



| Healthy Directions

Web Portal powered by WebMD ONE

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

# 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 but 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 Digital Health Assistant 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?

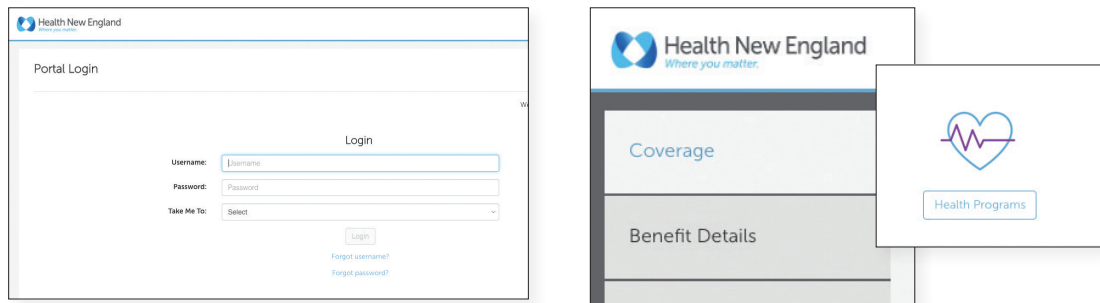
\*The Healthy Directions web portal is only available to Health New England health plan members. Some self-funded groups do not have access to the Healthy Directions web portal.

# STEP 1

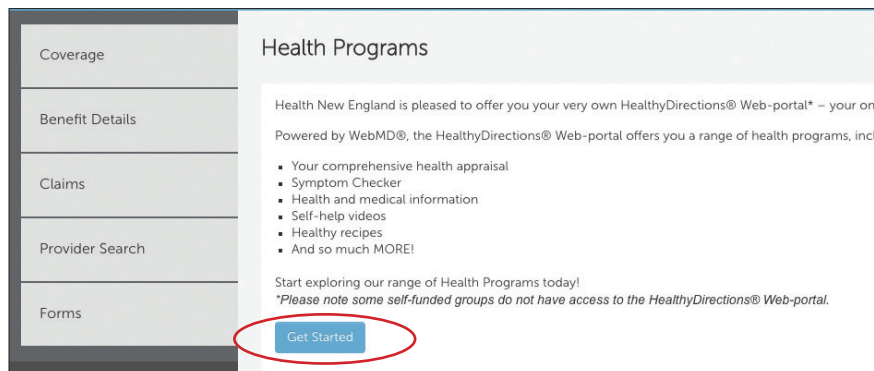
TO ACCESS THE HEALTHY DIRECTIONS WEB PORTAL, POWERED BY WEBMD ONE, USE ONE OF THE FOLLOWING TWO OPTIONS:

## OPTION 1

- » 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.

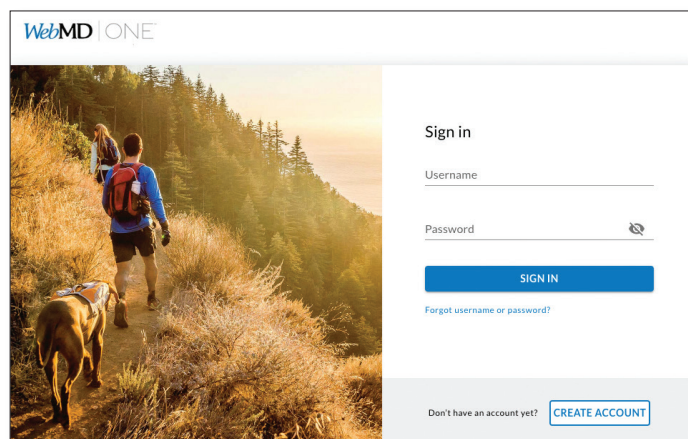


- » Click Get Started.



