



| Healthy Directions

Web Portal powered by WebMD ONE®

[Introduction](#) | [User Guide](#) | [WebMD App](#) | [Rewards Overview](#)



# Healthy Directions Portal



## EXPERT HELP AND GOAL SETTING

A one-stop wellness shop for Health New England members, the Health New England Healthy Directions web portal is powered by WebMD ONE®, a trusted source of health information. Get the latest resources that WebMD ONE offers in a personal and private portal just for you.\* Inside you'll find easy-to-use health and wellness tools such as a comprehensive health assessment, self-management tools, health trackers, self-help videos, healthy recipes and much more.

## ONCE YOU REGISTER, YOU WILL BE READY TO JUMP-START YOUR WELLNESS GOALS.

### Check your health.

In just 15 minutes, you can get a thorough assessment of your current health status with results, recommendations and next steps from WebMD Health Services without ever leaving your home. Get started by taking your personal Health Assessment.

### Set your goals.

You are unique, and so are your health and wellness goals. The Daily Habits tool lets you set personal health goals to stay focused and motivated.

### Take a look around.

Check out the rest of the Healthy Directions web portal to find out about the nutritional webinars, fitness programs and discounts to help you meet your health goals. So what are you waiting for?

\*The Healthy Directions web portal is only available to Health New England health plan members. Some self-funded groups do not have access to the Healthy Directions web portal.

# STEP 1

## REGISTER AS A FIRST-TIME USER.

Go to [webmdhealth.com/hne](http://webmdhealth.com/hne) and click **CREATE ACCOUNT**.

The screenshot shows the top navigation bar with the Health New England logo and 'Healthy Directions'. Below is a large image of a family walking in a field. To the right, there is a 'Welcome' section with input fields for 'Username' and 'Password', a 'SIGN IN' button, and a link for 'Forgot username or password?'. At the bottom right, there is a link for 'Don't have an account yet?' with a 'CREATE ACCOUNT' button circled in red.

Click **No**, then **CONTINUE**.

The screenshot shows the 'WebMD ONE' logo and 'Welcome to Registration' heading. It lists benefits of registering and asks if the user has an existing Personal Health Record at WebMD.com. The 'No' button is circled in red. Below, there is a 'CONTINUE' button also circled in red.

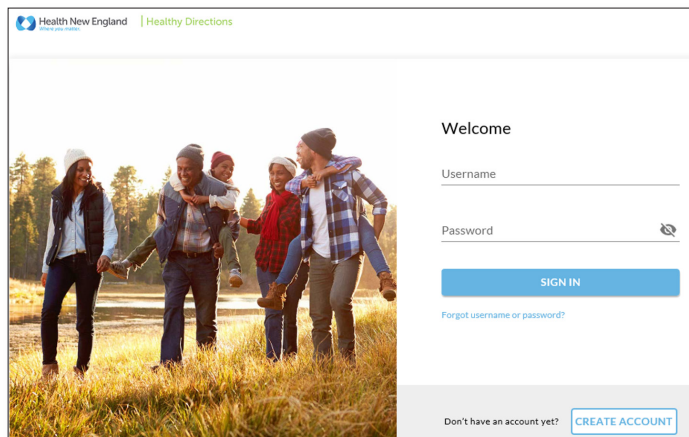
Enter your information into boxes 1\*, 2 and 3, then click **GO**.

The screenshot shows the 'WebMD ONE' logo and 'Authentication and Security Information' heading. It has input fields for 'Member Number', 'Username', and 'Password'. A 'Frequently Asked Questions' link is at the top. A red callout box contains the text: '\*You must enter the correct Member Number, which is a combination of your membership ID number (e.g., 111635000) and your subscriber number (e.g., 01)'. Below the callout is an example of a member ID card with the number 11163500001 highlighted.

