

Getting Started with Lifestyle Returns®

Congratulations on taking the first step toward improved health and wellness. Lifestyle Returns is a three-step comprehensive wellness program that helps you address all aspects of your health, then rewards you for completing every step. Make the commitment and take these steps:

1. **Take the Pledge.**
2. **Complete the online HealthMedia® Succeed™ Wellness Profile.**
3. **Take Charge of Your Health**
 - **Schedule Preventive Exams.**
 - **Participate in 2 Health and Wellness Programs.**
 - **Use Health Education Tools and Take a Survey**

How to Log onto Your Member Web Site:

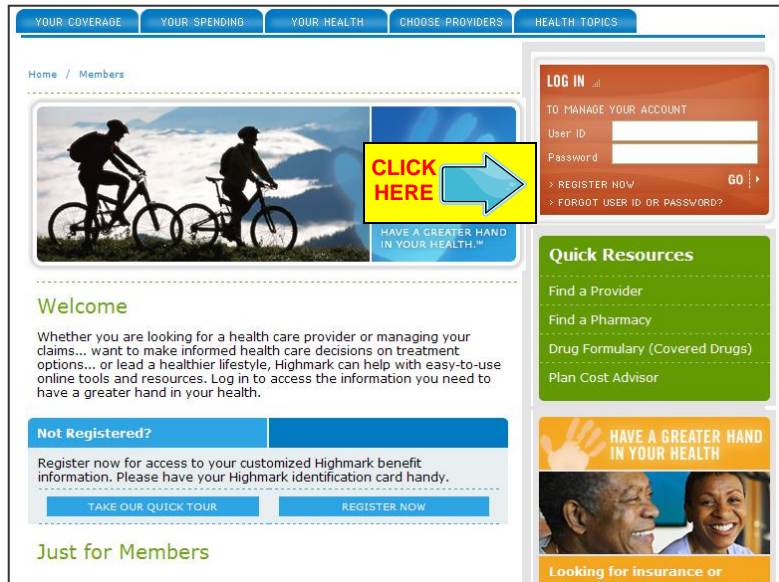
1. Start by going to your Member Web site at www.highmarkbcbs.com.
2. Click the **MEMBERS** tab.



IMPORTANT PHONE NUMBERS

- For **login issues**, call technical support at **1-877-298-3918**.
- For **web support**, call **1-800-294-9568**.
- If you have **any general questions** while completing the Lifestyle Returns program, please call the Member Service number found on the back of your Highmark insurance card.

3. If you do not have a [USER ID](#) and [PASSWORD](#), create one by choosing [REGISTER NOW](#) from the [LOG IN](#) box. Follow the instructions as directed.



- a. **Please Note:** If you have previously visited the Highmark Web site, but have **forgotten your User ID and Password**, you cannot create a different User ID and Password. Please contact the Login Help Line at 1-877-298-3918. This process will only take a few minutes.

4. Complete the [REGISTRATION FORM](#). For security reasons, your password must be at least six characters and use a combination of both letters and numbers. Select the [SUBMIT](#) button after confirming your password.

5. The next screen will confirm that your information has been submitted. **A PERSONAL IDENTIFICATION NUMBER (PIN)** is required to view your Personal Health Information including claims data and expense data. The PIN is not required to access Lifestyle Returns. You need to select how to receive your PIN—via email, text message, voice message or mail. Simply indicate an option and click **SUBMIT**

HIGHMARK
Blue Cross Blue Shield
An Independent Licensee of the Blue Cross and Blue Shield Association

TEXT ONLY

» LOGOUT

PIN Delivery Method

Your information has been confirmed. You need a PIN to access your personal information on the site. ?

Tell us how to send your PIN.

E-mail my PIN. E-mail and text are recommended for quick site access!

Text (Carrier charges may apply)

Voice

Enter number.

Re-enter number.

Mail my PIN to arrive within 5 business days.

Cancel

Submit

CLICK HERE

HELP | ABOUT HIGHMARK | PRIVACY POLICY | SITE MAP | TEXT ONLY

6. The next screen will ask you to enter the PIN. Simply enter the PIN and click **SUBMIT**. You will only have to enter the PIN once (one time only). You will not be asked to enter the PIN again. If you do not want to enter a PIN, simply click **CONTINUE WITHOUT PIN**. You will still have access to Lifestyle Returns

HIGHMARK
Blue Cross Blue Shield
An Independent Licensee of the Blue Cross and Blue Shield Association

Customer Service | You have 0 new messages

» LOGOUT

Provide Your PIN

Your PIN protects your privacy and allows you to access your personal information on the site. You only have to enter it once to confirm your identity.

