



New myHealthCenter Wellbeing Platform

The myHealthCenter wellness platform provides evidence-based health information that your members can trust. It’s presented in clear, plain language that is easy to understand and apply in daily life. Below are the highlights of the new features and tips on how to navigate them in the new platform.

New Feature	Description	How to access
Passwordless login	Complete just a few simple steps in the onboarding process to get members in and ready to use the platform. - No password required for platform login, enhancing security and reducing risks associated with reused passwords. - Onboarding process begins upon registration. - Members will click on the link on their site and be directed to the MyActiveHealth Terms and Conditions page where they can accept and then continue into the platform.	During Onboarding and subsequent log in
MyHealth100	What it is: A score that shows how healthy a person is based on their latest health check. What it does: - Gives a number that reflects current health. - Recommends pathways to improve health using digital tools. - Helps create a personalized health experience.	During onboarding and Profile Screen
Pathways	Personalized pathway offerings, based on clinical insights and behavioral personas - Completion of MyHealth100 will yield options for a wellness pathway. - Pathways recommended are specific to the member’s profile. - Clicking on each pathway will give the member more information about each available health focus. - They can then select their pathway of choice. - There will always be at least one pathway available. If the health assessment is completed, the pathways will be triggered based on the member’s responses to the MyHealth100 assessment. Otherwise, they will see our default pathways. - Members can exit pathways to select a new one if it no longer resonates after the point of initial selection.	Pathway screen landing after logging in App: Pathway in bottom navigation Web: My Pathway in top navigation
Health Checklist	The Health Checklist serves as a comprehensive to-do list for members, providing all the tools they need to manage their health effectively. It includes Health Actions, personalized coaching recommendations, and incentivized activities. The layout features “Recommended Health Tasks” prominently at the top, while members can explore additional tasks by clicking on “Still looking…” for even more options.	From Pathway and Profile screens
Mood Check	To understand why members are able to meet their goals, we need to consider their mood. We track the member’s mood to gather information about their pathway and determine if a more involved mental health check-in is necessary, which will provide specific resources. The member is asked a single question: “How are you feeling today?” They can rate their mood on a scale of 1 to 10.	From Pathway screen
Explore	The Explore section offers a wealth of resources, including formerly from YHE, Healthwise, wellness webinars, recipes and much more. To tailor the experience, members start by completing a survey that helps us understand their interests and preferred content formats. They can choose from a variety of options, such as articles, videos and audio files. The available content includes both recorded and live webinars, as well as community resources. With over 12,000 educational resources on the platform, there’s something for everyone.	App: Bottom Navigation; Web: Top Navigation
Hearts	While our current platform utilizes a hearts currency, our new platform has redefined its use. Customers can now fully gamify the member experience, allowing members to earn hearts for every engagement point within the platform. Additionally, customers can use hearts to incentivize members for specific activities of their choice, such as completing a biometric screening. The conversion rate for hearts is set at 100 hearts = \$1.00.	Hearts balance visible through the hearts icon at top of screen
Achievements / Badges	Achievements tab on the member profile screen, where members can view the badges they’ve earned. Badges enable us to provide non-financial rewards throughout the platform, regardless of whether members have access to an incentive program. These badges recognize and celebrate participants for their engagement in various activities across the platform. For instance, a member may receive a “Reflection” badge to recognize that they have consistently checked in on their mood. They will also be able to level up completing check-ins for 1, 5, 10 days, and so on.	

Crosswalk: Current myHealthCenter to the new myHealthCenter

The new myHealthCenter platform has been rebuilt from the ground up, offering a fresh and improved experience. While many features remain, they are now presented in a new and enhanced way. This document compares the current features with the new or enhanced ones, along with navigation tips to help you easily find your way around the updated platform.

We are continuously developing and improving the myHealthCenter so you can expect to see slight differences between the crosswalk’s content and the platform.