AFTER REGISTERING, YOU CAN ACCESS THE HEALTHY DIRECTIONS WEB PORTAL, POWERED BY WEBMD ONE, USING ONE OF THE FOLLOWING TWO OPTIONS:

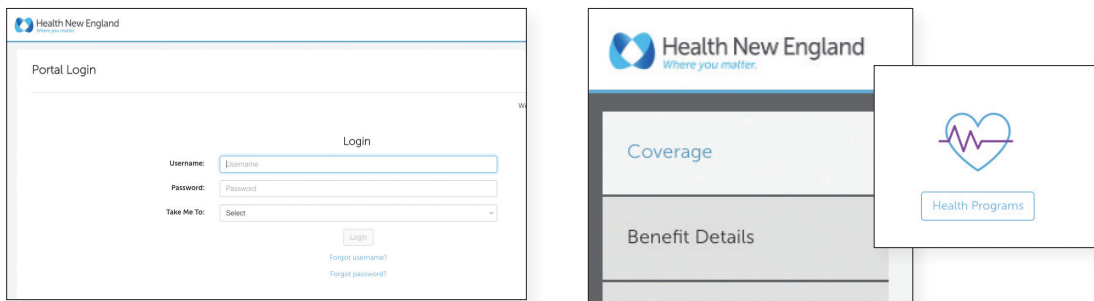
### OPTION 1

» Go to [webmdhealth.com/hne](http://webmdhealth.com/hne) to sign in.

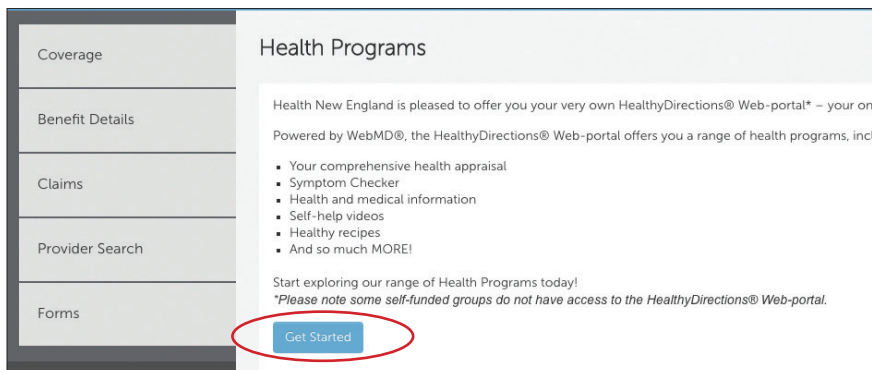


### OPTION 2

» Log into the Health New England Member Portal at [my.healthnewengland.org](http://my.healthnewengland.org) and click the **Health Programs** link in the Coverage section.



» Click **Get Started**. Please be aware that when you're going from the Health New England Member Portal to the WebMD Portal, the WebMD website may not automatically open and may appear as a pop up.





# STEP 2

ENTER ADDITIONAL INFORMATION TO BUILD YOUR PROFILE.

Select the topics in the **What are your interests** section and click NEXT.

WebMD ONE

What are your interests?

Pick your top three now. You can add others later.

I want to...

Get more exercise	<input type="checkbox"/>	Get to a healthy weight	<input type="checkbox"/>
Eat better	<input type="checkbox"/>	Reduce stress	<input type="checkbox"/>
Sleep better	<input type="checkbox"/>	Quit tobacco	<input type="checkbox"/>

BACK

NOTICE INFORMING INDIVIDUALS OF NONDISCRIMINATION AND ACCESSIBILITY

NEXT

Select any conditions you'd like help with and click NEXT or SKIP if you'd prefer not to answer.

WebMD ONE

Can we help you with any of these conditions?

High Blood Pressure	<input type="checkbox"/>	High Cholesterol	<input type="checkbox"/>
Asthma	<input type="checkbox"/>	Diabetes	<input type="checkbox"/>
Coronary Artery Disease	<input type="checkbox"/>	Heart Failure	<input type="checkbox"/>
COPD	<input type="checkbox"/>		

