



# Wespath

BENEFITS | INVESTMENTS



HEALTHFLEX

## Guide to Accessing Your HealthFlex Benefits

a general agency of The United Methodist Church

# Welcome to HealthFlex



HealthFlex\* is an integrated, wellness-driven health program offered by Wespeth Benefits and Investments (Wespeth) and focused on you. Just as John Wesley encouraged healthy living, HealthFlex supports participants like you to improve the quality of your health. HealthFlex is more than just a health insurance plan—it’s a comprehensive approach to healthier living.

This guide can make it easy to access HealthFlex-related resources and to make informed use of health care services available through HealthFlex. Many of these resources are available to you and your family (if covered by HealthFlex) at no additional cost or at a low out-of-pocket cost.

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### Health Team

For questions about your HealthFlex benefits contact the Wespeth Benefits and Investments (Wespeth) Health Team at **1-800-851-2201**.

Health Team representatives are available **Monday through Friday, 8 a.m. to 6 p.m., Central time.**

If you need help logging into the HealthFlex/WebMD website, contact WebMD at **1-866-302-5742**.

*\*HealthFlex Exchange is part of HealthFlex and includes all the benefits outlined in this guide.*

# HealthFlex/WebMD Website— Your Portal to Information About Health and HealthFlex

Almost all of the information you need about HealthFlex plans and services can be accessed through the HealthFlex/WebMD website. Go to Wespeth's website at **wespeth.org** and select "**HealthFlex/WebMD**" under "**Account Login**" to begin logging in. *(Follow the login instructions in the right column.)*

**You must already be enrolled in HealthFlex to access the HealthFlex/WebMD website.** If you have questions about your enrollment in HealthFlex, please contact your plan sponsor (typically your conference office or human resources department).

Visiting the HealthFlex/WebMD website is the easiest way to stay up-to-date on information about HealthFlex. On the website, you can:

- access details about HealthFlex benefits and well-being programs,
- calculate your out-of-pocket costs for medical services or prescription drugs,
- make benefit elections, and
- learn about health conditions.

Make the HealthFlex/WebMD website your first stop for answers to all your health-related questions. Visit the website regularly for updated announcements about relevant health topics and HealthFlex benefits and programs.

The HealthFlex/WebMD website offers extensive health information and direct links to websites for the HealthFlex vendors that provide your medical, pharmacy, behavioral health and other benefits, including Blue Cross and Blue Shield of Illinois (BCBSIL) or UnitedHealthcare (UHC), OptumRx and United Behavioral Health.

## How to Log Into HealthFlex/WebMD

Follow these steps to log into the HealthFlex/WebMD website—your portal to health information, resources, benefit summaries and websites of HealthFlex vendor partners. You can use any Internet-accessible computer.

1. Type **wespeth.org** into your browser. This will take you to Wespeth's home page.
2. Click on "**Account Login**" at the top of the page and select "**HealthFlex/WebMD**." This will take you to the WebMD login page.
3. Enter your **username** and **password**. (If this is your first time on the website, click on "**First Time Here? Register**" to create a username and password. Follow the steps outlined on the WebMD registration page.)

If you need help logging in, contact WebMD at **1-866-302-5742**.

**Wespeth**  
BENEFITS | INVESTMENTS

POWERED BY **WebMD** health services

Username |  
Password  
**Log In**  
[Forgot username or password?](#)  
[First Time Here? Register](#)

**Don't miss important HealthFlex information.** Under your name, select **Access the full HealthFlex/WebMD site from the WebMD "Wellness Center"** to get connected! (Call WebMD at **1-866-302-5742** if you need assistance.)

Having trouble logging in?  
Call WebMD at 1-866-302-5742

Need to talk to someone about your HealthFlex benefits or well-being programs?  
Call the Wespeth Health Team at 1-800-851-2201

**About Your Privacy**  
WebMD is committed to protecting your privacy. We encourage you to read our [privacy policy](#) which describes how WebMD may use and disclose your information.

