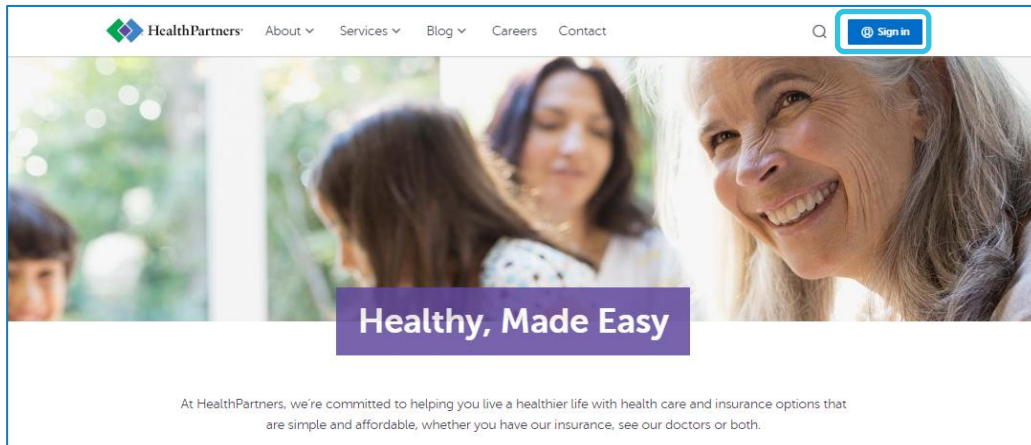


# HealthPartners log-on instructions for members

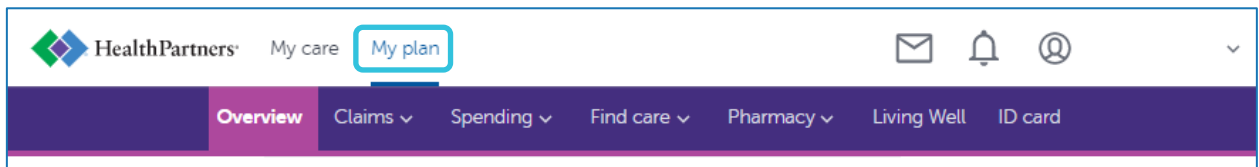
Do you have a **healthpartners.com** username and password?

If yes:

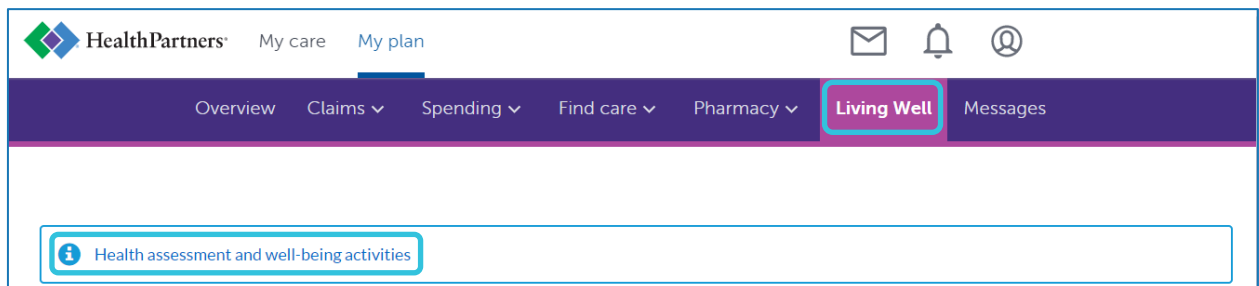
1. Go to [healthpartners.com](https://healthpartners.com), enter your **username** and **password** and click **Sign in**



2. Select the **My plan** tab at the top of the page.

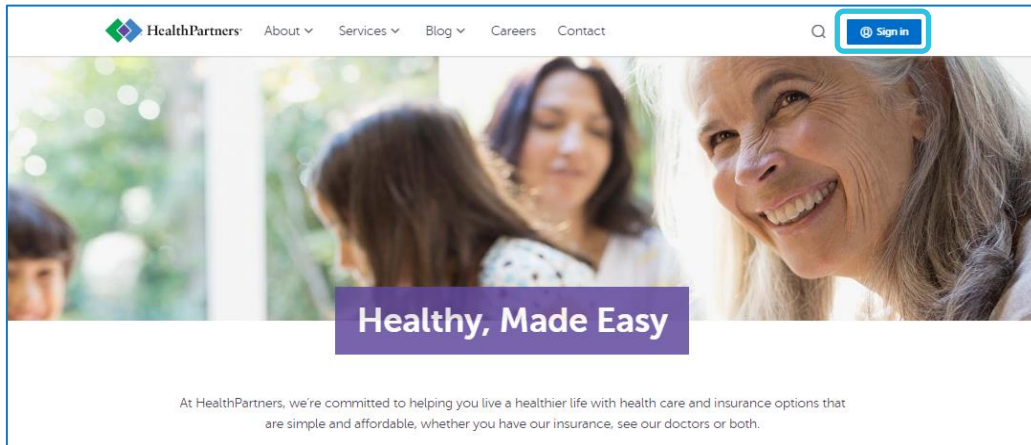


3. Select the **Living Well** tab and click the **Health assessment and well-being activities** link.



If no:

1. Go to [healthpartners.com](http://healthpartners.com) and select the **Sign in** button.



2. Select **Create an account**.

**Patient and member sign-in**

Username

Password

[Sign in](#)

[Forgot username?](#) | [Forgot password?](#)

**Create a new account**

If you see us for health care, you can make appointments, review test results, talk with your care team and much more.