BACK

NOTICE INFORMING INDIVIDUALS OF NONDISCRIMINATION AND ACCESSIBILITY

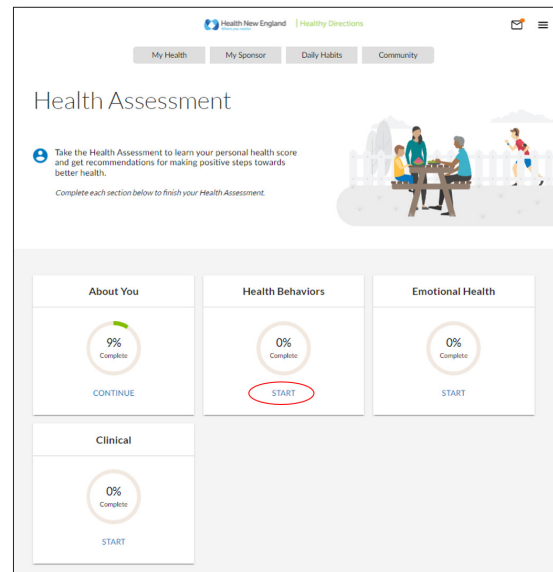
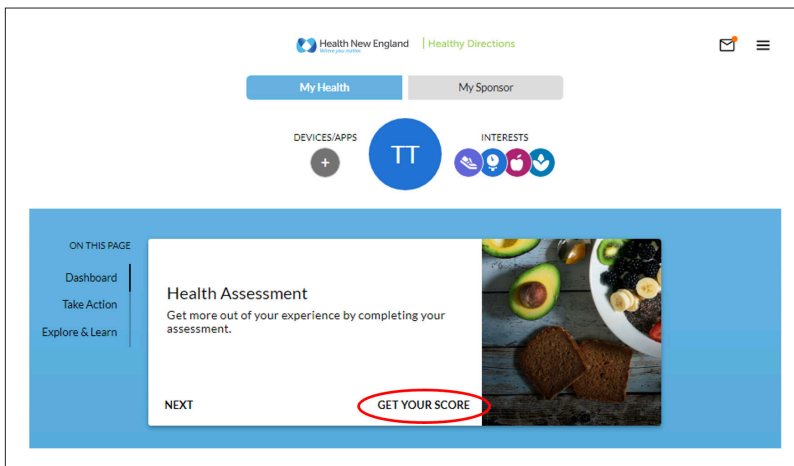
SKIP

# STEP 3

## TAKE OR ACCESS THE WEBMD HEALTH ASSESSMENT.

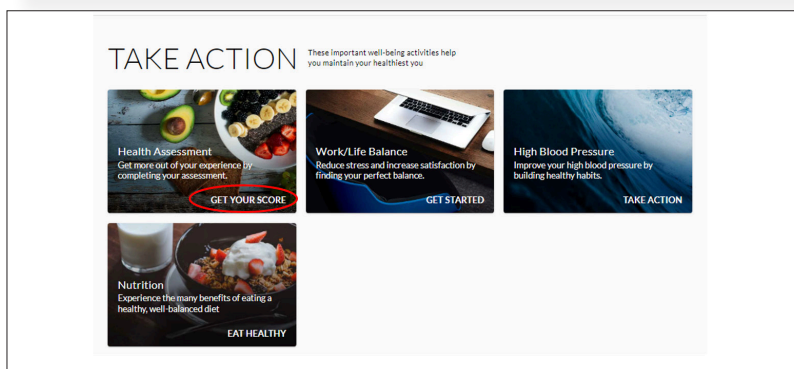
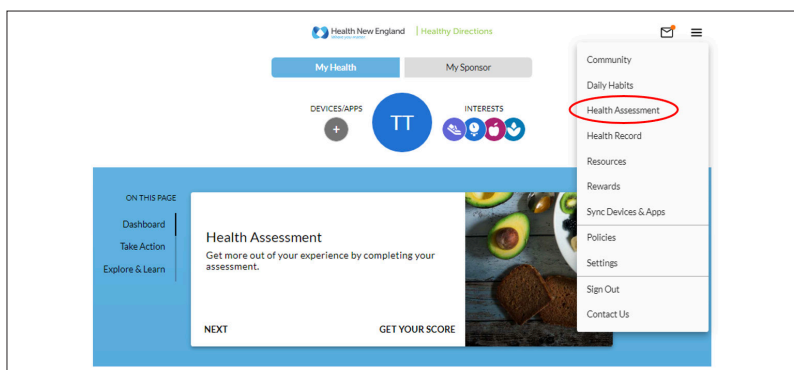
First-time users:

Click on **GET YOUR SCORE**. Read the instructions and click **START** on any section.