**Administrator Login**

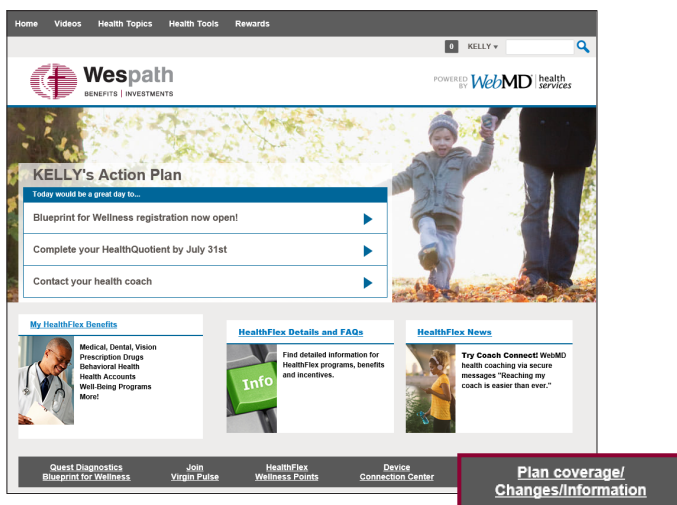


## Learning About Your Benefit Details



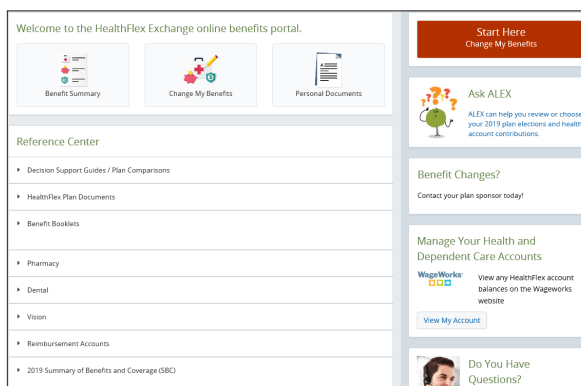
Details about your HealthFlex benefits and plan options are available through the HealthFlex/WebMD website. (*See website instructions on page 1.*)

After you log into HealthFlex/WebMD and reach the WebMD home page, select **“Plan Coverage/Changes/Information”** in the gray bar in the middle of the page. This will take you to the online benefits portal for HealthFlex.



On the **“Plan Coverage/Changes/Information”** page, browse through the **“Reference Center”** to view benefit summaries and benefit booklets for your medical, vision, dental\* and behavioral health plans, as well as information about flexible spending accounts (FSAs)\*, health reimbursement accounts (HRAs)\* and health savings accounts (HSAs)\*. This is also where you will make your benefit elections or set aside money into an FSA or HSA during each year's Annual Election period.

*\*If available through your plan sponsor*

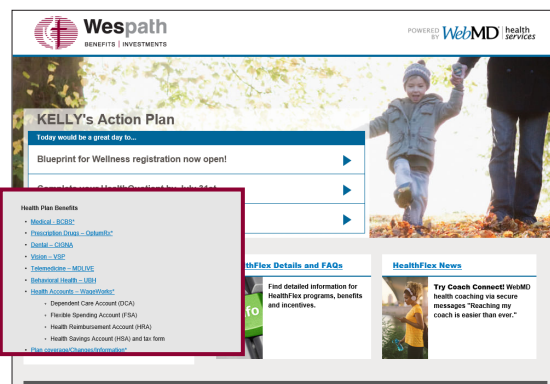


**Benefits Portal Page—Reference Center**  
You can click on any title to open the document.

## Accessing Information on Providers and Claims

### Medical—UnitedHealthcare (UHC) or Blue Cross and Blue Shield of Illinois (BCBSIL)

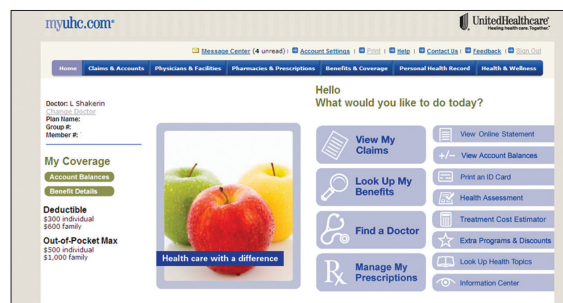
After you log into the HealthFlex/WebMD website, scroll down to **“My HealthFlex Benefits”** in the left column. Then choose **“Medical—UHC”** or **“Medical—BCBS,”** depending on your medical plan vendor.



### From the UHC website:

- Choose **“Find a doctor”** to search for an “in-network” provider.
- Choose **“View my claims”** to access claims information.