## OPTION 2

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

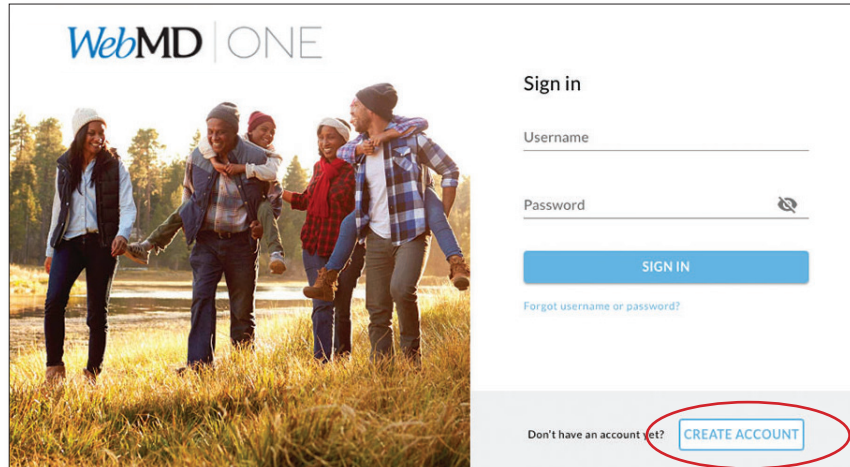




# STEP 2

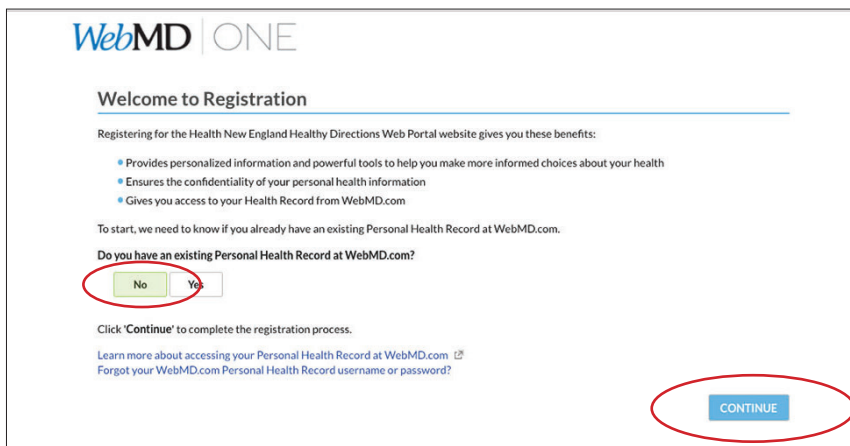
REGISTER AS A FIRST-TIME USER.

Click  
CREATE ACCOUNT.



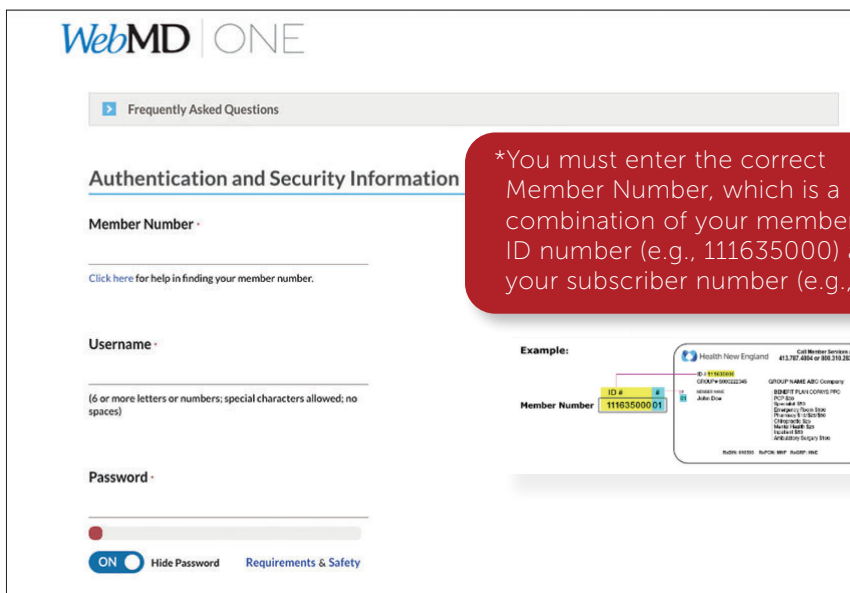
The image shows the WebMD ONE sign-in page. On the left is a photograph of a family walking in a field. On the right, there is a 'Sign in' section with fields for 'Username' and 'Password', a 'SIGN IN' button, and a link for 'Forgot username or password?'. At the bottom right, there is a link 'Don't have an account yet?' and a 'CREATE ACCOUNT' button, which is circled in red.

Click No,  
then CONTINUE.