For returning users:

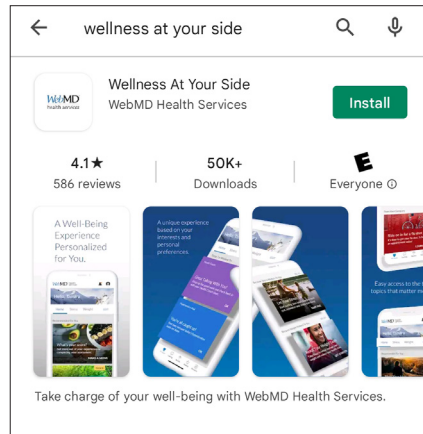
Access your WebMD ONE Health Assessment through the drop-down menu on your homepage or under Take Action.



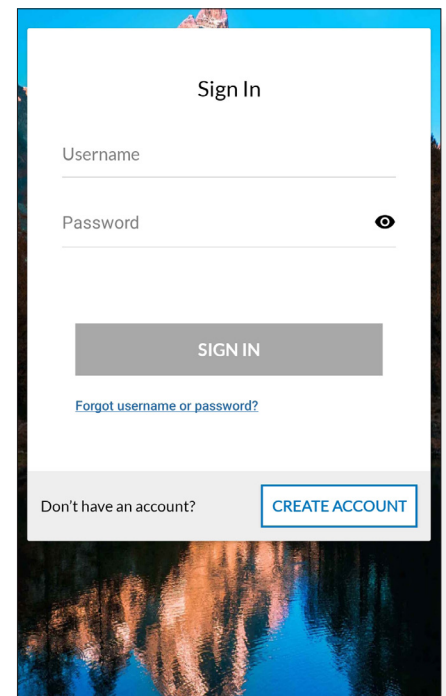
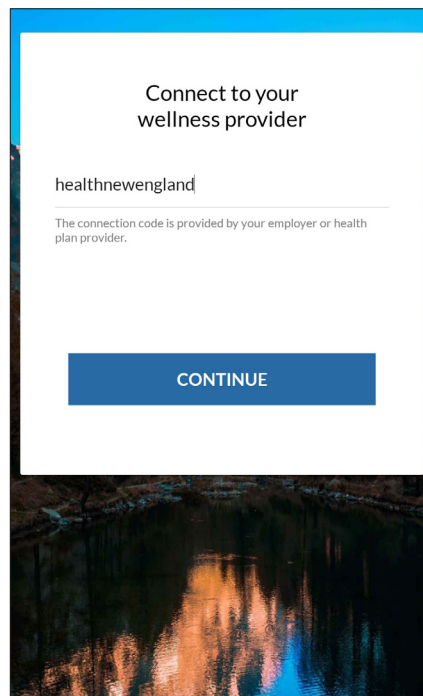
# The WebMD App

DOWNLOAD THE APP FOR ACCESS ANYWHERE OR ANYTIME.

Grab your cell phone -  
Download the **Wellness At Your Side App** through the App Store.