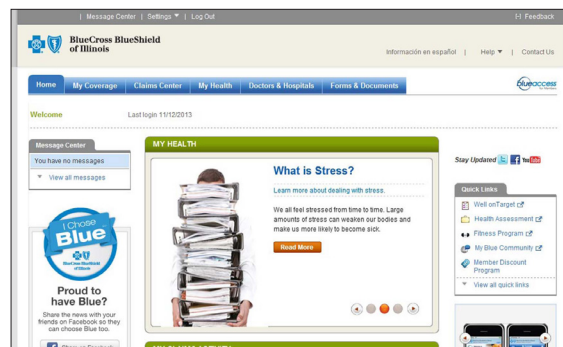
You also may contact UHC directly by calling **1-800-901-1939**.



### From the BCBSIL website:

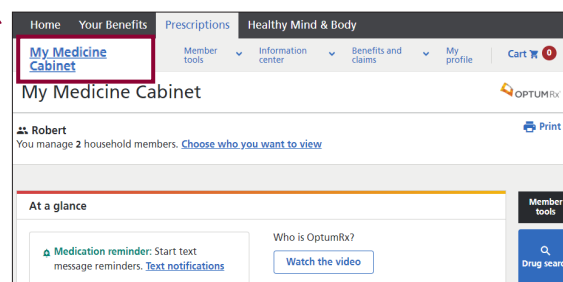
- Choose **“Doctors & Hospitals”** to search for an “in-network” provider.
- Choose **“Visits & Claims”** to access claims information.

You also may contact BCBSIL directly by calling **1-866-804-0976**.



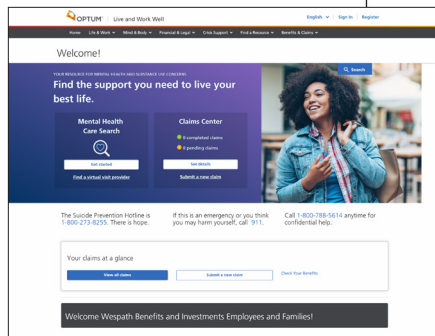
### Prescription Drugs—OptumRx

After you log into the HealthFlex/WebMD website, scroll down to **“My Health Benefits”** in the left column. Then choose **“Prescription Drugs—OptumRx.”** To place an initial order or request a prescription refill, select **“My Medicine Cabinet.”** For information about medications and to learn about generic drugs that may be therapeutically equivalent or an appropriate alternative to a prescribed name-brand drug, select the **“Member tools”** banner. (Always check with your doctor before changing a medication that has been prescribed.)



You also may call OptumRx directly at **1-855-239-8471**.

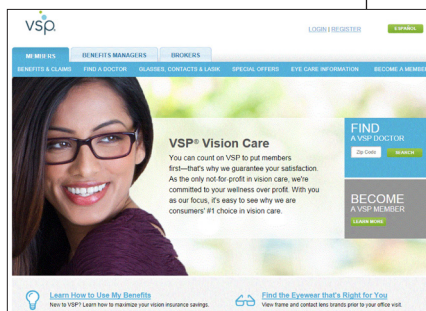
## Accessing Information on Providers and Claims



### Behavioral/Emotional Health—United Behavioral Health (UBH)

After you log into the HealthFlex/WebMD website, scroll down to “**My HealthFlex Benefits**” in the left column. Then choose “**Behavioral Health—UBH.**” Find an in-network provider for EAP or behavioral health services by clicking the “**Get Started**” button in the “**Mental Health Care Search.**” If you utilize behavioral health benefits, you can create a secure account on the EAP website to access information about your behavioral health claims.

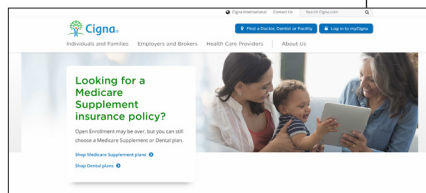
You also may call UBH directly at **1-800-788-5614** to access either EAP services or behavioral health benefits information.



### Vision—Vision Service Plan (VSP)

After you log into the HealthFlex/WebMD website, scroll down to “**My HealthFlex Benefits**” in the left column. Then choose “**Vision—VSP.**” You will need to register with a user ID and password to access details about your vision benefits.