On the platform today	Capability	How it works today	How it will work in new platform	Change status
Registration	Registration	Desktop SSO: - SSO can be set up for a customer. - Member lands on terms and conditions screen and continues the onboarding process App: Members can directly register for the site using a username and password.	Desktop SSO: - SSO can be set up for a customer. - Member lands on terms and conditions screen and continues the onboarding process. App: - Member searches for “ActiveHealth” in App Store and Google Play. - Member is asked if they would like to use their phone number or email address to register. - Based on answer, member receives one time passcode via either email or phone. - Member enters passcode, if phone number exists on file, member is asked for First name, Last Name, Date of Birth and Zip Code. Mobile phone flow: phone number not on eligibility file: If a member enters a passcode and their phone number is not on file: - A check is performed to verify phone ownership with Mobile Network Operator (MNO). - The member will be asked for their First Name, Last Name, Date of Birth, and Zip Code. - If all information matches, the member can proceed to the next step. If a different phone number is found on file: - The member will be asked if they want to use this new phone number going forward. - If confirmed, the new phone number will be set as their username. If verification fails: - The member will see the customer support number for assistance due to eligibility or phone number matching issues. If the trust score from the phone check is below 630: - The member will be instructed to add their phone number to their employer’s systems to ensure it appears on the eligibility file.	NEW
	Customer Support Phone Number	Dedicated Phone Number 1-855-210-8740	Member is shown the customer support number, if we are unable to verify eligibility of member	NO CHANGE

Crosswalk: Current myHealthCenter to the new myHealthCenter

On the platform today	Capability	How it works today	How it will work in new platform	Change status
	Terms and Conditions	Member needs to accept Terms and Conditions to proceed	- Member needs to accept Terms and Conditions to proceed. - If member choose to decline Terms and Conditions they are shown a customer service number and cannot proceed further.	NO CHANGE
	Guided Tour - Splash screens	Doesn't exist in today's platform	Post registration, Member gets a sneak peek into some of the features - Welcome screen (customizable by customer) - MyHealth100 - Pathways - Rewards	NEW
	Biometrics / Passkey	Currently offer Face ID or Fingerprint	- Passkey: enables Face ID or Fingerprint Registration / Login. - Provides an ability to add / delete passkey from Profile - Preferences.	ENHANCED
	Member Communication Preferences	Dependent on eligibility file Member can change email Member can select if they want to receive communication or not	Members can access Preferences from Profile (app)/My Profile (desktop) screen Set preferences for General (Language), Personal Info, Contact Info, Connections, Notifications, Privacy, Content (topic filters)	ENHANCED
	MyHealth100	Doesn't exist in today's platform	- A visual with the score depending on claims and HRA data. Member is asked to complete HRA to refine the score. - Uses HRA data, claims data, demographics and activities on the platform. - Member can click on "How is this calculated" to learn more about the score and what is taken into account.	NEW
	Health Risk Assessment (HRA)	Currently members take the health assessment at their convenience	- Member can view HRA as part of Onboarding Experience. - Member has 4 sections to complete as part of HRA: My Health, My Lifestyle, My Goals and Additional Questions. - Members can skip, pause and return to the health assessment.	EXPERIENCE ENHANCED

