

GOAL

COMPLETE YOUR CHRA



WHAT'S A CHRA?

UMR's clinical health risk assessment (CHRA) is a series of questions to help you see your current health status. It takes about 20 minutes to complete the questionnaire online.

STEP 1 - CREATE AN ACCOUNT ON UMR.COM

To get started, visit **umr.com** on your desktop computer or tablet device. If you already have an account, simply select **Login/Register** and enter your username and password. Or, if it's your first time visiting us, click **Register** to open an account.

Helpful hints:

- When you register to use your online services for the first time, make sure you have your UMR member ID card handy. You will need your **member ID number** and **group number** (76413396, no dashes) to enroll, and you can find this information on the front of your ID card.
- Spouses eligible for the program must create their own online account on **umr.com** and complete their own CHRA. Click **Register** to sign up as a member and then select "I am the spouse or dependent" to get started.
- You will need to provide a valid email address when you register. We may use email to send you important information or reminders about your benefits. If you do not have an email account, you can set up a free account through websites such as Yahoo (mail.yahoo.com) or Google (gmail.google.com).
- Make sure you select a username and password you can remember and write it down some place safe. You will need these when you log in again in the future. If you can't remember your username and password, or if it has been longer than a year since you last logged in, you will need to re-register.

STEP 2 - COMPLETE YOUR CHRA

After you've successfully logged in to your online services on **umr.com**, you can complete your CHRA at any time that is convenient to you. But remember, you must submit your completed CHRA **before November 22, 2019** to participate in the wellness program.

To begin your CHRA:

1. Select the **Take a CHRA** shortcut tile, located toward the bottom of your member home page.
2. Select the **Get started!** button from the wellness activity center landing page; If you are not redirected, please check to see if a new tab or page has opened.
3. Under **Clinical health risk assessment (CHRA)**, press the **Start** button.
4. After answering all the questions in the CHRA, make sure to hit **Submit**. Your CHRA is considered incomplete until it is submitted, and we will be unable to process your results.

Note: You can also complete your CHRA on your mobile device. Simply log in to **umr.com**, select **Health center** from the main menu and choose the **Wellness activity center** button.

When you are done, it's time to view your report. You will also receive the results of your CHRA in the mail about 2 weeks after completing your assessment. Your results will tell you your personal wellness score, health status and risk for developing a disease in the future.

If you experience technical issues, such as difficulties with your browser or pop-up blocker settings, please call our technical support team at 866-922-8266.

If you need help registering for umr.com or completing your CHRA, you can reach us in the following ways:

1. Select **Contact us** from the top of the screen after you log in. Then choose **Wellness Program** from the dropdown menu in the subject of the email form. A specialist will contact you within two business days.
2. Call us at **800-207-7680**.



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