You registered on May 13, 2010.

Enter your PIN: Submit

Access health and wellness programs without your PIN.

Continue without PIN

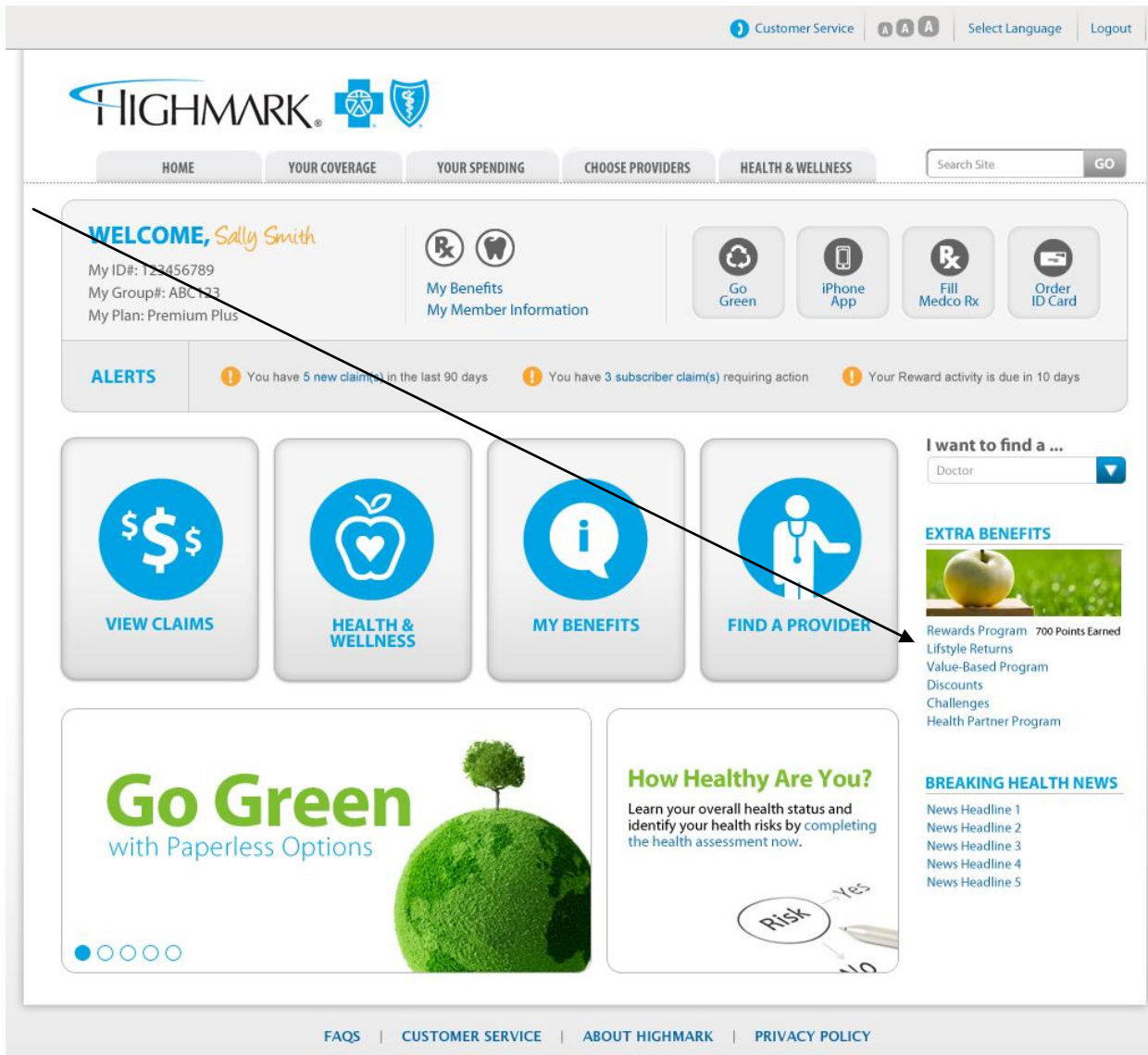
Reissue my PIN

CLICK HERE

HELP | ABOUT HIGHMARK | PRIVACY POLICY | SITE MAP

7. Congratulations, you have completed the registrations process. The next screen will be your Personalized Home Page. Click [LIFESTYLE RETURNS](#) under Programs to get started.

