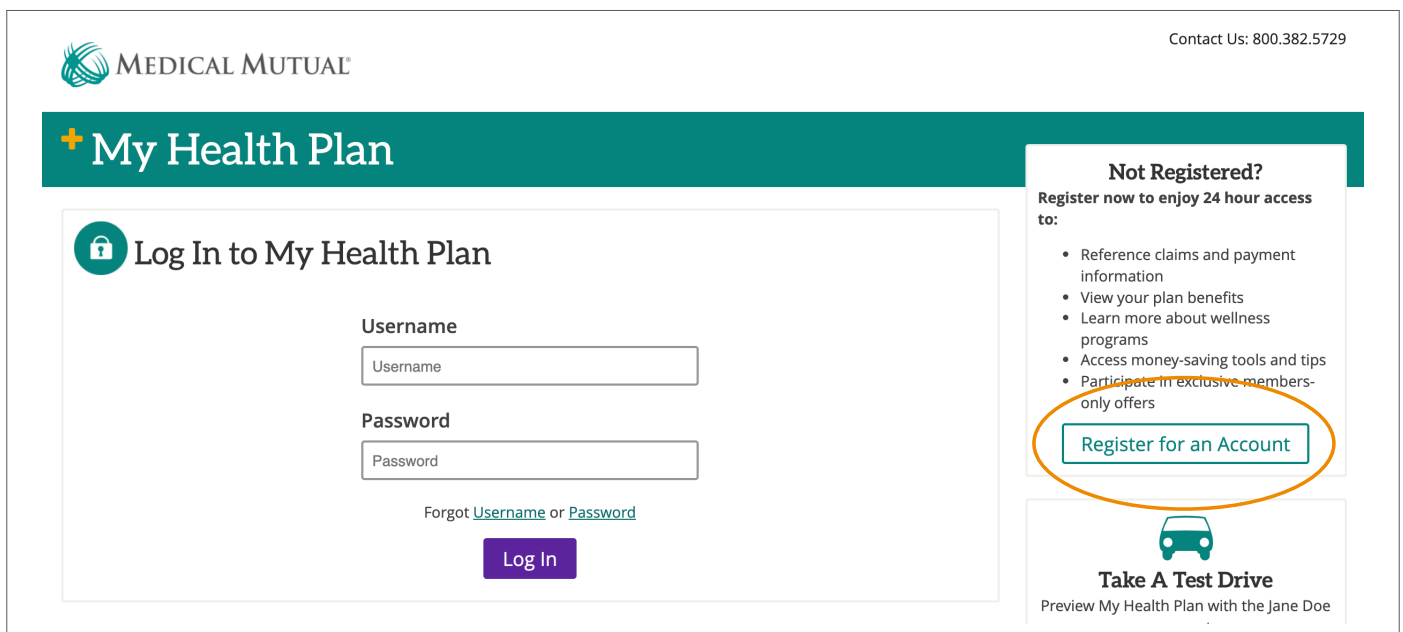


# Accessing the Wellness Portal

## Accessing the Wellness Portal Using a Computer or Mobile Browser

*Note: Non-members may contact [ajirousek@cleguardians.com](mailto:ajirousek@cleguardians.com) to get started!*

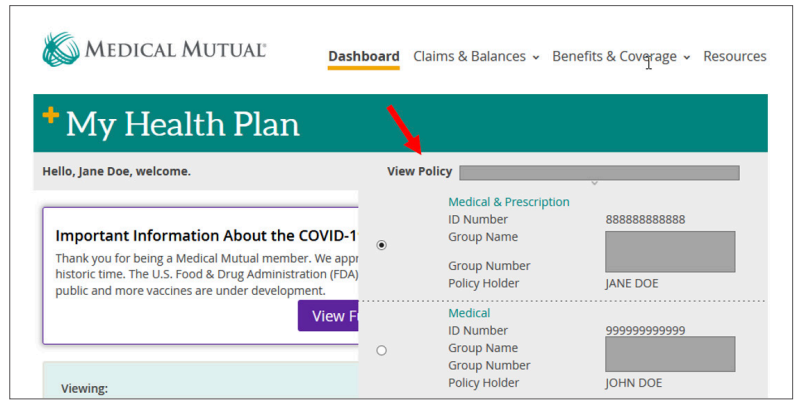
1. Go to [www.medmutual.com/member](http://www.medmutual.com/member) to sign in or create a My Health Plan account.
2. If you already have a My Health Plan account, log in using your username and password. If you forgot your username or password, follow the prompts on the page to reset that information.  
**Tip:** You will need to enter your ID number from your Medical Mutual insurance card and your date of birth.
3. If you have not yet created a My Health Plan account, you will need to start by registering.