Crosswalk: Current myHealthCenter to the new myHealthCenter

On the platform today	Capability	How it works today	How it will work in new platform	Change status
Signing On	Signing into the platform (returning)	Desktop: Member logs on via their customer's SSO and lands on Home Page	Desktop: Member logs on via their customer's SSO, lands on pathway screen.	CHANGED
		App: Enter user name / password; lands on home screen. (They can set up biometrics or 4 digit passcode)	App - Launch app, phone number or email is saved from prior log in, receives OTP via text or email, enters OTP and enter DOB; lands on pathway screen/page; If HRA suppressed lands on pathway screen/page. - Members can use Biometrics/Passkey.	
Home page	Home page banner	On the home page a carousel appears that highlights a Welcome Message, Helpful Resources, Download the app, Challenges, Health goals NOTE: Home page banner only applies to desktop	- The banner has been removed from the home page due to the platform's design. - New members will see a welcome message after registration and before the guided tour (3 screens). - Returning members will be directed to the pathway page. - Access the Profile (app) or My Profile (desktop) to view the welcome message, program info, and help/support resources. - Promotions for downloading the app, challenges, or health goals are only displayed at the top of the screen for desktop.	CHANGE
	Helpful Resources & external links	Appears in the banner carousel	- Now called "Help and Support" - Found on the Profile > About screen	CHANGE
	Important for You	This carousel displayed tiles for health actions, reminders to complete health assessment, rewards reminders and challenges promos	- The banner has been removed due to the platform's design. - Access Health Actions through the Health Checklist. - Complete the Health Assessment during onboarding, and update it anytime by going to Profile. (app) or MyProfile (desktop) and clicking on the MyHealth100 score at the top. - Communications (in-app, push notifications, email) serve as reminders.	CHANGE

Crosswalk: Current myHealthCenter to the new myHealthCenter

On the platform today	Capability	How it works today	How it will work in new platform	Change status
	Tiles: Coaching, Rewards, Trackers, Tips & Strategies and Recipes	These tiles brought together and summarized components of the platform for ease of	- Coaching is accessed on the Coaching Hub via Profile (app)/My Profile (desktop). - Rewards are accessed two ways - activities are on the Health Checklist and progress tracking by clicking the heart and/or gem icon in top navigation. - Trackers are accessed by clicking the target icon. - Tips & Strategies and Recipes are integrated into explore experience. *Important note about digital coaching, the new platform no longer has Your Health Goals (YHG) and Your Health Education (YHE). Instead, we now offer digital coaching in two new ways. Guided Experience (Pathways): A personalized pathway through pathways that gives you content similar to YHG. Self-Guided Exploration (Explore): An option to explore content on your own, similar to YHE. The Explore feature also includes other content like Healthwise, Tips & Strategies and Library (everything that is found in the Resources section of the current platform.)	CHANGE
Your Health Goals (YHG)	Pathways	“Your Health Goals” engages members with goal selection then delivers daily activities to assist them with accomplishing these goals. Goal selecting begins with a series of questions related to the member’s personal health that allows the member to choose the goal(s) that are most important to that member. They will consist of videos, recipes, articles, quizzes, covering well-being topics such as healthy eating, weight management, physical activity, and blood pressure.	Digital Pathways: - Members can choose from up to 4 pathways (9 total available). - Goals related to the chosen pathway will be displayed. - Members select a goal from the list. - Members answer a question about their current habits. - Based on their answer, members receive a personalized target (these recommendations are clinically backed). - Members commit to their target. - The goal is set. - Members are taken to the pathway home, where they can start daily goal check-ins, mood check-ins, and access educational content.	NEW
	Pathway Home	Doesn’t exist in today’s platform	- Pathway has its own menu and landing (desktop “My Pathway”; app “Pathway”). - Member view, goal committed, recommended content, mood check-in, health checklist.	NEW
	Goal Committed	There is a component in Your Health Goals where the member commits to the goal after answer questions in chat bot	- Member can view committed goal in selected Pathway. - Member selects goal. - Member can do a mood check-in for the day. - When member checks in first time, member is asked to connect to device. - Member can choose Not Right Now.	NEW
	Recommended Content in Pathway experience	Doesn’t exist in today’s platform	- Member can select content icon in Pathway. - Member can view article, listen to audio, or watch video. - If audio or video member cannot forward the content. - Once member selects complete member is awarded hearts. - This content depends on pathway chosen which is personalized to member. - Any new info known about member while member is in the pathway is applied to personalized content model. - Member can complete one content every day. - Member can receive hearts for up to 5 contents every day.	NEW