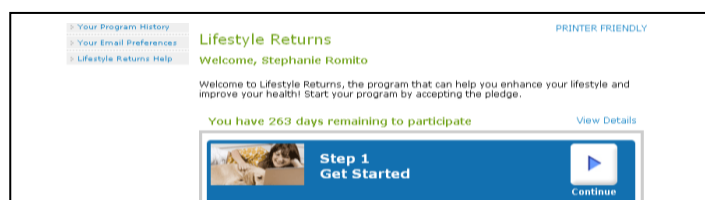
1) Midway down right side of page, click on Lifestyle Returns under **EXTRA BENEFITS**.

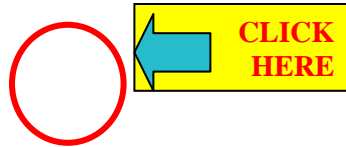


To begin the LIFESTYLE RETURNS STEPS PROGRAM:

STEP 1: TAKE THE PLEDGE

1. Next to **Get Started**, click the [CONTINUE](#) button.





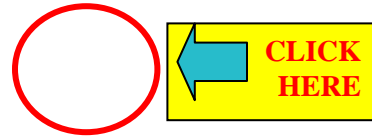
2. Select “Yes, I accept the pledge” and then Click [SUBMIT](#)

Remember to Accept the Pledge

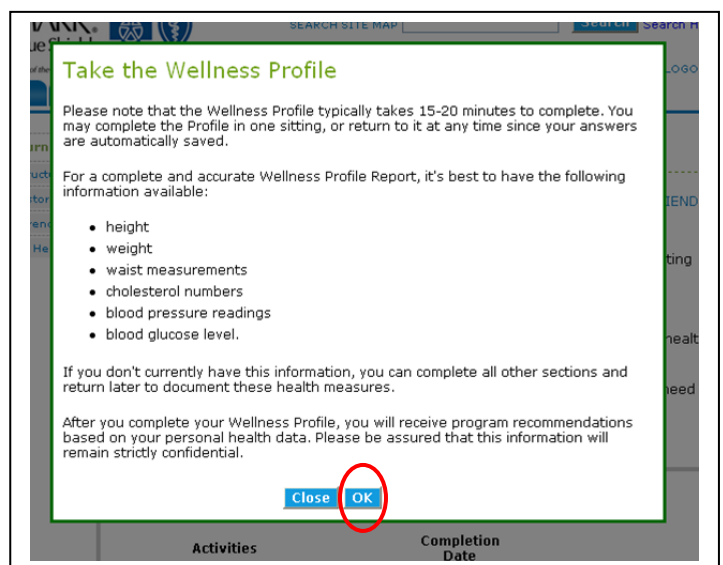
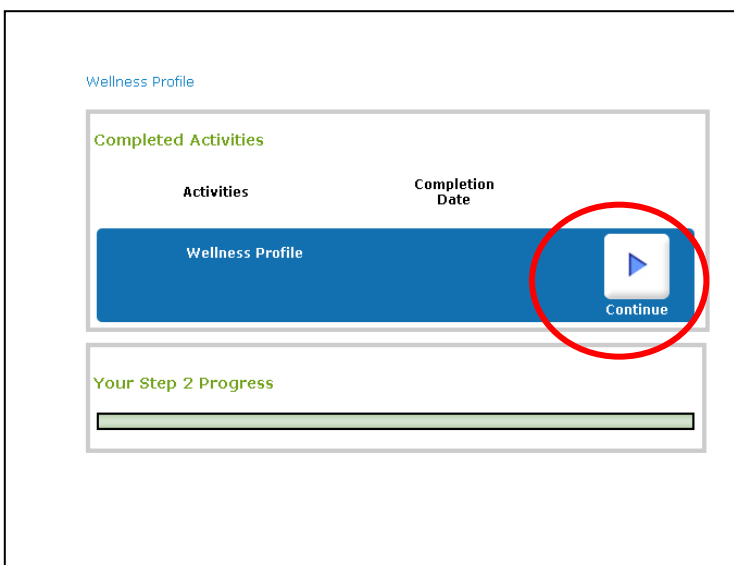
CLICK HERE

STEP 2: COMPLETE THE ONLINE WELLNESS PROFILE.