If you have insurance with us, you can find care in your plan's network, see your coverage, review your claims, check your spending account balances, and much more.

[Create an account](#)

3. Select **Get started** to proceed to entering in your

information.

**Create an online account**

All you need is the ID number on your insurance card. Any type of health insurance is OK.

[Get started](#)

**Any Health Insurance Co.**

ID	55555555	Group	11375	Renewal Mo.
Name	JOHN DOE			January
Care Type	Open Access			
Office Visit			\$25.00	
Urgent Care			\$25.00	
Convenience Care			\$10.00	
RxBIN	063585	RxPCN	24002	

4. Enter your 8-digit HealthPartners **Member ID** (this number is found on your membership card), and the rest of the information, then select the **Next** button.

1      2      3  
Your info      Security      Finish up

## About you

Please confirm your identity. Make sure you enter:

- Your insurance ID as it appears on your insurance card
- Your name as it appears on your insurance card

All fields are required.

**Your health insurance ID**

  
**First name**

**Last name**

**Date of birth**

mm/dd/yyyy

**Zip Code**

  
55555

Cancel    Back    **Next**

5. **Create username, Create password, enter your Email address, Set up security questions, and select the Continue button.**

Enter info   Verify identity   Create account

## Create my account

Choose your username and password. Then answer a few security questions, and you'll be set.

All fields are required.

Create username

Your username must be at least eight characters. It can include both letters and numbers.

Create password

Show password

Confirm password

Email address

Continue

## Set up security questions

Your security questions verify your identity. And they can help recover your password if you forget it.

All fields are required.

Security question 1

Choose a security question

Answer 1

Security question 2

Choose a security question

Answer 2

Security question 3

Choose a security question

Answer 3

Cancel   Continue

HealthPartners complies with all federal and state laws regarding the confidentiality of member medical records and individual information.

6. Read the *myHealthPartners* account terms and conditions. Mark the **“I accept the myHealthPartners account terms and conditions.”** checkbox and select the **Continue** button.

Enter info   Verify identity   Create account

## myHealthPartners account terms and conditions

Before you can create your myHealthPartners account, you have to read and accept the terms and conditions. They're a legal agreement between you and HealthPartners. Each time you log onto your account, you agree to comply with them.

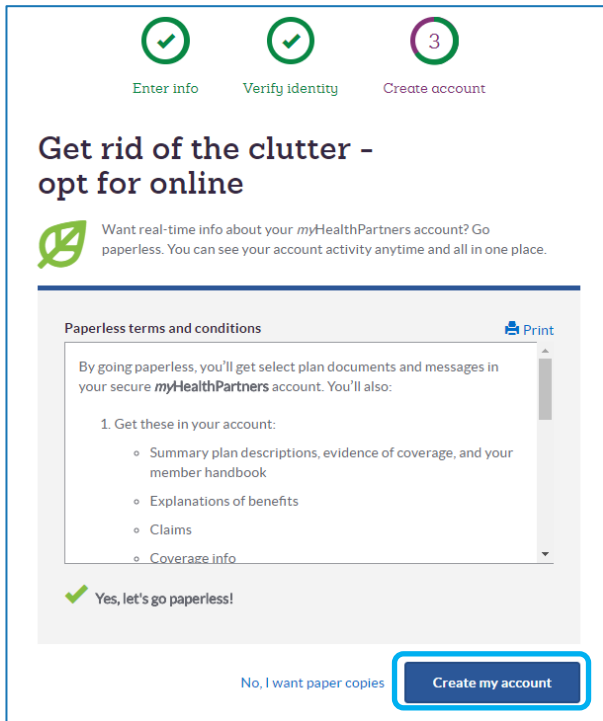
myHealthPartners account terms and conditions   Print

I accept the myHealthPartners account terms and conditions.

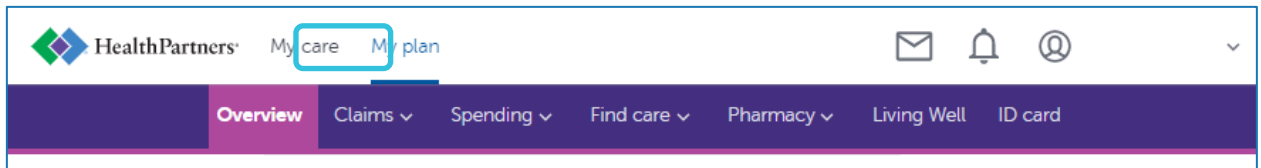
- The website terms and conditions and the website privacy policy on [healthpartners.com](https://healthpartners.com) apply to your account.
- Your privacy is important. And HealthPartners works hard to protect it. We do this through technical, procedural and physical safeguards. Be aware that messages sent to and from your personal email may not be secure.
- HealthPartners may use your personal email to send you health reminders and educational materials. You may also get news.