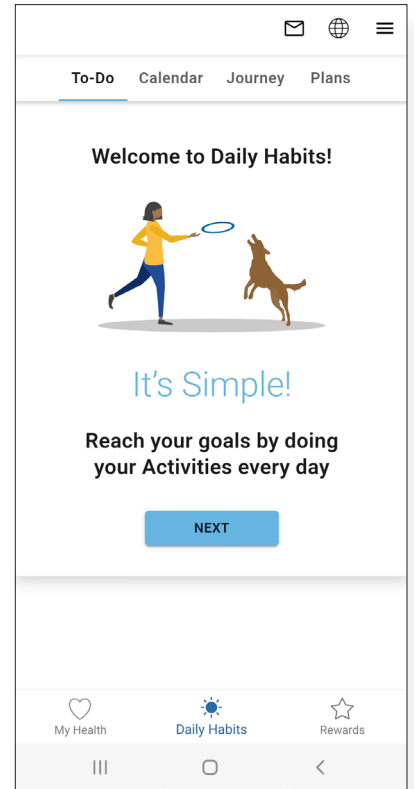
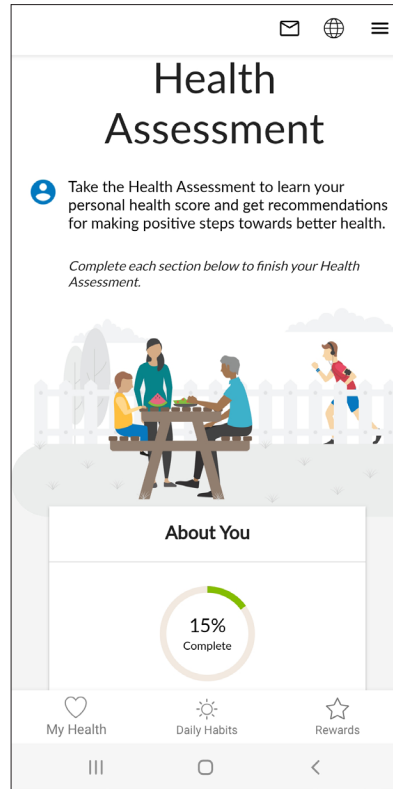
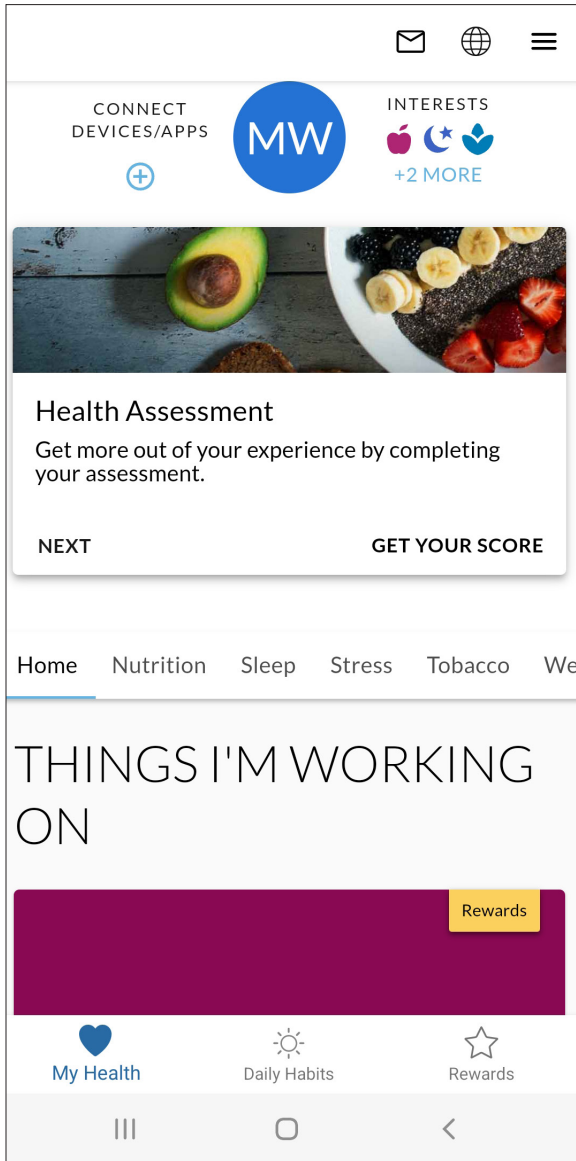


Enter the connection code  
"healthnewengland" then log  
in with your username and  
password.



# The WebMD App

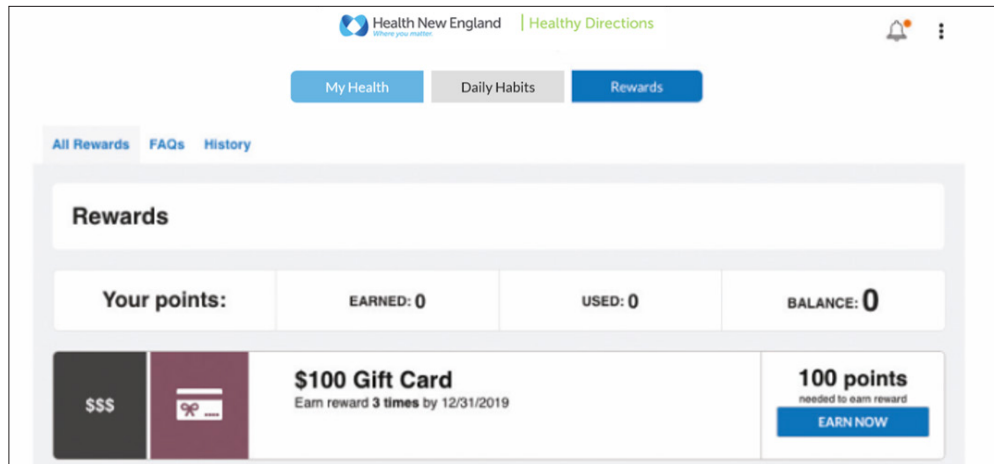
TAKE YOUR HEALTH ASSESSMENT, SET GOALS WITH THE DAILY HABITS TOOL AND VIEW YOUR REWARDS!