Crosswalk: Current myHealthCenter to the new myHealthCenter

On the platform today	Capability	How it works today	How it will work in new platform	Change status
	Mood Check-in in Pathway experience	Doesn't exist in today's platform	- Member can select mood check-in. - Member can view one question on "How are you feeling today". - Member can choose on a scale of 1 to 10. - The mandala icon responds to the mood selected for visual indication. - If member chooses between 1 and 3 member is shown emergency resources if member consecutively shows a 1 to 4 answer for 3 times, a mental health check-in with four detailed questions is displayed.	NEW
	Health Checklist	Doesn't exist in today's platform	- This is a collective set of Rewardable Activities, Health Actions and Coaching Program Recommendations such as coaching reminders. - Member can view this on Pathway and Profile (app) / My Pathway and My Profile (desktop). - Member can select health checklist icon to view the list. - List displays three sections Recommended Health Tasks, More Featured Tasks and Completed. Recommended Health Tasks: - Activities customer has choose to incent members on will appear in Recommended Health. Tasks based on pre-set cadence (example 12 activities will be spread out over 48 weeks for a 52 week program year). - Activities will appear based on sort order (for Elite clients they can determine the sort order). - Gatekeeper activities appear in this section on day one. - Both Health Actions and Program Recommendations will be listed in this section. More Featured Tasks - Members click "Still looking... Let's explore more options" this displays the "More Featured Tasks sections. - This section lists all incentives the customer will offer through out the year. - Three activities will display at a time, members will need to click Still looking to see more. Completed - All activities, including Health Actions, Rewardable Activities and Program Recommendations will be listed. - Health checklist has a counter icon indicating there are actions for member.	NEW

Crosswalk: Current myHealthCenter to the new myHealthCenter

On the platform today	Capability	How it works today	How it will work in new platform	Change status
Resources (Your Health Education, Healthwise, Webinars, Audio files, Tips and Strategies)	Explore (audio, video, webinar)	Your Health Education, Healthwise, Webinars, Learning Center, Community resources are all tabs under the Resources Member simply chooses where to go Learning center has filter capabilities Your Health Education is content modules	The content previously available as separate components, such as Your Health Education, webinars, audio files, tips and strategies has now been integrated into the Explore experience on the new platform. - Member can select Explore Menu. - Member fills our a brief survey so to capture topics and content type preferences. - Member can search for topic. - Member can filter by content type. - Member can view three different tabs under Explore: For Me; Trending; By Topic.	CHANGE
	Daily Well-being tips		Tips and Strategies are included as a Topic under Explore menu > Topic Based Search.	
	Wellness Webinars (Live)	Doesn't exist in today's platform	- Member with Condition and Lifestyle Coaching: - Will be notified via communications of an available Live Webinar. - Will be directed in the communication to log into MAH to register. - Will register on MAH for their preferred session (1 topic per month; 3 different days/times for that topic per month). - Will be reminded of an upcoming session when they have registered through email. - Attendance will be recorded for outcome reporting.	NEW