The image shows the 'Welcome to Registration' page. It lists benefits of registering for the Health New England Healthy Directions Web Portal website. Below the benefits, it asks 'Do you have an existing Personal Health Record at WebMD.com?' with 'No' and 'Yes' radio buttons. The 'No' button is circled in red. At the bottom right, there is a 'CONTINUE' button, also circled in red.

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



The image shows the 'Authentication and Security Information' page. It has fields for 'Member Number', 'Username', and 'Password'. The 'Member Number' field is highlighted with a red box and labeled '1\*'. The 'Username' field is highlighted with a red box and labeled '2'. The 'Password' field is highlighted with a red box and labeled '3'. 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.

# STEPS 3 & 4

## ENTER ADDITIONAL INFORMATION TO BUILD YOUR PROFILE.

Fill out **Tell us about your health** section and click **NEXT**.

**WebMD ONE**

**Tell us about your health**  
This helps us understand where you are on your well-being journey.

Overall, how would you rate your health?

- poor
- fair
- average
- good
- excellent

What's your ethnic origin? ▼  
Some conditions and health risks vary by ethnicity.

Height  ft  in Weight  lbs  
without clothes

Select the topics in **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
- Get to a healthy weight
- Eat better
- Reduce stress
- Sleep better
- Quit tobacco

**BACK** **NEXT**

NOTICE INFORMING INDIVIDUALS OF NONDISCRIMINATION AND ACCESSIBILITY

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
- High Cholesterol
- Asthma
- Diabetes
- Coronary Artery Disease
- Heart Failure
- COPD

**BACK** **SKIP**

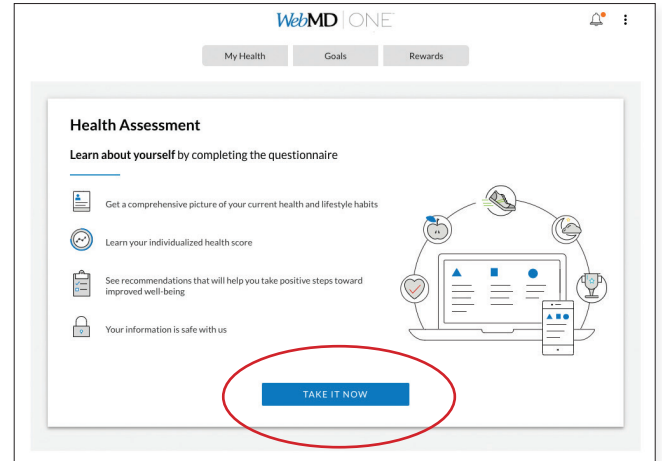
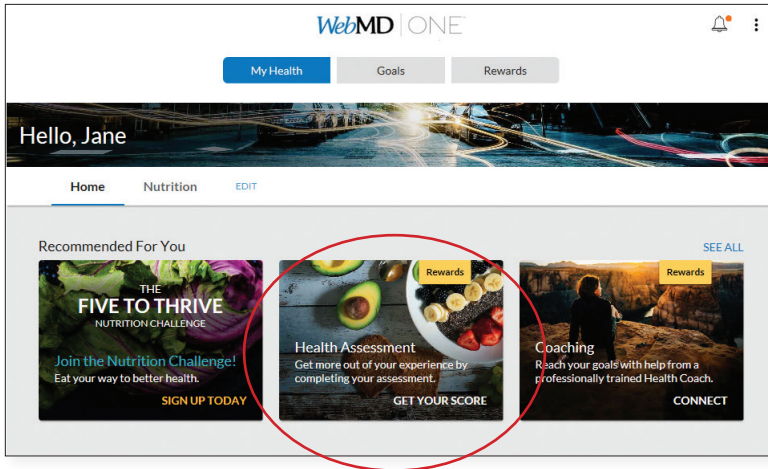
NOTICE INFORMING INDIVIDUALS OF NONDISCRIMINATION AND ACCESSIBILITY

# STEPS 5 & 6

TAKE OR ACCESS THE WEBMD HEALTH ASSESSMENT.