# Earn More Rewards

LEARN ABOUT YOUR REWARDS ON THE REWARDS PAGE.

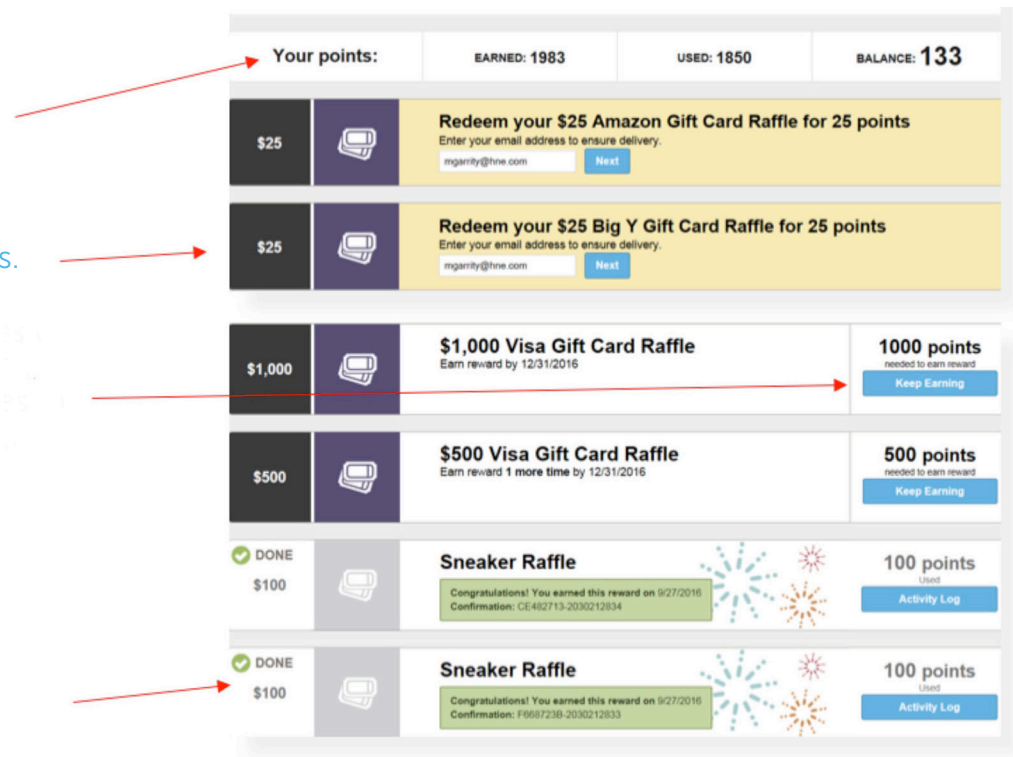


Monitor your points.

See available raffle entries.

Click [Keep Earning](#) for opportunities to earn more points.

See all the raffles you've entered.



RAFFLE PRIZES ARE DRAWN MONTHLY. POINT BALANCE RESETS JANUARY 1 OF EACH YEAR.

Lined area for writing notes



# Where you matter.

---

At Health New England, our mission is to improve the health and lives of the people in our communities, and we are deeply committed to the individuals we serve every day. Based in Springfield, Massachusetts, we have been meeting the health care needs of our members for more than 35 years.

---

HD3922\_1219\_1  
Rev: 1/2023

One Monarch Place, Suite 1500  
Springfield, MA 01144-1500  
(413) 787-4004 | (800) 310-2835

---

[healthnewengland.org](http://healthnewengland.org)