Crosswalk: Current myHealthCenter to the new myHealthCenter

On the platform today	Capability	How it works today	How it will work in new platform	Change status
	Wellness Webinars (Recorded)	Currently found on Resources page. Members can watch a video on the platform	- View Wellness Webinars under the Topic section of the Explore menu. - Select a webinar topic and watch the video. - If idle while watching a video, a notification will appear to confirm if still watching. - If no confirmation, logout occurs and re-login is required for security purposes. - New webinars are uploaded every month, maintaining a library of the past 12 months' webinars. - Recorded webinars are available approximately two weeks after they take place.	NO CHANGE
	Community resources	Accessed on Resources tab (Find Help)	Findhelp can be found on the Community Resources tab. The member accesses it by clicking Explore then "By Topic". Community Resources shows as an option.	NO CHANGE
Health Actions	Health Actions	Member can view Health Actions under Important For You section. The latest appears first.	- Member can select Health Checklist from Pathway or Profile (app)/My Profile (desktop) to view HealthActions. - They are prioritized by level of risk with latest appearing at the top. - Members will receive notifications on stale health actions. - Members will receive emails on Stale as well as new Health Actions.	ENHANCED
Devices/Apps	Device / App Integration via Validic	Member can go to My Health and View Trackers Or Connect a Device to connect a new device or see existing connected device	- Connecting a new device will appear as a content window when performing a high-value action for the first time or checking in on the pathway for the first time. - Click on the target icon in the top bar to access Trackers or connect a device at any time. - A visual indicator shows device connection status: green for connected, amber for disconnected. - If no device is connected, view over 20 different brands available for connection. - Upon selecting a device, a popup will display instructions to select "Allow All." - Click "Continue" to view the login screen of the chosen app for the wearable device in the browser. - Once logged in to the app, the device will show as connected. - If connection fails, a list of devices will be shown again with a failure notification. - Once connected, view details of data types received, sync intervals for live and historical data, and trouble shooting steps. - View connected devices, disconnect devices, or view additional data about connected devices under Profile>Preferences. - Only one device can be connected at a time; other devices will be disconnected.	ENHANCED
Trackers	Trackers	Members access trackers from both the home page and the My Health menu	- Member can add data related to physical or clinical tracker data or a total of 20 trackers: - Member can select target-like icon from top navigation bar - All stats are displayed in the order of physical activity followed by clinical: Steps, workout duration, distance,stairs, calories burned, active duration, sleep, mindfulness, weight, heart rate, blood oxygen, Asthma Peak Flow, Respiratory Rate, BMI, Blood Pressure, Blood Glucose, Hemoglobin A1c, Creatinine*, Kidney Function eGFR*, TSAT*, LDL, HDL, Triglycerides, Waist Circumference - Members can also see NEW trackers associated with the RC program. CHANGE: - Members have the option to manually track their activity. However, there is a change in the process for members who already have a connected device. In such cases, they will be guided to track their manual activity on the app of their connected device. Once tracked, the manual activity will be sent to MAH through the device's connection. - Members can only track activity back 7 calendar days.	PARTIAL CHANGE

Crosswalk: Current myHealthCenter to the new myHealthCenter

On the platform today	Capability	How it works today	How it will work in new platform	Change status
Profile	Profile	Contains demographic, contact and account information	- NOTE: On the desktop profile is “My Profile” on the app it is “Profile”. - Member can access profile from the navigation bar on desktop or icon on the app and this is always available. - Member can view their MyHealth100, and learn more about the score and see the connected pieces here, Health Risk Assessment, Pathway and Health Checklist. - Member can view three tabs: My Health, Preferences, About. - Under My Health, member can view the pathway they are currently on clicking which they will be navigated to the pathway screen. - The member can view the Health Checklist below - Member can view Coaching Hub if they have access to Coaching. - Member can view their Personal Health Record. - In the Preferences tab, member can view all kinds of settings like General where they can set language, view their personal info,view and update contact info, view the status of trackers, disconnect and connect a new one, view and update settings for notifications, check privacy, as well as their content preference settings that they can update at any time. - In the About tab, member can view Help and Support where they will see Welcome Message/Program Info, Resources (aka documents and links) and Support Phone Number and any other resources configured if an Elite member, view Privacy Policy, Terms and Conditions, Accessibility Services and learn about ActiveHealthManagement.	CHANGE
	My Health Record	Found on the My Health menu; Members can filter and download	- Member can view Personal Health Record under Profile and view “My Health Record” - Member can view individual sections of PHR: Allergy, Family History, Health Coach, Docs and Forms, Health Team Member, Hospital Visit, Immunization, Medication, Immunization, Medication, Procedure, Test/examination (Insurance is no longer available) - Member can search any record using 3 characters - Member can filter by category under PHR if search generates too many results	NO CHANGE
	Health Record Download	Members can download	- Member can download Health Record - If member navigates away the download will continue in the background, and be available when ready - If member cancels download, it will no longer be available	NO CHANGE