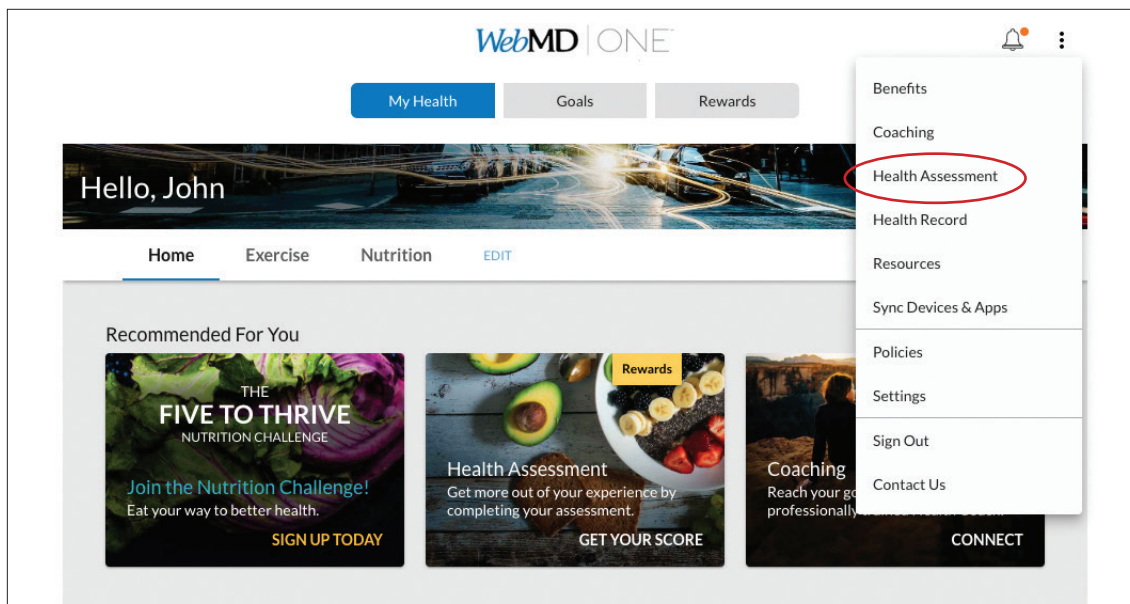
First-time users:

Click on **GET YOUR SCORE**. Read instructions and click **TAKE IT NOW**.



For return users:

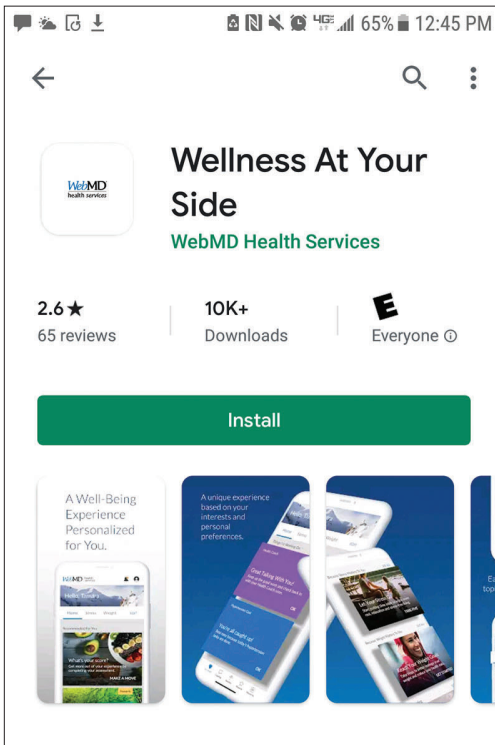
Access your WebMD ONE Health Assessment through the drop-down menu on your homepage.



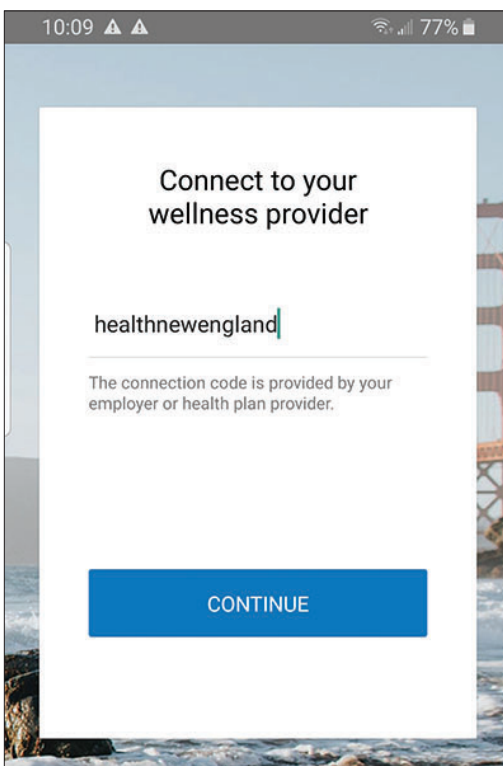
# Available *NOW* | The WebMD App

DOWNLOAD THE APP FOR ACCESS ANYWHERE OR ANYTIME.