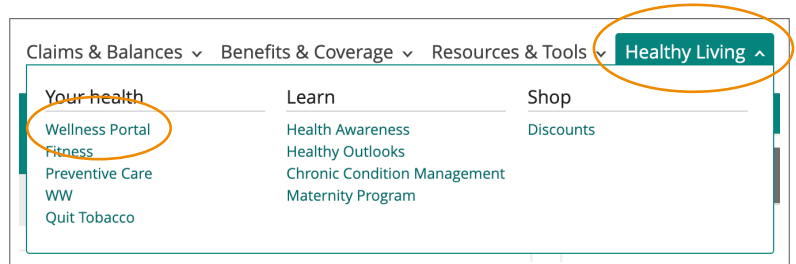
The screenshot shows the Medical Mutual website interface. At the top left is the Medical Mutual logo. At the top right, it says "Contact Us: 800.382.5729". Below the logo is a teal header with a white plus sign and the text "My Health Plan". The main content area is divided into two sections. On the left, there is a "Log In to My Health Plan" section with a lock icon. It contains two input fields: "Username" and "Password". Below these fields is a link that says "Forgot Username or Password" and a purple "Log In" button. On the right, there is a "Not Registered?" section. It says "Register now to enjoy 24 hour access to:" followed by a bulleted list of benefits: "Reference claims and payment information", "View your plan benefits", "Learn more about wellness programs", "Access money-saving tools and tips", and "Participate in exclusive members-only offers". A blue button labeled "Register for an Account" is circled in orange. Below this section is a "Take A Test Drive" section with a car icon and the text "Preview My Health Plan with the Jane Doe".

- a. Click **Register for an Account**.
- b. Enter the required information. Here you will also create your username and password, which you will use to log in to your account each visit.
- c. If you have questions about registration, this document will walk you through the process in more detail.
- d. If you are having trouble signing in to My Health Plan, call the Customer Care telephone number on the back of your ID card.

**Tip:** If you have more than one policy, there is a drop-down at the top of the home screen on My Health Plan and the app. Be sure to select the correct policy from that list for the appropriate wellness experience.



- Once you have created/signed in to your My Health Plan account, click on the **Healthy Living** drop-down menu and select **Wellness Portal**.  
You will need to check the **Terms** box and **Accept and Submit** to acknowledge that you are being securely transferred to the wellness portal.



### Accessing the Wellness Portal Using the Medical Mutual App

- Search **MedMutual** in the App Store or Google Play Store and to download the Medical Mutual health and fitness app.
- If you already have a My Health Plan account, log in using your username and password.
- If you have not yet created a My Health Plan account, you will need to start by registering. **Tip:** Be sure to save your username and password for future use.
  - If you are having trouble signing in to My Health Plan, call the Customer Care telephone number on the back of your ID card.
- Select **Wellness** to access the wellness portal.



## Navigating the Wellness Portal

### 1. Wellness Checklist

- When you sign in for the first time, you will be asked to confirm your personal information. Each time after that, you will be taken directly to your wellness checklist.
- Your wellness checklist helps keep you on track. It outlines what tasks need to be completed, by when, and how much they are worth.
- By expanding each task, you will find more information and instruction on how to achieve it.

### 2. Reward Summary

- Review what you have earned so far and how you got there.
- Go back to your wellness checklist to see what's left on your list.