Crosswalk: Current myHealthCenter to the new myHealthCenter

On the platform today	Capability	How it works today	How it will work in new platform	Change status
Coaching page	1:1 coaching	Menu item on the top navigation. From the Coaching page on the platform. Members can schedule appointments.	- Member can find Coaching Hub under Profile (app)/My Profile (desktop). - Any upcoming appointments will be available here. - If no appointments have been setup by member, the member will see the personal and group coaching opportunities. - Selecting Personal Coaching will display the programs available to member for example, Lifestyle, Tobacco Cessation or Lifestyle and Condition Member can select the program and view coaching appointments available each day. - Once member selects the appointment they can confirm the appointment and a scheduled upcoming appointment will show up in upcoming appointments section. - Member can only schedule one coaching appointment at a time.	ENHANCED EXPERIENCE
	Group Coaching	Menu item on the top navigation. From the Coaching page on the platform Member can view group coaching options on Coaching page Recommended Program tag displayed on topic Member clicks Let's go to see list of dates and times Selects and enrolls Member can reschedule or cancel	- Member can view Group Coaching option as part of their Coaching Hub which is found on the Profile(app)/My Profile (desktop) screen. - Once member selects group coaching, they can view the different topics available to register. - If a specific topic is recommended for a member based on what we know about their health status, a "Recommended for you" tag would be displayed on the topic. - Upon selecting a topic, member can see the duration of the series with days of the week that can be selected. - Upon selecting a series and confirming the member will be enrolled in the program and the series of appointments will show up in the upcoming section . Group Coaching topics duration could vary between 6 weeks / 4 weeks or 1 week	ENHANCED
	Digital Coaching	Used to be found in Your Health Goals and Your Health Education	*Important note about digital coaching, the new platform no longer has Your Health Goals (YHG) and Your Health Education (YHE). Instead, we now offer digital coaching in two new ways. - Guided Experience (Pathways): A personalized pathway through pathways that gives you content similar to YHG. - Self-Guided Exploration (Explore): An option to explore content on your own, similar to YHE. The Explore feature also includes other content like Healthwise, Tips & Strategies and Library (everything that is found in the Resources section of the current platform.)	CHANGE
Mental Health Check in	Mental Check-in	Accessed through the through My Health menu Series of 4 questions Suggested activities based on score Emergency resources (can't be customized)	- Member can view Mental Health Evaluation under the Profile (app)/My Profile (desktop) menu. - Member can view and answer four questions related to mental health: Personal, Relationships, Social, and Overall and can rate their health on a scale of 1 to 10. - Upon completion the member will be recommended mental health related content based on their score and specific score to the four questions. - Member can complete this content or come back later. - If member rates their mental health between a 1 and 3, the member is shown emergency resources	ENHANCED