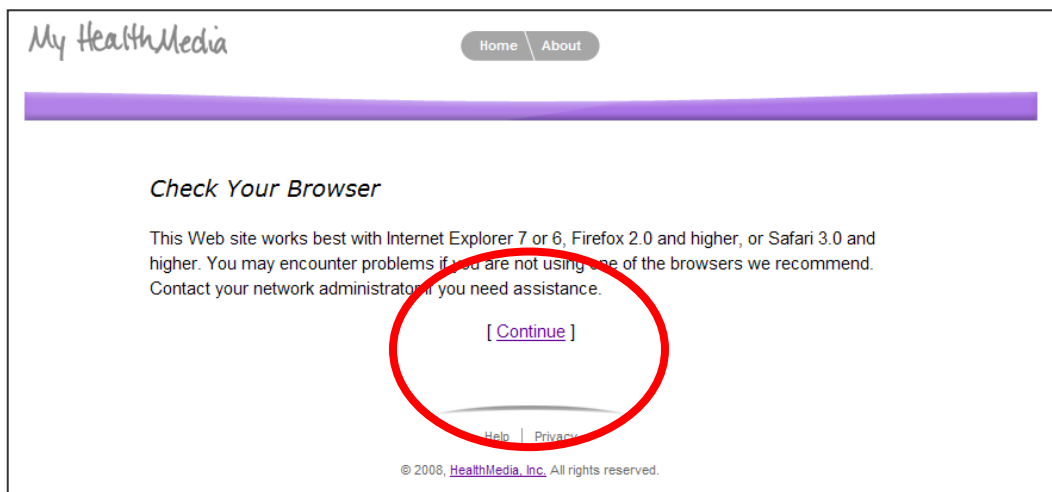
1. Under **ASSESS YOUR HEALTH**, click the [CONTINUE](#) button.



2. You are ready to complete your **Wellness Profile**. Click the **CONTINUE** button. Information about the Wellness Profile is displayed. Click **OK** and you will be directed to **MY HEALTHMEDIA** web page.

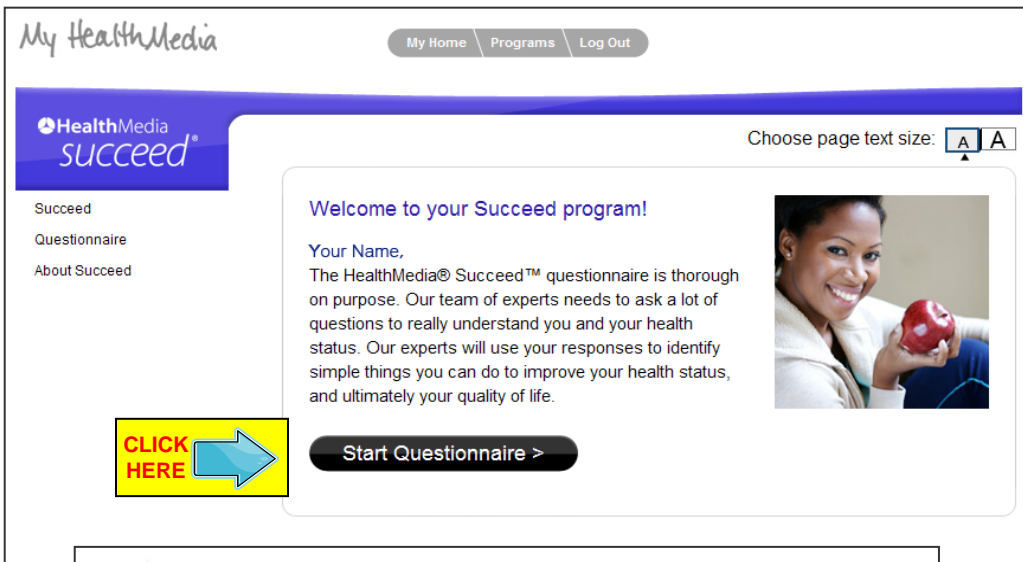


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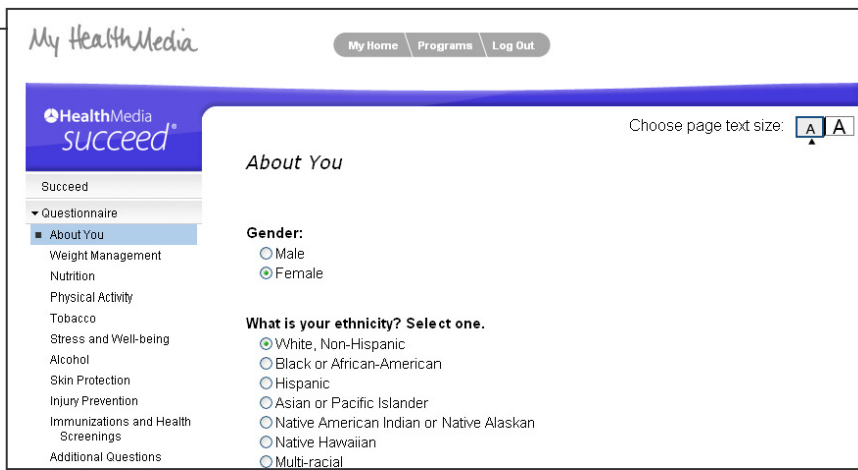


3. The following window may appear to ensure you are using a recommended browser. Click **CONTINUE** to proceed to the questionnaire.