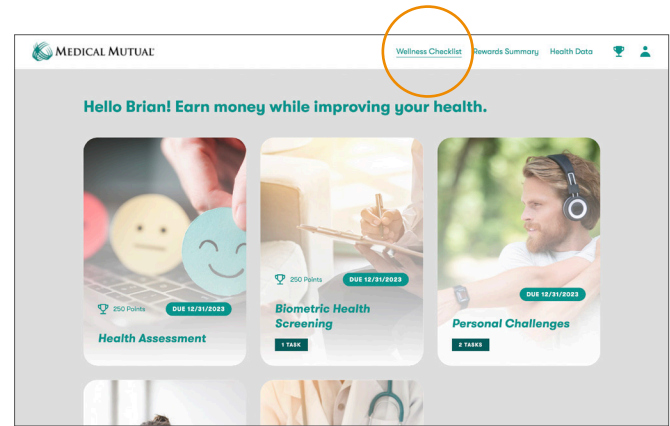
### 3. Health Data

- Review and download your results.
- You can filter by the different types of health data collected to see how you did in a specific area.

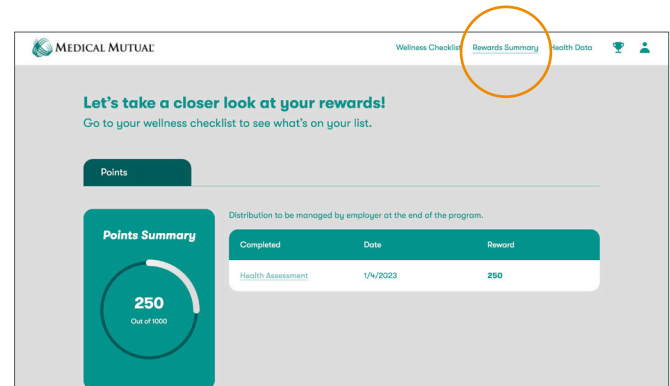
### 4. Resources

- Review and use available resources. Follow the prompts to access the tools.
- **Find answers to frequently asked questions by reading through the FAQ document.**
- **Tip:** Some of these resources may be part of your program. Refer to your wellness checklist for more information.

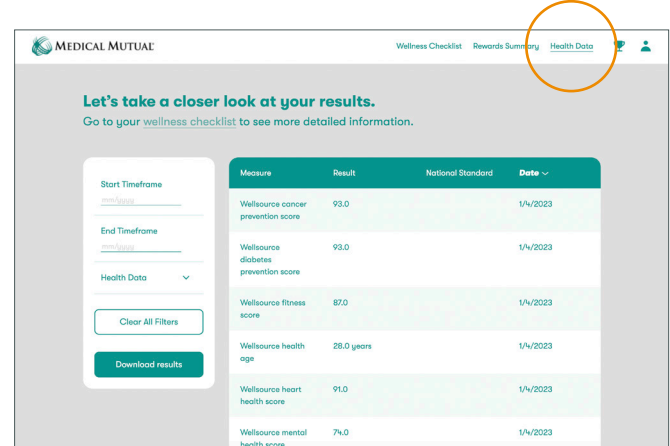
(Information continues on the next page)



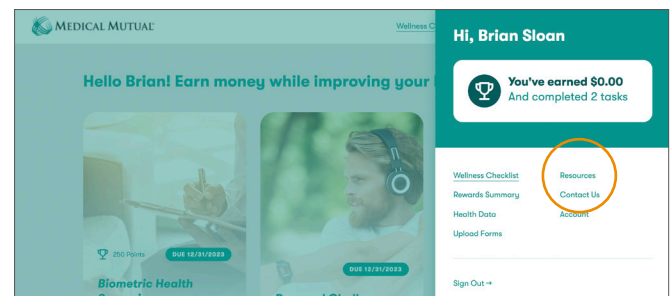
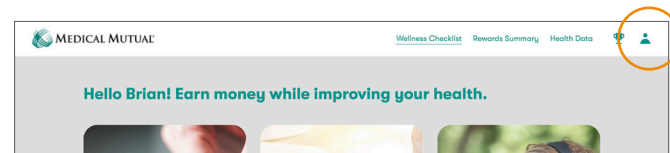
Wellness Checklist



