

Healthy Connections

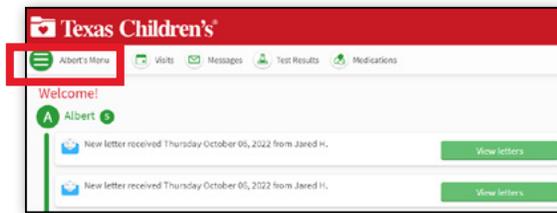
Registration and Redemption Guide



How to Register for Healthy Connections

1) Login to your MyChart account.
Note: If you are new to MyChart, set up an account [here](#).

2) Under "Menu," scroll down and click on the "Resources" tab.



Desktop

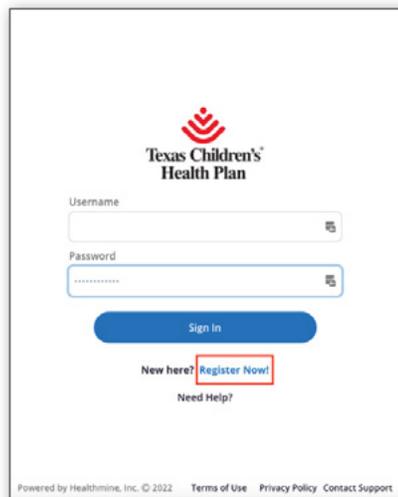


Mobile

3) Click on "Healthy Connections."



4) To begin the registration process for Healthy Connections, you will need to create an account. Click the "Register Now!" button on the login page. (Please create your account on a device that is not a smartphone.)



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- 5) Next, you will need to **add your or your child's personal information.**

Please note: Each Texas Children's Health Plan member in the household will need to create a separate account. But, you can use the same email address for all accounts.

Texas Children's Health Plan Member ID (9-digit number) found on your insurance card.

Your journey to a healthier you has already begun!
Tell us a little about you.

First Name
First Name

Last Name
Last Name

Member Number
XXXXXXXXXX

Birthday
-/-

Are You a Legal Guardian?
 Yes I am a person who has legal responsibility for an individual under the age of 18.

Next

Contact Support

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- 6) If you are creating an account for your child who is **under 18 years old**, please check the "yes" box under "Are You a Legal Guardian" section.

Are You a Legal Guardian?
 Yes I am a person who has legal responsibility for an individual under the age of 18.

If you are a legal guardian authorized to act on behalf of another individual, you acknowledge and confirm that you have the appropriate documentation reflecting this authority.

Enter Legal Guardian information

First Name
First Name

Last Name
Last Name

Birthday
-/-

Next

Contact Support

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- 7) You will then need to **add contact information** in order to redeem rewards, including your email address, phone number and mailing address.

Use the same email address and phone number you use for Texas Children's Health Plan.

Note: If you have moved and need to update the mailing address we have on file, please call 2-1-1, option 2, or go to your [YourTexasBenefits.com](https://www.yourtexasbenefits.com) account.

Welcome Jose! We have a few questions.
Let us know how to reach you.

@ Email
john.smith@gmail.com

By providing your email address you consent to receive emails from Texas Children's Health Plan and/or Healthmine on behalf of Texas Children's Health Plan. You may opt out at any time.

Phone 1
555-555-5555 Mobile

Phone 2 - Optional
555-555-5555 Home

Street Address
1234 Main Street

Street Address 2 - Optional
Apt or Building Number

City State Zip Code
New York State 77777

Next

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- 8) Please be sure to **select your communication preferences** so that you will get notifications about your rewards.

What's your preferred communication method?

Email Text Message

Phone Mail

Would you like to receive text message notifications?

Yes

No

*By consenting to receive text messages you understand that you may receive text messages from Texas Children's Health Plan and/or Healthmine on behalf of Texas Children's Health Plan. You further consent to understanding that text messaging may have associated privacy and security risks of unauthorized disclosures. Texas Children's Health Plan and Healthmine will not text protected health information (PHI). Message and data rates may apply. You may opt out at any time.

Next

Contact Support

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- 9) As the last step, you will need to **create a username and password**. Be aware that this information will be case-sensitive. Please click both boxes that state you have read and acknowledged the "Terms of Use" and "Privacy Policy".

Do not share this information with people you do not trust.

Last step, you're almost there!

Username

testmember

New Password

***** Show

✓ At least 8 characters

✓ Uppercase letter

✓ Lowercase letter

✓ Number

✓ Special character (!@#%&*)

Confirm Password

***** Show

I have read and acknowledged the Terms of Use

I have read and acknowledged the Privacy Policy

Finish

Contact Support

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- 10) Once you have created your username and password, click the **"Finish"** button. You will soon get an email welcoming you to the Healthy Connections portal and asking you to verify your account.

For questions or concerns, please call the Health Connections Customer Service Line at 866-475-1619 (TTY 711), Monday through Friday between 9 a.m. and 7 p.m. CT (excluding holidays).

If you are having issues logging in or signing up for Healthy Connections, you can access the portal by clicking [here](#).