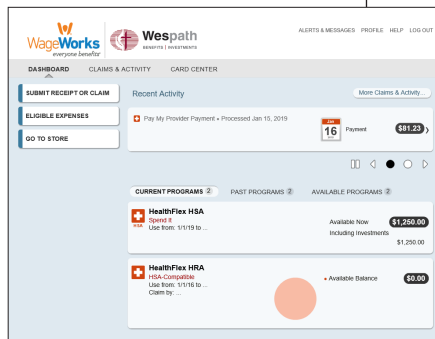
You also may call VSP directly at **1-800-877-7195**.



### Dental—CIGNA (if offered through HealthFlex by your plan sponsor)

After you log into the HealthFlex/WebMD website, scroll down to “**My HealthFlex Benefits**” in the left column. Then choose “**Dental—CIGNA.**” You will need to register with a user ID and password to access information about your specific benefits. *(Please note: Some plan sponsors do not choose to offer CIGNA dental coverage through HealthFlex. Check with your plan sponsor or benefits officer to confirm your coverage.)*

You also may call CIGNA directly at **1-800-244-6224**.



### Reimbursement Accounts—WageWorks

After you log into the HealthFlex/WebMD website, scroll down to “**My HealthFlex Benefits**” in the left column. Then choose “**Health Accounts—WageWorks**” to reach a personalized page for your FSA, HRA or HSA. *Please note: The WageWorks page applies only if you have a HealthFlex HRA or HSA, or elected an FSA for health care expenses and/or for dependent care expenses.*

You also may call WageWorks directly at **1-877-924-3967**.

# Exploring Consumer Education Tools— Compare Providers, Costs and Options

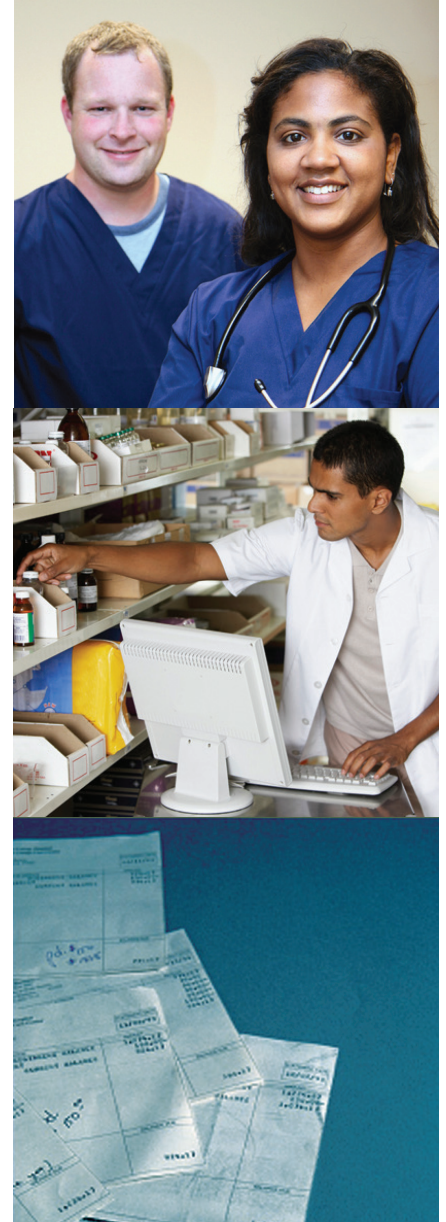
Take advantage of online educational tools designed to help you and your family make informed choices about providers and treatments. You can access these tools from your WebMD home page under the heading “**Consumer Tools**.”

**Hospitals**—Estimate the cost of treatment and compare hospital quality.

**Prescription Medications**—If your doctor prescribes a medication, you can use the OptumRx “**Drug Search**” tool to explore whether there are different medication choices—such as a generic equivalent or a therapeutic alternative—that might be just as effective but cost less. **Consumer tools > Estimate prescription drug costs > Drug Search.**