Crosswalk: Current myHealthCenter to the new myHealthCenter

On the platform today	Capability	How it works today	How it will work in new platform	Change status
Challenges	Personal Challenges with Peer Comparison	A member chooses to create either a personal or group challenge. They use one of the adventure challenge themes. Can set their own steps and minutes goals.	• View upcoming challenges in the Challenges menu. • At least one challenge is always available to join. • Select a challenge to view its details. • Upon selection, view duration, rewards, description, etc. • Choose a difficulty level to set a personal goal. • Goals adjust based on the selected difficulty. • Learn how to advance in the challenge by viewing the “Learn More” section. • Join the challenge after viewing its details. • Challenges start on Mondays. • Access enrolled challenges to view the total goal, daily suggested goal, and duration. • Under “My Performance,” view performance, milestones, rewards, and peer comparison. • Peer comparison ranks participants by intensity level (easy, medium, advanced) and overall participation. • View rankings: Top 25%, and Top 75%.Access the “About” section for information on advancing in the challenge.	CHANGE
	Group challenges	Members can create their own group using the invite feature and one of the available adventure themes. Member determines the steps and minutes goals. Members can invite others to their group challenge by clicking “Invite members” (copies link to clipboard - member emails or SMS).	Not applicable	REMOVED
	Team Challenges	Customer has an administrators portal to use to set up the challenge. The customer chooses to offer the team challenge. They determine the number of steps and exercise minutes. They can determine the number of teams and if the choose create the teams. Members can choose which teams to join. There is a leaderboard which displays the top 10 teams and offers a team search capability.	Pre-Set Team Challenges: • One team challenge is offered once a quarter. • Enroll in a team challenge that runs on a regular cadence. • After enrollment, automatic assignment to a random team occurs. • View the Leaderboard with the top 10 teams. • View the leaderboard for the assigned team, including rank compared to other team members. • Track progress towards the overall goal. • Connect a device for automatic activity tracking from the first day of the challenge. • If no tracker is connected, manually add activity. • Winning team is indicated with a crown three days after the challenge ends. • Winner is determined based on the team with the most members achieving their goals. • Reporting available on the Employer Portal includes Enrollment and Progress Reporting.	CHANGED

Crosswalk: Current myHealthCenter to the new myHealthCenter

On the platform today	Capability	How it works today	How it will work in new platform	Change status
Rewards Center	Incentive Program	Rewards tracking on home page and on Rewards one page. Rewards page has both activity cards and rewards tracking (progress bars).	The Rewards Center is divided into two sections: • Actions: These are the activities that customers can choose to incentivize and have members earn rewards for. These activities can be found on the Health Checklist. Members can access the Health Checklist either through the pathway screen or via the Profile (app)/My Profile (desktop) screens. • Outcomes: This section allows members to track their progress in the rewards program. By clicking on either the gem icon or the heart icon on the top of the screen, members can see how they are performing and track their progress in their rewards program. The gem icon indicates a completion-based program, while the heart icon represents a hearts-based program. Additionally, members have the option to redeem gift cards directly from this screen.	CHANGE
	Custom Incentives	Any incentive activity or program that would require customization work; such as bringing in a completion file, adjusting rule criteria, etc.	• Any incentive activity or program that would require customization work; such as bringing in a completion file, adjusting rule criteria, etc.	NO CHANGE

Crosswalk: Current myHealthCenter to the new myHealthCenter

On the platform today	Capability	How it works today	How it will work in new platform	Change status
Messaging/Communication	Secure Messaging	Members can message with their coach.	- Access messaging from the top navigation bar using the messaging icon. - If coaching is available, use the “Message my Coach” option, which functions like an inbox with interactions presented on a first-in, first-out basis. Members can - View messages sent to the coach. - Learn more about how messaging works. - Initiate a new message by selecting the Add icon and choosing a topic from the list of clinical topics if coaching is available. If a coach is assigned, the message goes to the coach; if not, it goes to an inbox where coaches can respond. - If coaching is not available, view non-clinical topics and reach out to support via email. - Support will contact via the email on file.	ENHANCED
	Topic Based Messaging	Member can choose a topic and the message is sent to mailbox.	- Member sends a message on technical topic of member’s choice. - The question is reviewed by the Technical support team and response will be provided to the email address on file.	CHANGE
	Homework	Member receives a notification that their nurse/coach has assigned. After homework is completed the information is viewable in Epic by the coach who will address the homework at the next appointment. This completion does not appear in the platform.	- Member will receive an email from Healthwise Coach application when Homework is assigned. - This can happen only after an appointment has been scheduled and completed with a coach. - The email will lead the member to Healthwise Coach* where member can complete the content. - Completion of the homework will be shown in EPIC. *Healthwise Coach is a health education interface our coaches and nurses use to send homework.	CHANGE
	Notifications	Members received emails for health actions/events.	- Member will receive different set of communications based on the type of product offering they are part of. These are received as Push-App, In-App, Email, letter. - See myHealthCenter Communications worksheet.	CHANGE
	Welcome Message	Welcome message appears on home page on the first banner; customizable.	- Appears 2 places: (1) first screen of the 4 screen splash guided tour and (2) Help and Support. - Character limit 275.	CHANGE
	Welcome Pop-Up	A customer pop up can be created for members to be notified of program news.	Not available	REMOVED
	Custom Pop-Up	Timed based notification pop ups	Available 2nd half 2025 Possibility of custom pop-up for Elite Clients	CHANGE
	Program Information	Customers can add Program - only appears on desk top Information text up to ### characters.	- Member can view Program Info in Help and Support (formerly Helpful Resources) under Profile section About tab (on the same screen as the welcome message). - Program Info can be found on both desktop and app. - Welcome message (275 characters) and program information (275 characters) combined on one screen.	CHANGE
	Logo Branding	Currently available	Customers have the option to customize MAH with their own logo.	NO CHANGE

