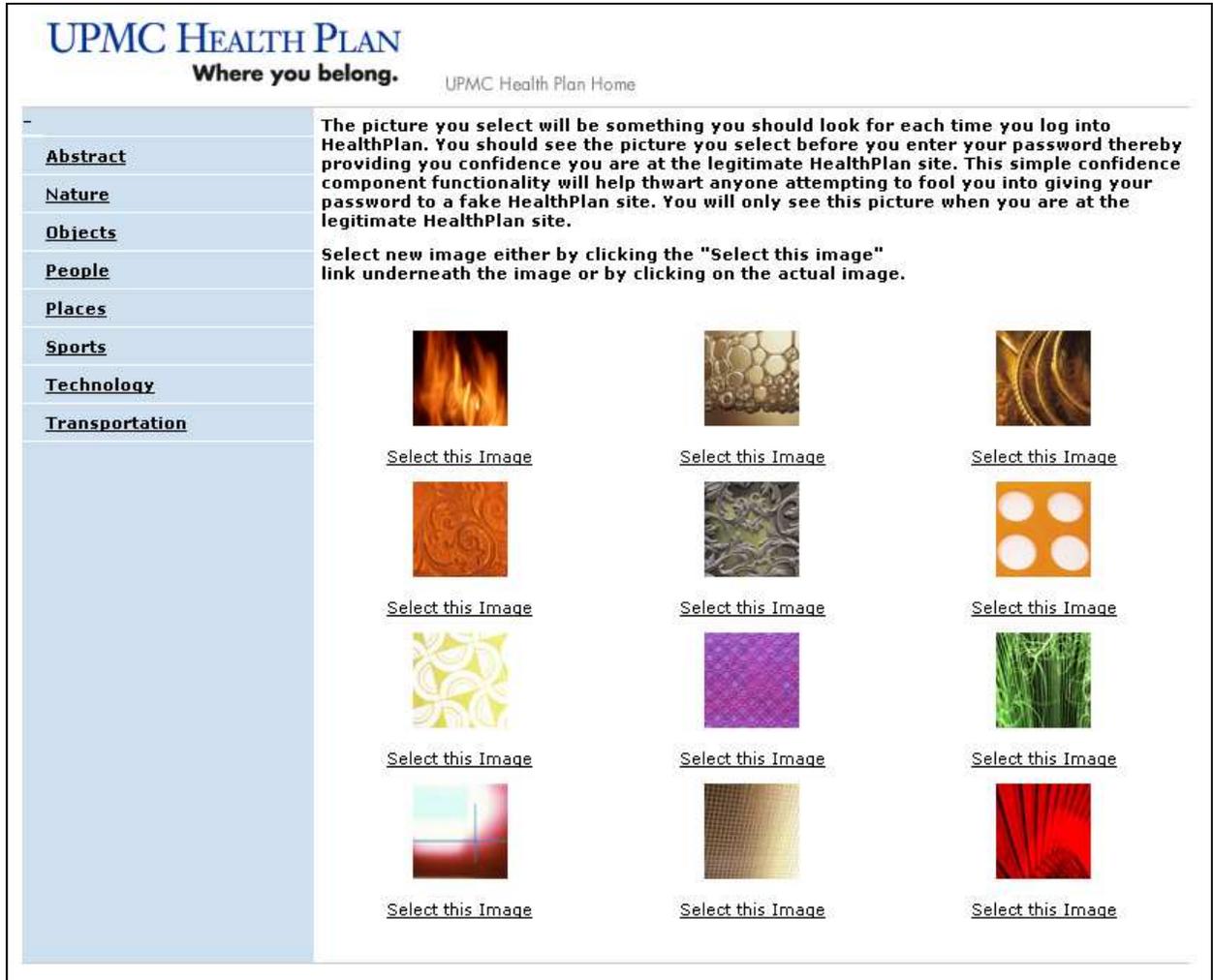


Figure 16: Selecting a Security Image

5. After the user chooses the security image, he or she will need to provide a message to associate with the image. The message can be as simple or as complex as the user desires. This message will always be displayed with the selected image from the previous step. If upon subsequent log-ins, the image and/or the message are not what the user established at initial setup, the user should not continue with the log-in process (*see Figure 17 below*).



UPMC Health Plan Home

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### Enter Welcome Message

The welcome message you select will be something you should look for each time you log into HealthPlan. You should see the welcome message before you enter your password thereby providing you confidence you are at the legitimate HealthPlan site. This simple confidence component functionality will help thwart anyone attempting to fool you into giving your password to a fake HealthPlan site. You will only see this picture and welcome message when you are at the legitimate HealthPlan site.



Secure Welcome Message

Enter Welcome Message

*Figure 17: Establishing a Welcome Message*

- Next, the user will be prompted to enter a new password. The password must be between eight and 14 characters and contain at least three upper case letters and three numbers. There is a link on the password change screen to assist the user in creating a strong password. (see Figure 18 below.)