**Important:** Talk with your physician and pharmacist before making any medication changes.

The screenshot shows the Wespath website interface. At the top, there's a navigation bar with links: Home, Videos, Health Topics, Health Tools, and Rewards. Below this is a banner for "JOHN's Action Plan" with three items: "Blueprint for Wellness registration now open!", "Complete your HealthQuotient by July 31st", and "Get outside and be outside". Below the banner are three columns of links: "My HealthFlex Benefits", "HealthFlex Details and FAQs", and "HealthFlex News". At the bottom, there's a row of links: "Quest Diagnostics Blueprint for Wellness", "Join Virgin Pulse", "HealthFlex Wellness Points", "Device Connection Center", and "Plan coverage/Changes/Information". A red box highlights the "Consumer Tools" section, which contains an icon of a red toolbox with a yellow handle and the word "alex" on it. Below the icon, it says "Use the following tools to make health care choices that are best for your health and your budget:" followed by a list of links: "Ask ALEX to help you choose a plan", "Compare costs for the same services at different in-network providers", "Estimate prescription drug costs", "Identify reimbursable expenses from your health accounts", and "Helpful tips to save on healthcare".





## Accessing Well-Being Tools and Resources



### How to Enter the HealthFlex/WebMD Website

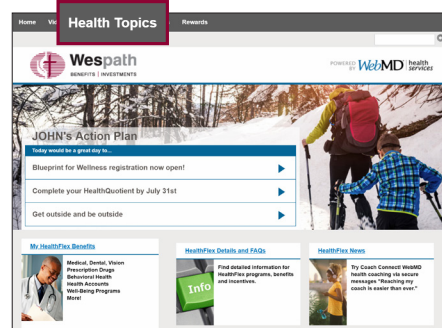
1. Type **wespath.org** in your Internet web browser (near the top of your computer screen).
2. Click on **“Account Login”** and then **“HealthFlex/WebMD”** at the top of your screen.
3. Enter your **username** and **password**.

In addition to information about your benefits and claims, you also can access a wealth of well-being tools and resources through the HealthFlex/WebMD website. These tools and resources align with Wesleyan values and the HealthFlex commitment to promoting improved well-being and vitality for those who serve The United Methodist Church.

Being informed about health risks and conditions may help you take steps to stay ahead of potential medical conditions. This can facilitate more proactive discussions with your doctor about which treatment choices best meet your needs.

### Health Information—provided by WebMD

Browse through evidence based information about more than 150 medical conditions and wellness topics—available to HealthFlex participants through WebMD. After you log into the HealthFlex/WebMD website and reach the WebMD home page, click on **“Health Topics”** at the top of the page.

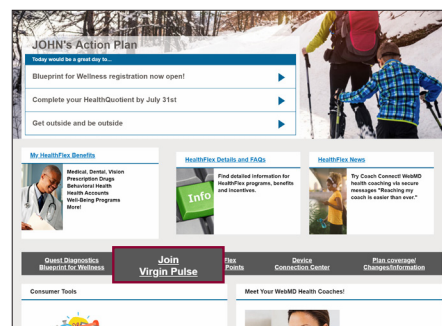


### HealthQuotient (HQ)—provided by WebMD

Get started on the path toward improved well-being by taking WebMD's HealthQuotient (HQ). The HQ is an online health questionnaire that connects you to other important health tools offered through HealthFlex—including free, confidential health coaching if you qualify based on your health profile. The HQ is a great first step toward assessing your health and well-being needs and improving your overall health. Be sure to take the HQ during the incentive period—January 2 to July 31—to avoid a higher medical plan deductible the following year.

### Virgin Pulse

Being physically active promotes good health, relieves stress and gives you energy. With the Virgin Pulse program, you can earn points toward a financial incentive by tracking healthy habits, learning more about well-being topics and being physically active. The more you engage with the program and the more you move while wearing your activity tracker, the more rewards you will accrue that can be redeemed for gift cards or deposited into your bank account.



To enroll, log into the HealthFlex/WebMD website and click on **“Join Virgin Pulse”** in the gray bar.



## Health Coaching—provided by WebMD

Participants and spouses covered by HealthFlex can receive one-on-one, confidential support from a personal health coach. Health coaching helps individuals adopt healthy habits that may reduce their risk of chronic conditions. The program's "whole person" approach means health coaches address individuals' overall well-being—rather than specific risk factors. Health coaching is provided over the phone or through secure messaging at no extra cost to you—and is completely confidential. All WebMD's health coaches include have bachelors degrees, with many holding master degrees and notionally recognized certifications.

Start by taking the HealthQuotient health risk assessment on the HealthFlex/WebMD website to see if you are eligible for coaching. For more information about health coaching, call WebMD at **1-866-302-5742**.