4. Choose **START QUESTIONNAIRE** to take your **Wellness Profile**.

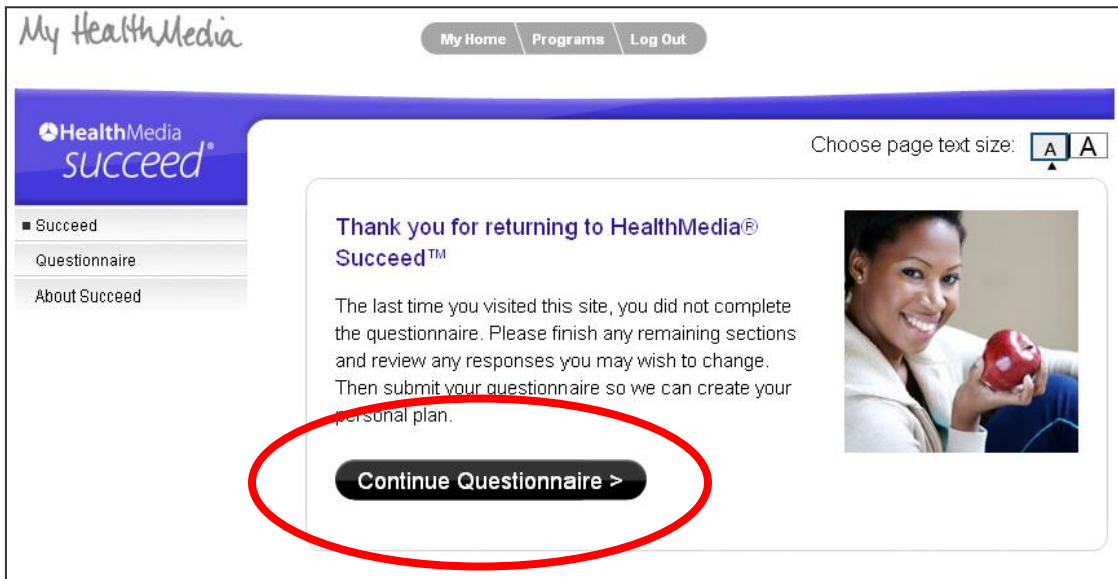


5. Follow the complete

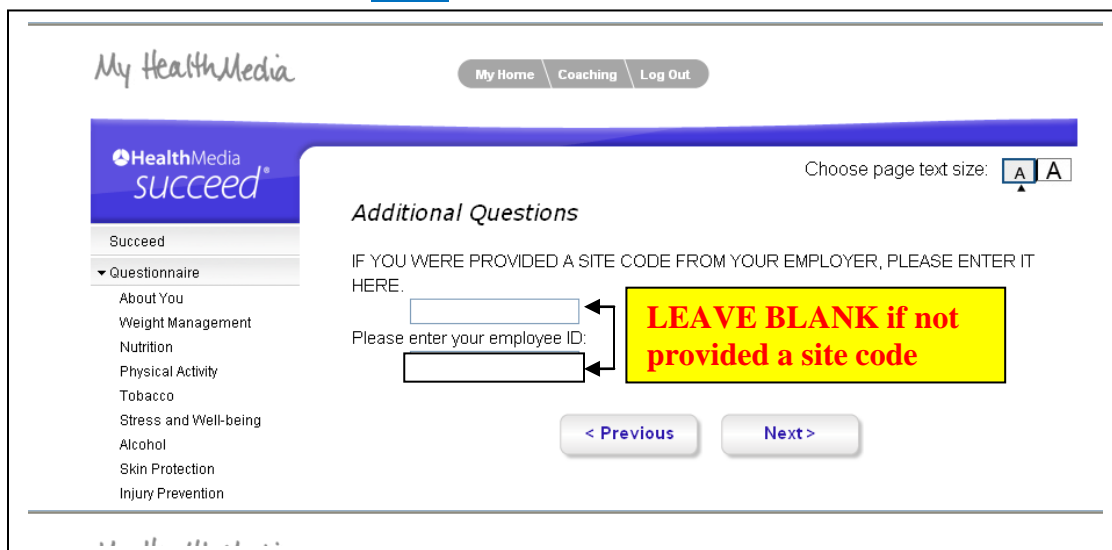


questionnaire to your wellness profile.