UPMC HEALTH PLAN  
Where you belong. UPMC Health Plan Home

### UPMC Health Plan Change Password

Filling out the Fields on this page, will allow you to change your password.  
Please enter the Password you would like to change it to in the fields below. This will be an immediate change.

Change Password	
User Name:	Abbottk
New Password:	<input type="text"/>
Confirm Password:	<input type="text"/>

Password must be between 8 and 14 characters long and contain at least three of the following:

- UpperCase Character
- Number

[Strong Password Guidelines](#)

Figure 18: Change Password Screen

- After the password is submitted, the user will enter MyHealth OnLine.

#### 1.5 If the User Account Is Locked

- If the user's account is locked due to unsuccessful password attempts, the following message will appear (see Figure 19 below).

UPMC HEALTH PLAN  
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### UPMC Health Plan Challenge Questions and Answers

Please Answer the following Questions so that we can Verify your Identity. Answering these questions helps us protect your account from intruders.

What is your favorite pets name?

 There is currently an issue with your account and it has been temporarily locked.  
Please [click here](#) to contact the Help Desk.

Figure 19: Locked Account

- Next, the user should select **click here** link from the red highlighted area (see Figure 19 above). A screen with the Health Plan Help Desk contact information will appear. Both the phone number and e-mail address are provided (see Figure 20 below).

The screenshot shows the UPMC Health Plan logo at the top center with the tagline "Where you belong." and a link to "UPMC Health Plan Home". Below the logo is a section titled "Contact the Help Desk". The main content area has a yellow background and contains the following text: "If you forgot your User ID or need assistance, call our Help Desk at 1-800-937-0438 or [click here](#) to send an e-mail." followed by "Representative Hours:" and two lines of service hours: "Members, Employers, and Brokers – Monday through Friday from 8 a.m. to 8 p.m. and Saturday from 8 a.m. to 3 p.m." and "Providers – Monday through Friday from 8 a.m. to 5 p.m."

*Figure 20: Health Plan Help Desk Information*

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## 2 Frequently Asked Questions

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### **If a member wants to establish an account for MyHealth OnLine, what steps are required?**

1. Go to [www.upmchealthplan.com](http://www.upmchealthplan.com) and locate the “Member Login” box on the homepage
2. Select the “New User Registration” link
3. To verify the user’s identity, the user will be asked to provide
  - The member ID number as listed on the user’s ID card
  - The last four digits of the user’s Social Security number
  - Date of birth
  - Zip code
4. Provide answers to the three secret security questions
5. Choose a security image and provide a message to associate with the image
6. Establish the User Name and Password that the user will use to login to MyHealth OnLine

### **What if a user suspects someone knows his or her password?**

The user has the option to continue to use the current password or to change it immediately. The user can initiate a password change by selecting the “Forgot your user ID?” option during the log-in process. The user will have to answer challenge questions, which will also allow him or her to change his or her current password.

### **What happens if the user’s account is inactive?**

If the user logs in with his or her user ID and the account is inactive, he or she will receive a message to contact the Help Desk. If the user knows the account is inactive before logging in, he or she can contact the Help Desk at 1-800-937-0438.

### **What if the user’s MyHealth OnLine account has become inactive and he or she wants to log in?**

When the user tries to log in, he or she should be directed to the UPMC Health Plan Help Desk page. The Help Desk phone number, 1-800-937-0438, and e-mail address will be listed on this page. The user can call the phone number or send an e-mail to request assistance.

### **What happens if the user forgets his or her password?**

After the user enters his or her user ID, a prompt for the password appears. Instead of entering the password, the user should choose the **I forgot my password link**. The user will then need to answer some of the security questions established during the initial registration process. The user will then be prompted to reset his or her password.

### **What if the user cannot access MyHealth OnLine even after entering the user ID and password?**

The following checklist should be used to assist in determining where the problem may be:

1. The user ID and password may have been entered incorrectly. The user ID must be what was assigned to the user with the matching password.
2. The user may not be registered for this service.
3. The user account may not have been activated.

If this difficulty persists, call the Health Desk at 1-800-937-0438 for assistance.

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**What happens if the user forgets his or her user ID?**

The user should call the Health Desk at 1-800-937-0438 or send an e-mail to [HPOnline@upmc.edu](mailto:HPOnline@upmc.edu).

**What happens if the user forgets his or her user ID and password?**

There are three options available for the user to resolve this issue:

1. The user can e-mail [HPOnline@upmc.edu](mailto:HPOnline@upmc.edu) for assistance. Include the group name, contact name and telephone number in the e-mail.
2. The user can call the Help Desk at 1-800-937-0438 for assistance. The Help Desk is staffed Monday through Friday from 8 a.m. to 5 p.m. Calls prior to 8 a.m. and after 5 p.m. will be answered by a voice mail system. Messages will be returned during the next business day. Any combination of the following information will be needed when calling the Help Desk: employer group name, contact name, and/or telephone number.