## Blueprint for Wellness Biometric Screening

The Blueprint for Wellness biometric screening by Quest Diagnostics involves a blood draw followed by lab analysis. The screening includes tests for common health risks, such as:

- Cholesterol, lipid, blood sugar and diabetes;
- Tests for liver, kidney, thyroid, and other body functions; and
- Measurement of blood pressure, height, weight and waist circumference (if taken at a plan sponsor event or at most local Quest laboratories).

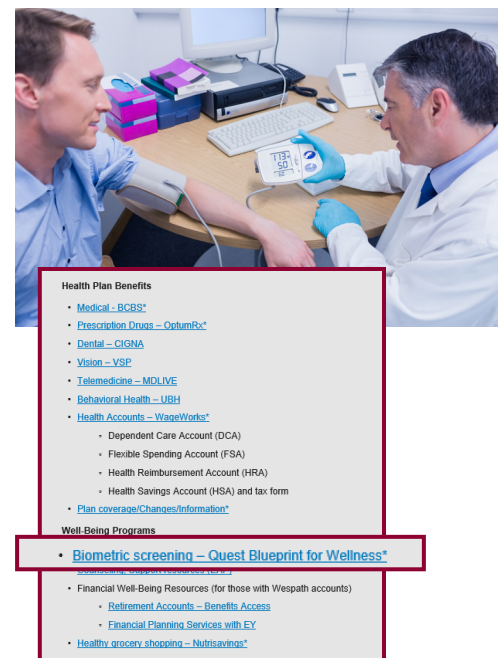
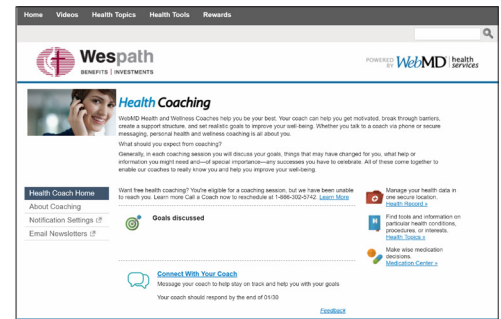
The screening provides a snapshot of your current health to share with your primary care provider and to help shape your personal well-being goals.

Screenings can be taken at local Quest Diagnostics patient service centers (pre-registration required) or at an onsite event hosted by your plan sponsor—typically Annual Conference or an employee health event (pre-registration recommended). Pre-registration can be done by phone at **1-855-623-9355** or online by selecting "**Quest Diagnostics Blueprint for Wellness**" in the gray bar under the "**My HealthFlex Benefits**" menu after logging into the HealthFlex/WebMD portal. No additional username/password is required.

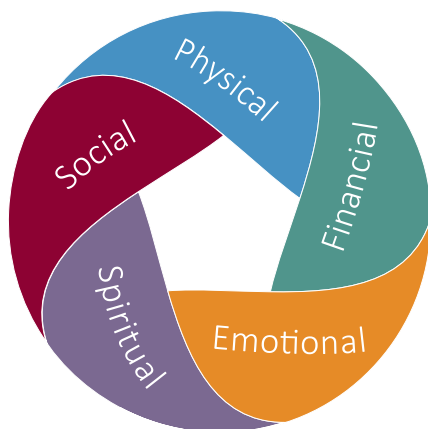
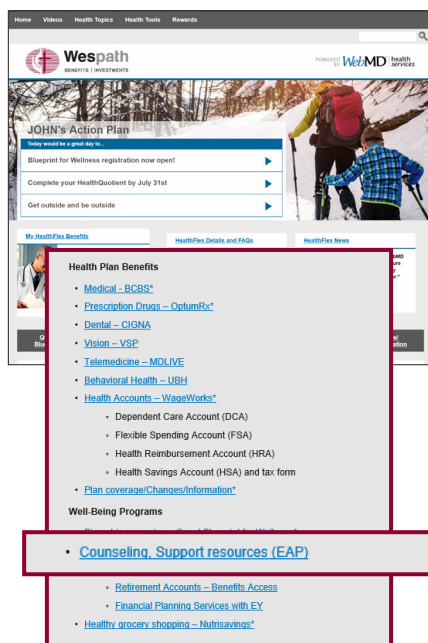
## Healthy Grocery Shopping with NutriSavings

NutriSavings adds a healthy twist and potential savings to grocery shopping, recipes and meal planning. Use NutriSavings to customize your shopping list to specific health priorities, such as gluten-free, lactose-sensitive, food allergies and prediabetes/diabetes.