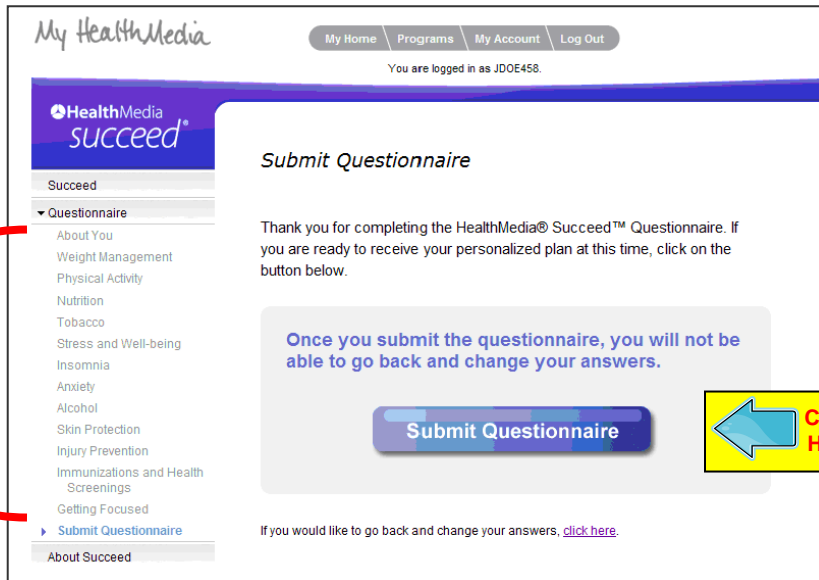
6. If you are unable to complete the questionnaire in one sitting, you may log out and continue another time, as long as you **DO NOT** click on the **SUBMIT** button. Log back onto your Member Web site and follow the previously outlined steps to return to the **My HealthMedia** page. You may continue the questionnaire by clicking on **CONTINUE QUESTIONNAIRE**.



7. Complete the questionnaire. If your employer provided you with a **SITE CODE**, please enter this code at the end of the questionnaire under the section **ADDITIONAL QUESTIONS**. If your employer did not provide you with a site code, leave blank and click **NEXT**.



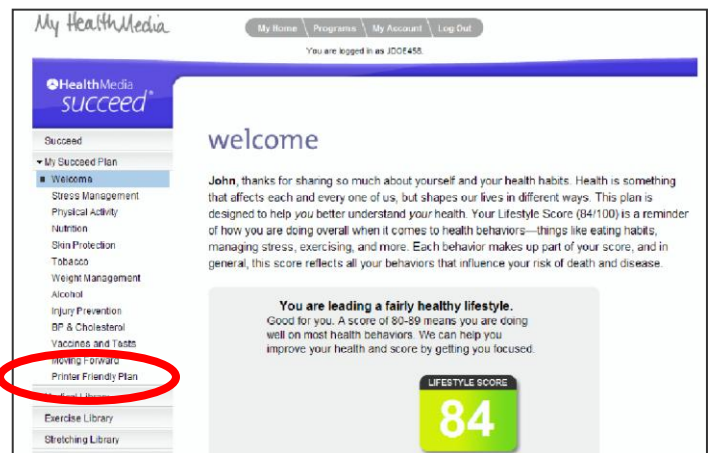
8. You may review your responses in the questionnaire before submitting it. Click on the section to review. When you are satisfied with your responses, click **SUBMIT QUESTIONNAIRE**. Once you submit your questionnaire, you will not be able to redo it.



9. This screen will appear while your questionnaire is being processed.



10. You can read your personal healthy lifestyle plan online, or you can print it.





STEP 3: TAKE CHARGE OF YOUR HEALTH


- Schedule Preventive Care Exams
- Participate in 2 Health and Wellness Programs


• Use Health Education Tools and Take a Survey


You have 261 days remaining to participate [View Details](#)



Step 1
Get Started


Completed


Step 2
Assess Your Health


Completed


Step 3
Take Charge of Your Health


Continue

Preventive Exams 1 OF 2
Health & Wellness Programs 0 OF 2
Health Information & Tools 0 OF 1

Your Progress You have 2 steps completed with a target of 3 steps

0% Step 1 | Step 2 | Step 3 100%

Program Ends 09/30/10
Your Program is not complete.

