

# Well-being Platform Frequently Asked Questions

## 1. How do I get started?

If you are not currently configured for Multifactor Authentication setup, follow steps one through five in the [Multifactor Authentication guide](#). This is a one-time setup, and you do not need to do it again unless you change your phone number. You must complete these steps first if you want access to the platform on a personal device.

You can access the WebMD Platform using the following steps:

- **If you are accessing the platform from an Atrium Health device and are connected to the Atrium Health network:**
  - Atrium Health Greater Charlotte/Navicent/Floyd SSO go to the [Well-Being Platform Login](#)
  - Atrium Health Wake Forest Baptist SSO go to the [Well-Being Platform Login](#)
  - You should automatically be logged into the WebMD Platform
- **If you are accessing the platform from a personal device or a device not connected to the Atrium network:**
  - Atrium Health Greater Charlotte/Navicent/Floyd SSO go to the [Well-Being Platform Login](#)
  - Atrium Health Wake Forest Baptist SSO go to the [Well-Being Platform Login](#)
  - Sign on using your Atrium Health or Wake Forest Baptist network credentials
  - The Multifactor Authentication process will begin. Please follow the authentication steps on your phone. For more information, please see the [Multifactor Authentication guide](#)
  - If successful, you will be logged into the WebMD Platform

*Note: If you are a new teammate, it may take up to two weeks after your start date to have access to the well-being platform.*

*Teammates should use the well-being platform associated with the region/market from which they receive their paycheck.*

**Personal Health Manager Secure Message Center Alerts:** Secure message center notifications from [PersonalHealth@WebMDHealth.com](mailto:PersonalHealth@WebMDHealth.com) will be sent to you based on your messaging preferences. If you would like to make any changes to your Personal Health Manager Secure Message Center Alerts service, please sign in, click on 'settings' and adjust your messaging preferences.

## 2. What can I expect?

The platform includes a suite of tools to help you reach your well-being goals—all backed by WebMD, a trusted online source of health information. On the platform you can take a health assessment, log incentive activity completion, check progress towards incentive completion, access challenges, virtual races, plus more tools and resources.

## 3. Will there be a cost to the teammate?

The well-being platform is available at no cost to teammates, it's completely free. The programs and services available through the well-being platform are provided to you as a benefit from Atrium Health.



#### **4. Why can't I create an account/ I have an issue with my account?**

Check that you entered all your information correctly and try submitting again. Contact WebMD customer service at 888-264-5963 if the above solution does not resolve your issue.

#### **5. What types of information does WebMD collect?**

WebMD collects different types of information to give you suggestions on how to enhance your experience and make progress toward your goals. Certain information, such as your name and your eligibility for the platform are provided by Atrium Health. For confidentiality all health data is provided to Atrium Health in aggregate and not on an individual basis. WebMD also collects information directly from you when you interact with their services. Finally, WebMD can also sync information such as health claims or biometric data from your health plan, insurance provider, or a third-party vendor--all things you'll have the option to opt in or out of.

#### **6. What does WebMD do with my information?**

Once you create your account, you will be asked a handful of questions about your background and health, as well as your current priorities. This information will be used to create your well-being profile and personalize your experience. This helps point you in the right direction so you can get the most out of the platform.

#### **7. