

Phone Support and Online Tools



Manage your health 24/7

You're managing a lot of your life online these days, from bills and banking to shopping. So why not manage your health plan and your healthcare online? We have a variety of tools to make your life easier. It's simple and fast — so you can spend more time enjoying your life offline.

Member Services

Member Services is your main resource for information on health plan benefits, claims, account balances, provider network searches and more. Nine of ten issues are resolved with the first call and if we don't have an immediate answer, we'll get back to you at your convenience. You can even ask for any Member Services representative by name or request an interpreter.

Available Monday through Friday, 7 a.m. to 7 p.m., CST. Please refer to the phone number on the back of your Member ID card. If you do not have a Member ID card, please call our general number at 952-883-5000 or 1-800-883-2177.
En Español: 952-883-7050.



When you've got questions, we've got answers. Whether it's the middle of the day or the middle of the night, help is just a phone call away.

Manage personal records

- Create a personal health journal with the **"My Health Diary"** tool. Your diary stores your health information in one place so you can record your history of allergies, immunizations and prescriptions, as well as track weight loss, blood pressure and blood sugar levels. You can even create a directory of your favorite clinics and hospitals.
- Go green by using your online mailbox to receive your **Explanations of Benefits (EOB)** online. It's an easy, safe and secure way to track claims and manage your accounts. You can even e-mail questions about benefits, eligibility or claims directly to Member Services.
- Use **Microsoft® HealthVault™** to archive your EOBs. Once you transfer your EOBs and health information to HealthVault, you will have free, life-long access whether you change health plans, doctors or jobs.

Research, review, re-order

- **Search** more than 38,000 dentists by name, clinic name, specialty, language, gender, bus line access, hours of business, parking, wait times and more
- **Bookmark** your search results to create your own personal directory
- **Review** provider cost and quality ratings
- **View** your claims and benefits
- **Order** a new Member ID card

Visit the library

- With just one click, you can search more than 8,000 health-related topics on our **Healthwise Health Information Library**. Search items such as common illnesses and injuries, as well as basic dental care, tooth decay, wisdom teeth and more.
- Use one of the interactive tools to find out how many calories you burned or to check symptoms.
- Visit **healthpartners.com/healthlibrary**

Set up your account

Sign up today. It's fast and easy. Once you've logged on to your account, check the box to have administrative documents delivered right to your secure online mailbox. You'll see an icon alerting you to new messages whenever you log on. To get started just go to **healthpartners.com**.



To learn more about us, visit **healthpartners.com** or call Member Services at **952-883-5000** or toll-free at **800-883-2177**.
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