HealthFlex participants can register for NutriSavings after logging in to the HealthFlex/WebMD website.



## Accessing Well-Being Tools and Resources



### Employee Assistance Program (EAP)—provided by Optum

You and your family members (if covered by HealthFlex) may schedule up to eight in-person visits per concern with a local counselor or psychologist at no out-of-pocket cost. These visits are always confidential and may be considered for a variety of reasons, such as workplace stress, family or marital challenges, communication difficulties and many other concerns. Access these free, confidential visits by first calling the EAP at **1-800-788-5614**.

### Live and Work Well Website

Save time by finding services, referrals and support to help improve life at home and work. Many resources are available on the EAP website, including:

- elder support information,
- child/parenting information,
- legal information,
- life learning, and
- chronic condition support.

Access this website directly from the HealthFlex/WebMD website. After you log in, choose “**Counseling, Support Resources (EAP)**” under the “**My HealthFlex Benefits**” menu. For more information, call **1-800-788-5614**.

### Work/Life Services—provided by United Behavioral Health

Enjoy personal assistance if you need to research local resources for elder care, child care or legal needs, or even something as simple as finding a local kennel. Services are provided by phone at no cost through the EAP; call **1-800-788-5614**.

### Healthy Pregnancy Programs—provided by UnitedHealthcare and Blue Cross and Blue Shield of Illinois

These programs provide educational information and support throughout pregnancy at no cost to the participant or family. It is recommended that expectant mothers enroll during the first trimester of pregnancy.

- For individuals covered by UHC, call **1-800-901-1939** to enroll.
- For individuals covered by BCBSIL, call **1-888-421-7781** to enroll.



PHYSICAL



FINANCIAL



EMOTIONAL



SPIRITUAL



SOCIAL

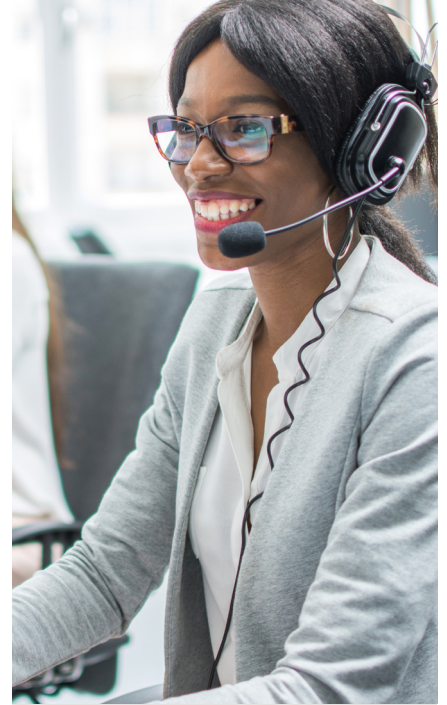
## HealthFlex—Supporting Your Overall Well-Being

HealthFlex is far more than a health insurance plan—it is a comprehensive approach to healthier living and overall well-being. Now that you're enrolled in HealthFlex, be sure to take advantage of the many resources available to enhance your physical health, emotional well-being and overall life balance. Most of these resources are available to you and family members enrolled in HealthFlex at no extra cost or at a very low out-of-pocket cost.

### Health Team Offers Assistance

The Wespath Health Team offers an extra layer of customer service for HealthFlex participants. The Health Team can assist HealthFlex participants in many ways, such as:

- helping you with difficulty accessing the HealthFlex/WebMD website,
- clarifying details about your benefit coverage,
- addressing questions about claims and directing you to the carrier's customer service representative, and
- answering other HealthFlex-related questions you may have.



### Health Team

Call **1-800-851-2201**. Health Team representatives are available **Monday through Friday from 8:00 a.m. through 6:00 p.m., Central time.**





# Wespath

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Visit at [wespath.org](https://wespath.org).

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*Caring For Those Who Serve*

1901 Chestnut Ave.  
Glenview, IL 60025-1604  
1-800-851-2201  
[wespath.org](https://wespath.org)

