

Frequently Asked Questions

- **What is MyHealthMath?** MyHealthMath (MHM) is an independent, third-party service that helps employees make strategic decisions about their health plans. MHM's goal is to calculate the most efficient health coverage for YOUR unique medical needs.
- **How does Online Plus (OLP) work?** OLP is a HIPAA-compliant platform that allows you to enter information about your medical usage, resulting in a personalized report detailing which health plan is optimal for YOUR circumstances.
- **How does this benefit me?** MHM performs tens of thousands of calculations to show you the lowest combination of premiums and out-of-pocket expenses, often saving you significant money.
- **How long will it take?** OLP will ask you to fill in some details about your medical usage and prescriptions for the upcoming plan year. It will also ask about any family members that will be covered under the plan. Depending on your usage and number of family members, we estimate that it could take you anywhere from 5 to 15 minutes to complete. Be sure to set aside time to submit your information in one sitting, since you will not be able to save and return later!
- **How do I get started?** Sign-up using the link provided to you by your employer. We recommend submitting your information as soon as possible, rather than waiting until the last few days of open enrollment, so you have plenty of time to think about your enrollment decision!
- **How can I be sure that my personal information is kept secure?** OLP is HIPAA-compliant, and MHM follows all HIPAA guidelines and regulations set forth in the HITECH Act of 2009. MHM will never share your personal medical information with your employer or health insurance carrier.
- **What happens if I forgot something but already submitted my information?** OLP will not allow you to change your information once it has been submitted. However, you can complete OLP as many times as you would like.
- **What do I need to do to prepare?** OLP collects basic health usage information, such as frequency of doctor visits, medications, planned surgeries, etc. Actual names and dosages of prescriptions can dramatically affect costs, so we recommend knowing how many of your prescriptions are brand name vs. generic, for you and any dependents you would like to include on your plan.



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- **How important is accuracy?** Accurate information ensures that our system analyzes YOUR projected usage to understand which plans provide the most efficient coverage for you. For example, one plan may treat your prescription medications differently, affecting your out-of-pocket cost on the plan. Knowing how many brand name and generic medications you take allows us to discover and calculate the differences.
- **Does MHM ask about any financial or other information?** Depending on the plans you are considering, we may ask about expected HSA contributions. Otherwise, MHM will not ask you for any social security numbers, other financial information, or home address during the call.
- **I submitted my information into OLP but have not received my report. When should it be coming?** If you submitted your information before your open enrollment period began, you can expect to receive your report via email on the first day of open enrollment. If you submitted your information during your open enrollment period, your report will be emailed within 2-3 business days after your submission. The email will come from reportserver@myhealthmath.com, so try checking your junk mail as well. Feel free to connect with us at questions@myhealthmath.com if you believe you should have already received your report.
- **How is my report calculated?** Our system uses the information you provided through your OLP submission and runs average health care costs for each service against every plan offered by your employer.
- **What if I have questions about my report?** Selecting a health plan is a big decision, so we're happy to answer any follow-up questions you have about your report! The best way to ask us a question is send us an email, where multiple members of our team can review your question and respond promptly! Just reply to the email that you received with your report, or send an email to us at questions@myhealthmath.com.