Now that you completed Steps 1 and 2, you are ready to take charge of your health and complete Step 3.

- Schedule Preventive Care Exams
- Participate in 2 Health and Wellness Programs
- Use Health Education Tools and Take a Survey

Click the [CONTINUE](#) button to begin Step 3.

PART ONE OF THREE: SCHEDULE YOUR PREVENTIVE EXAMS

1. Schedule your **PREVENTIVE EXAMS** based on the requirements for your age and gender. Click on [CONTINUE](#) next to **PREVENTIVE EXAMS** to see your required exams. Enter your preventive exam dates into the appropriate fields, as indicated. Please use the calendar to select the date. Then click [SUBMIT](#).

Completed Activities

Activities	Completion Date
Preventive Exams <small>Physical Exam</small>	08/31/09
Health & Wellness Programs	
Health Information & Tools	

Your Step 3 Progress

0% 100%

Preventive Exams

Preventive care exams are included in this activity based on your age as of the program's effective date. Use the calendar to see the complete date range available to you based on your age and gender. [Review the Preventive Care Schedule](#) to see what care might be right for you.

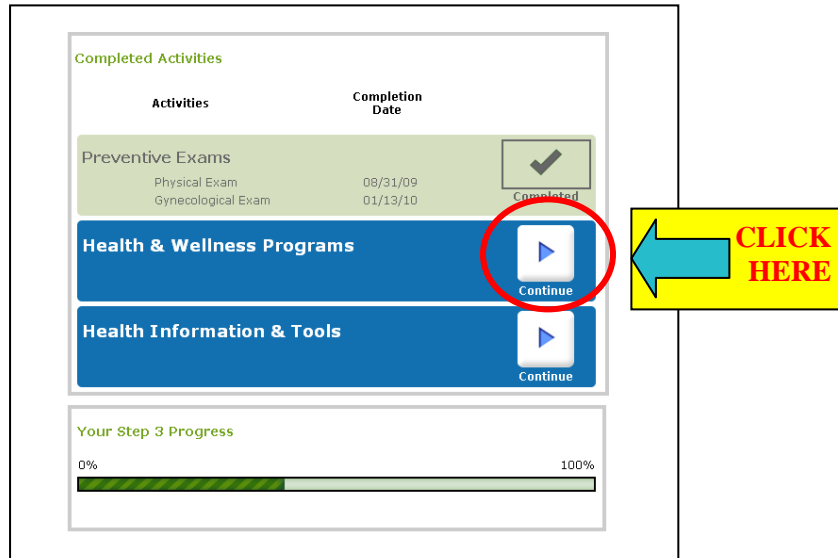
To receive credit for this activity, submit your appointment date(s).

[View Previous Dates](#)

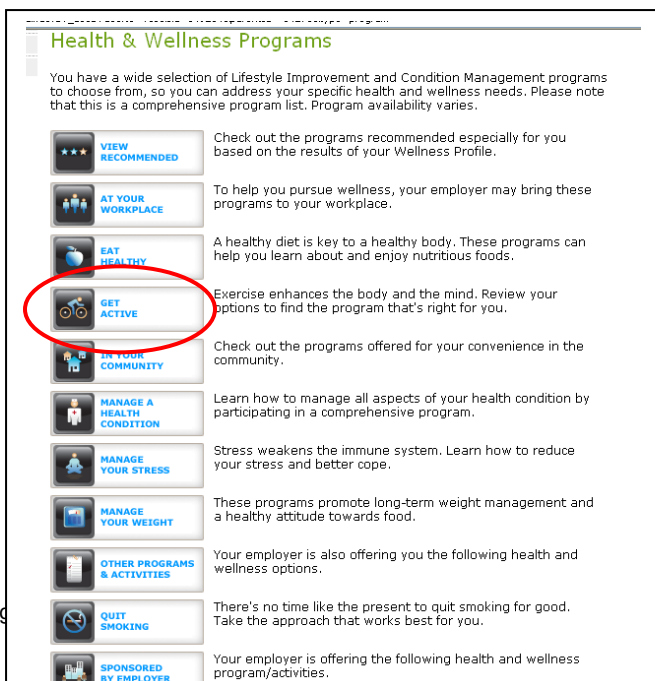
Exams	Date	Complete
Physical Exam	<input type="text" value="09/11/2009"/>	✓
Gynecological Exam	<input type="text"/>	