Crosswalk: Current myHealthCenter to the new myHealthCenter

On the platform today	Capability	How it works today	How it will work in new platform	Change status
	MAH Communications	Currently available	Communications can be suppressed - only promotional and engagement type Expanded communications and modality - includes Push App, In-App, Email, Letter and SMS Communication grid.	ENHANCED

Member Communications from myHealthCenter

Communication	Core	Plus	Elite	Frequency	TypePromotional* / Engagement* / Transactional
Welcome Email aka Product Launch email	✓	✓	✓	One-Time	Promotional
Registration Reminder	✓	✓	✓	30 days	Promotional
Login Reminder	✓	✓	✓	30 days	Engagement
HRA Reminder		✓	✓	60 days	Engagement
Successful Registration	✓	✓	✓	One-Time	Transactional
Change Username/ Change Phone number	✓	✓	✓	Event Based	Transactional
Gift Card Redemption Confirmation		✓	✓	Event Based	Transactional
Group Coaching (Registration/Cancellation/Reminder/Miss you//Thank you)		✓	✓	Event Based	Transactional
Personal Coaching (Registration/Cancellation, Reminder/Miss you//Thank you)		✓	✓	Event Based	Transactional
LCC (Pre engagement Communications)		✓	✓	Targeted	Engagement
Health Event	✓	✓	✓	Event Based	Engagement
Wellness Webinar			✓	Monthly	Engagement
Pathway Daily Reminder		✓	✓	Daily	Engagement
Stale Health Action		✓	✓	Event Based	Engagement
New Health Action	✓	✓	✓	Targeted	Engagement
Personal Challenges Overview		✓	✓	One-Time	Promotional
Team Challenges Overview			✓	One-Time	Promotional
Team Challenges Enrollment, Reminder and Completion			✓	Cadence based	Engagement
Incentives Overview		✓	✓	One-Time	Promotional
Secure Messaging Email		✓	✓	Event Based	Transactional
Secure Messaging Notification			✓	Event Based	Transactional
Documents and Forms			✓	Event Based	Transactional
Pathway Learning			✓	At 7 days	Engagement
Pathway Mood Check-in			✓	At 7 days	Engagement
Coaching Reminders		✓	✓	Event Based	Engagement
Pathway Not chosen 3 day			✓	At 3 Days	Engagement
Pathway Not Chosen 2 week			✓	At 2 weeks	Engagement

- NOTES:
- Communications consist of push notifications, in-app, email, letter and SMS.
 - Customization of select pieces will be available in 3rd quarter 2025.

- If suppressing communications (available only to Elite) Promotional and Engagement are both suppressed. Suppression is not applicable to Transactional emails. Also when member opts out.
 - Shaded blue rows are not yet implemented and will be in app notifications; they are not emails.

For more information about the new myHealthCenter, please contact your sales executive or client manager.