



Coming in April— New PIN to Maintain Health Data Privacy



Watch your mail during the week of April 13 for an important letter from HealthFlex and WebMD.

Be sure to open the envelope and follow the instructions inside right away. Don't delay! The letter contains a new personal identification number (PIN) designed to maintain security for your online health information.

Entering your new PIN will verify that you are authorized to obtain personalized health and claim status information. *You will only need to enter this new PIN once.*

The new PIN issued by WebMD is a random, computer-generated number unique to you. You are the only person who will receive this PIN; it will not be e-mailed or available anywhere besides the letter you receive the week of April 13.

DON'T DELAY...
Enter your new HealthFlex/WebMD PIN right away.

New PIN Secures Your HealthFlex Information

WebMD, in cooperation with HealthFlex, is issuing a new authentication PIN to every HealthFlex participant and covered spouse as a way to maintain the high level of security for personal health care information on the HealthFlex/WebMD Web site. The new PIN is necessary as HealthFlex moves away from using Social Security numbers later this year.

Your HealthFlex/WebMD username and password will not change.

Please note: A lost PIN can be replaced only by WebMD. It may take up to three weeks for the replacement PIN from WebMD to arrive in the mail. The Health Team can explain the process for replacing a PIN, but cannot recover a lost PIN.

Web Site Single Sign-On Streamlines Access

Also in April, you can experience the HealthFlex/WebMD Web site as an information hub for many programs available through HealthFlex. After entering the new PIN once, use your username and password to log into the HealthFlex/WebMD site and go directly to Web sites of Blue Cross and Blue Shield, UnitedHealthcare and Medco—without additional usernames or passwords. In time, single sign-on may be extended to more HealthFlex vendor partners.

Eliminating the need to remember many different usernames and passwords to obtain your medical and prescription information makes your self-care a little bit easier.

(continued)



Remember These Details

- **Don't wait.** Enter the new PIN on your computer the same day you receive the letter from HealthFlex/WebMD; then you won't need to think about it again. To enter, go to **www.gbophb.org** and click on **"HealthFlex/WebMD."** Log in with your username and password; then follow the instructions on the computer screen to enter your new PIN.
- **This is a one-time PIN entry.** After entering the new PIN once, you'll continue to sign in to the HealthFlex/WebMD account using your existing username and password.
- **Your username and password for HealthFlex/WebMD will not change.** The only difference will be entering the new PIN for a one-time authorization.
- After WebMD resets the PINs on April 8, participants and covered spouses will need to enter the new PIN to access HealthFlex benefits details online or to link to Blue Cross and Blue Shield, UnitedHealthcare or Medco Web sites from the HealthFlex/WebMD Web site. If you need details about HealthFlex benefits before you've entered the new PIN, please call the Health Team at **1-800-851-2201**; select **option 1**, then **0**.
- If you misplace the mailed letter with your new PIN, call the Health Team for help. Replacing a lost PIN may take up to three weeks.