PART TWO OF THREE: PARTICIPATE IN 2 HEALTH AND WELLNESS PROGRAMS

1. Click the [CONTINUE](#) button next to Health & Wellness Programs.

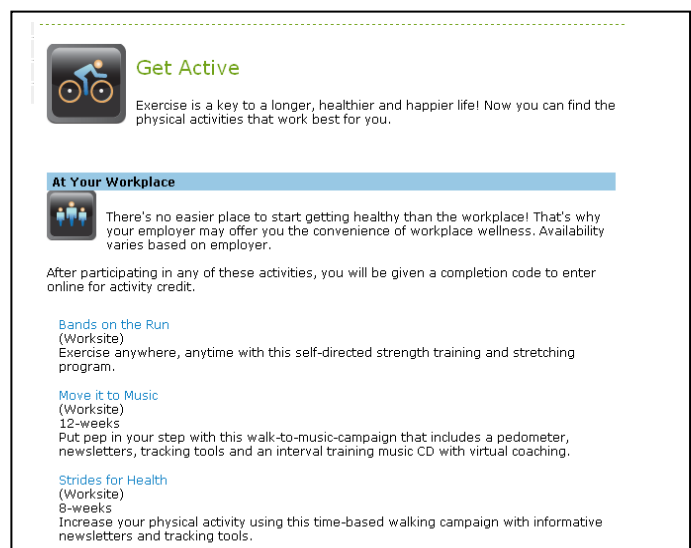


2. The Health and Wellness Programs are viewable by category. Select a category to view all program options. Select [VIEW RECOMMENDED](#) to see a listing of programs that are recommended for you based on your responses to the Wellness Profile. Your employer may sponsor additional programs and you can view these programs under [SPONSORED BY EMPLOYER](#). Remember, you must participate in any 2 of these programs.



As an example,

When you click [GET ACTIVE](#), below is a listing of programs that may be available to you.



PART THREE OF THREE: USE HEALTH EDUCATION TOOLS AND TAKE A SURVEY

1. Click the **CONTINUE** button next to Health Information & Tools. First, Select one of the tools that interest you.

Completed Activities

Activities	Completion Date	
Preventive Exams		Completed
Physical Exam	08/31/09	
Gynecological Exam	01/13/10	

Health & Wellness Programs [Continue]

Health Information & Tools [Continue]

Your Step 3 Progress

0% 100%

Health Information & Tools

Your Lifestyle Returns program provides you with health information and tools to help you make informed health decisions.

Part 1: Select a Tool

Below is a list of health education tools you can access online. Review information in a tool. To earn credit, return to this page and complete a follow-up survey.

Part 2: Take a Survey

You have not completed this activity. To earn credit for this activity you must complete the short survey. [Take the survey.](#)

- HEALTH TOPICS** You can access helpful in-depth information on the health topic of your choice.
- OTHER RESOURCES** Access convenient miscellaneous resources.
- VIEW ALL** Here are all of your Health Information & Tools options.

2. Then, Take the Survey. Remember to click **SUBMIT** after completing the survey.

Health Information & Tools

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Below is a list of health education tools you can access online. Review information in a tool. To earn credit, return to this page and complete a follow-up survey.

Part 2: Take a Survey

You have not completed this activity. To earn credit for this activity you must complete the short survey. [Take the survey.](#)

- HEALTH TOPICS** You can access helpful in-depth information on the health topic of your choice.
- OTHER RESOURCES** Access convenient miscellaneous resources.
- VIEW ALL** Here are all of your Health Information & Tools options.

Somewhat better
 Somewhat worse
 Much worse
 Not applicable

12. What was the name of the health tool that you used before?

Submit **Cancel**

COMPLETION OF LIFESTYLE RETURNS







When all 3 Steps of Lifestyle Returns are complete, your program page will be displayed as below:

Lifestyle Returns [PRINTER FRIENDLY](#)

Welcome, Helen

Congratulations! You have completed the program. Keep in mind that you can still take advantage of online tools and resources.


Congratulations! You have completed the program! [View Details](#)

	Step 1 Get Started	 Completed
	Step 2 Assess Your Health	 Completed
	Step 3 Take Charge of Your Health	 Completed

Preventive Exams	3 OF 3
Health & Wellness Programs	2 OF 2
Health Information & Tools	1 OF 1

Your Progress You have 3 steps completed with a target of 3 steps

0% Step 1 | Step 2 | Step 3 100%



Program Ends 10/31/09
Congratulations!

If you have any questions about your program, call the toll-free Member Service number on the back of your ID card.