

# **Frequently Asked Questions**

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The following are answers to questions you may have about the WellU Program.

**Q Why did the University decide to offer the WellU Program?**

**A** The University wants to help you stay well and live a healthy lifestyle. In addition to health care plan coverage for such things as routine physical exams and immunizations, the WellU Program can further support your efforts to lead a healthy lifestyle. The University anticipates that participation in the Wellness Program will reduce healthcare expenses and result in happier and healthier employees.

**Q Can my immediate family members participate in WellU and use the WebMD tools too?**

**A** Spouses and dependents enrolled in the University Employee Health Care Plan can complete the HealthQuotient™ and are eligible for health coaching.

**Q How do I reach Customer Service?**

**A** WebMD conveniently provides Customer Service via email through its online site. Please see the "Feedback" link at the bottom of every page within the WebMD site.

**Q My Registration ID doesn't work. What should I do?**

**A** Contact the University of Utah Benefits Department to confirm your Employee ID Number and date of birth are accurate. Please make sure you have entered an eight-digit numeric employee ID number (for example: 00012345).

**Q What if I forget my username or password?**

1. Go to the Health Manager site and click 'Forgot your username or password?'
2. In the screen that appears, click 'Retrieve Your Username,' 'Reset Your Password,' or 'Retrieve Your Username and Reset Your Password.' This takes you to an automated system that asks for information necessary to identify your WebMD account.
3. Answer two security questions.  
Once you answer the security questions, the system sends your username and/or a password to you via email. Please note: You can change your password at any time through Health Manager's 'Settings' link, which is located at the top of your personal home page.

**Q The automated system did not find my account. Now what do I do?**

**A** A screen will appear asking you to supply additional information to help identify your account. This information is sent to a Customer Service representative who will email your username or password to you.

**Q I forgot the answers to my security questions. What can I do?**

**A** If you are unable to answer your security questions, a screen appears asking for additional information to help identify your account. This is sent to a Customer Service representative who will email your username or password to you.

**Q How long will I wait before I receive a response?**

**A** Password requests are answered within 3 to 5 hours. General questions and/or feedback may take a full day or possibly more time depending on the question and/or topic.

**Q What if I don't have access to a computer?**

**A** There are several locations on campus with computer access to complete your HealthQuotient™ which include: the Human Resources Department, Human Resources Service Center (ESC) at the U Hospital, the Student Union, the Marriott and Eccles libraries, and the hospital lobby. Keep in mind that many of the health improvement tools and resources are found online for future use. Paper HealthQuotients are also available at the Benefits Desk. They can be completed and mailed directly to WebMD.

**For questions regarding health coaching, username or password, or the HealthQuotient™ please contact WebMD at 1-888-321-1519.**