Continue

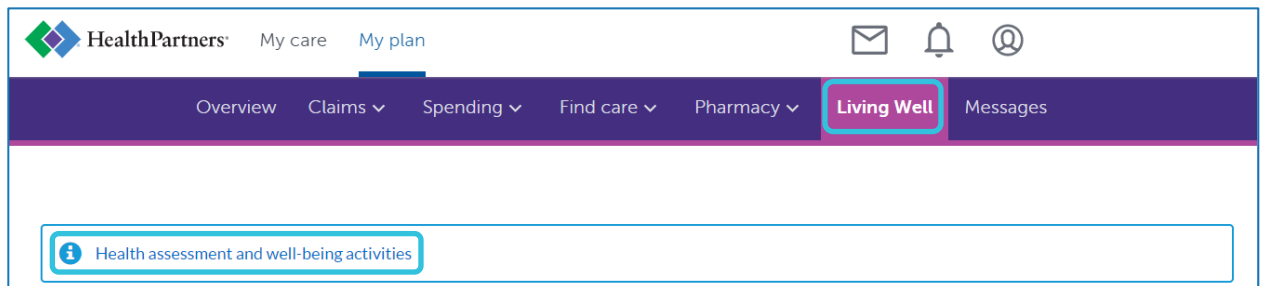
7. Select the **Create my account** button. (Note: if you do not want to go paperless, click the “No I want paper copies” link)



8. Select the **My plan** tab at the top of the page.

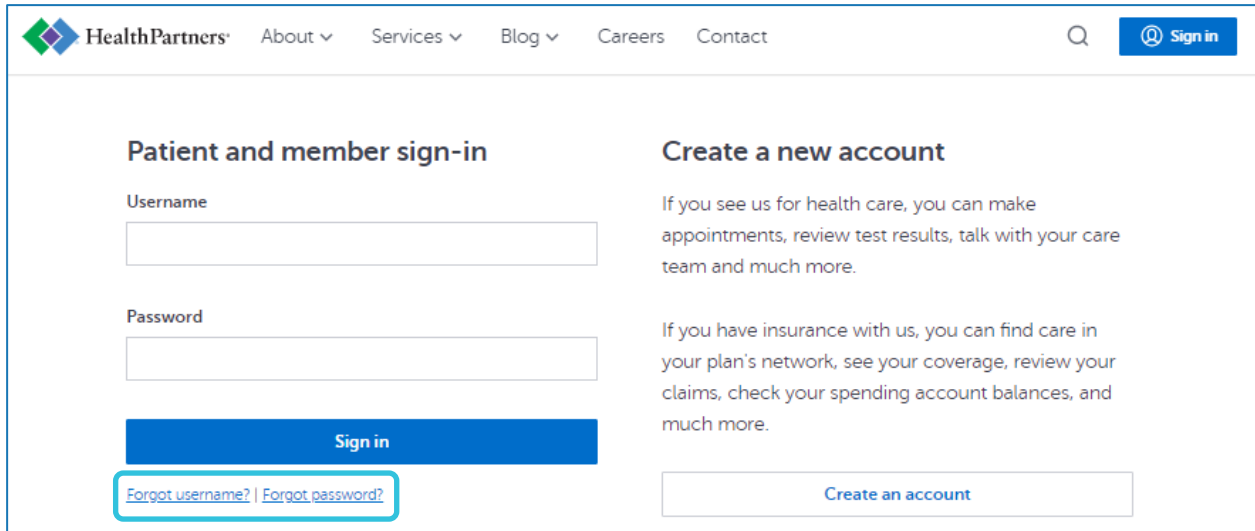


9. Select the **Living Well** tab and click the **Health assessment and well-being activities** link.



## Need help?

If you don't remember your username or password, use the ***Forgot Username*** and ***Forgot Password*** links on the login page.



The screenshot shows the HealthPartners website's login page. At the top left is the HealthPartners logo and navigation links: About, Services, Blog, Careers, and Contact. A search icon and a blue 'Sign in' button are in the top right. The main content is split into two columns. The left column, titled 'Patient and member sign-in', contains a 'Username' input field, a 'Password' input field, a blue 'Sign in' button, and two links: 'Forgot username?' and 'Forgot password?'. The right column, titled 'Create a new account', contains two paragraphs of text and a 'Create an account' button.

**HealthPartners** About Services Blog Careers Contact Q [Sign in](#)

### Patient and member sign-in

Username

Password

[Forgot username?](#) | [Forgot password?](#)

[Sign in](#)

### Create a new account

If you see us for health care, you can make appointments, review test results, talk with your care team and much more.

If you have insurance with us, you can find care in your plan's network, see your coverage, review your claims, check your spending account balances, and much more.

[Create an account](#)

To have your password reset, or for any other additional assistance, call HealthPartners Customer Service at **952-883-7800** or toll free at **1-800-311-1052**, Monday through Thursday, 8 a.m. to 7 p.m. CT, and Friday, 8 a.m. to 6 p.m. CT.