Reward Summary



Health Data



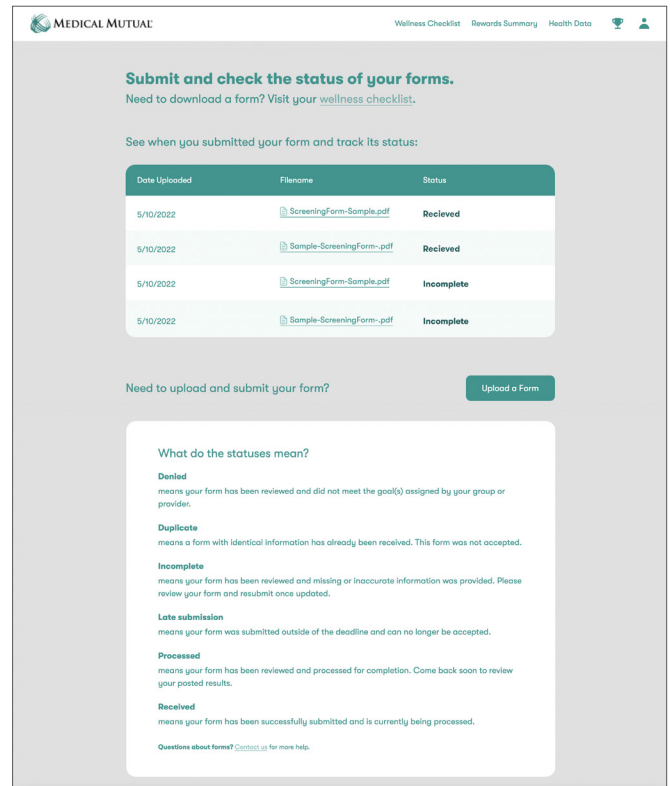
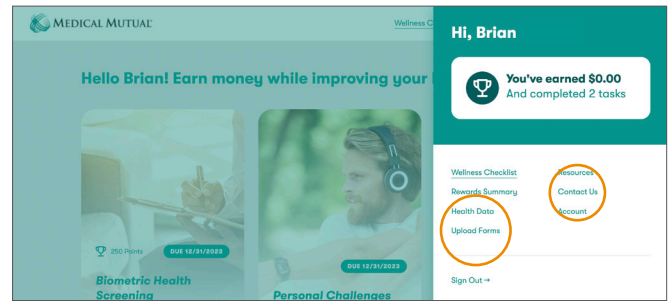
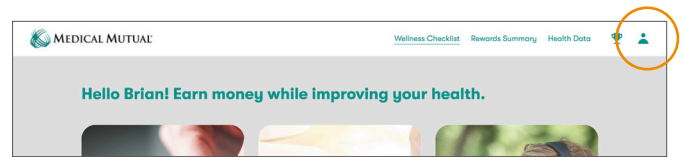
Resources

## 5. Upload Forms

- Click **Upload Forms** to submit and check the status of your forms.
- Attach or drag your completed form into the designated area and click **Submit**.
- A few things to keep in mind:
  - You will be prompted to download appropriate forms on the wellness checklist.
  - Submit one file at a time.
  - Make sure your form is dated and contains the correct signatures before you submit.
  - Make sure your file format is a PNG, JPG, PDF or HEIC.
  - You will receive an email after you submit your form. Form processing typically takes 5-7 business days after we receive it. You will receive an email again when the status changes
  - **Important Note:** If you completed a preventive care exam and are on the Medical Mutual insurance, you should automatically get credit on the portal in 4-8 weeks. If you have not received credit for your preventive care service or do not have Medical Mutual insurance, please submit a preventive care form (which you can download on the resources page) **by the appeal deadline. This is especially important if you have a qualifying visit towards the end of the program window.**

## 6. Contact Us

- If you have additional questions about your program or run into an issue along the way, we are here to help! Visit this page to send us a message or call toll-free at 1-855-553-1006.



### Upload Forms

## A Few More Tips

- You could see an error message for several reasons. Read through the notice on screen and if you still have questions, contact us for help.
- Do not be alarmed if an activity does not show as “complete” right away. It can take some time for the portal to display certain results. If a deadline is approaching, but your completion status still is not displaying correctly, you can contact Medical Mutual Wellness to confirm your completion status.
- If you are not able to participate or meet the goals of your program, the Medical Mutual Wellness team can work with you and your doctor to find an alternative way to earn the reward. Learn more about appeals by going to your wellness checklist and downloading the appeals form. Read through the instructions outlined on the first page.