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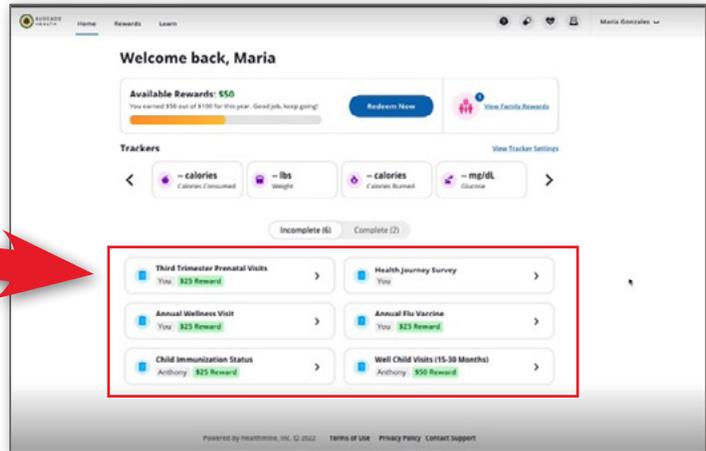
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Redeeming Rewards on Healthy Connections

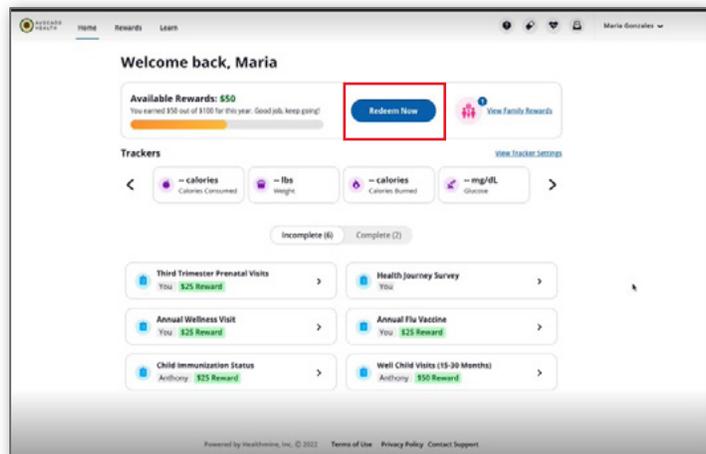
Please note: To redeem your rewards without registering for the Healthy Connections portal, you can call the Healthy Connections Customer Service Line at 866-475-1619 (TTY 711), Monday through Friday between 9 a.m. and 7 p.m. CT (excluding holidays). You will be asked to verify your information (18 years and over only).

- 1) You will be able to review your reward(s) on the home page of your portal under the **“Incomplete”** section.

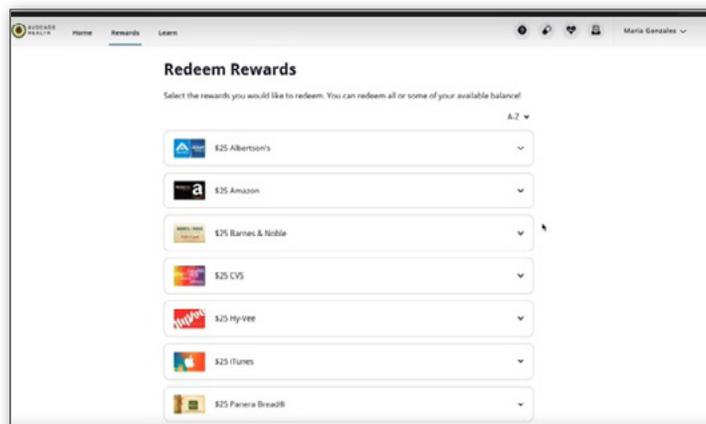
Reminder: It may take up to 90 days for your reward(s) to appear on your portal.



- 2) Click on the **“Redeem Now”** button at the top of your portal home page.



- 3) **Select** which reward(s) you would like to redeem. You may choose both physical and digital reward cards, and you may choose multiple selections if available.

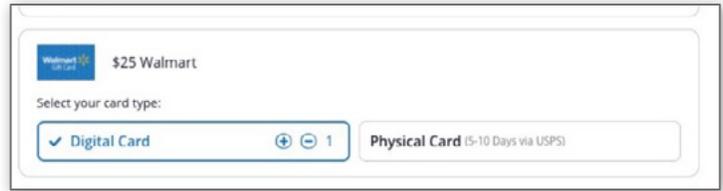


Note: Image is an example.

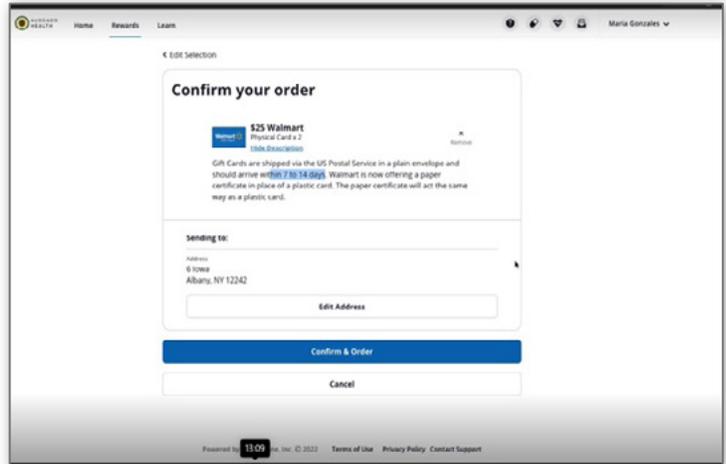
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Example of Reward Card Selection:



- 4) Once you select your reward card(s), click the **“Next”** button. Then, confirm your delivery address and/or email address before completing your order.



For digital reward card(s), you will receive email confirmation within 48 hours.
For physical reward card(s), please allow 10–14 business days for shipping.

Reminder, not all benefits from the Healthy Rewards Program are redeemable on Healthy Connections. For a complete list of reward and benefits, go to healthyrewardsprogram.org.

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