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

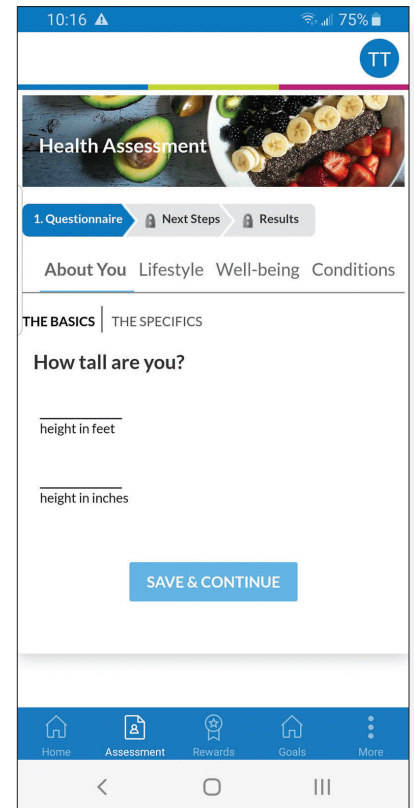
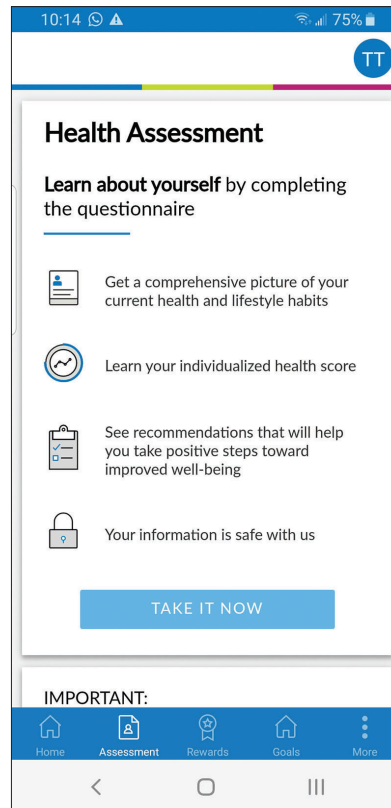
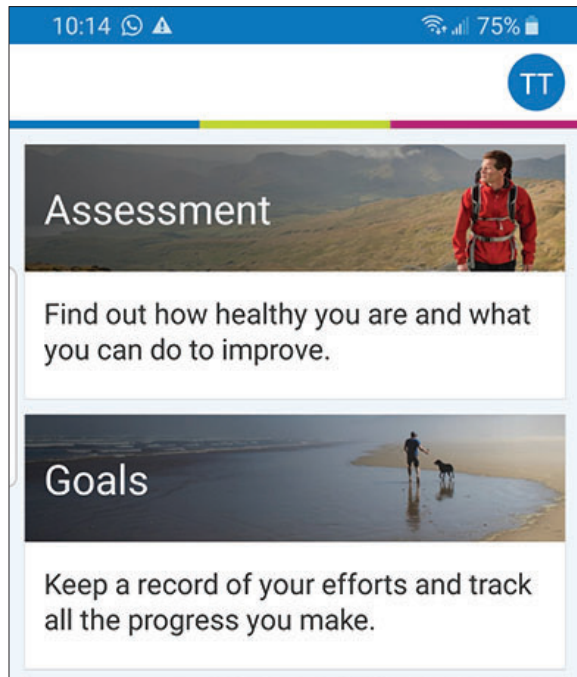


Enter the connection code:  
**healthnewengland**.



# Available *NOW* | The WebMD App

TAKE YOUR HEALTH ASSESSMENT AND SET GOALS WITH THE DIGITAL HEALTH ASSISTANT!











# Where you matter.

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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 30 years.

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

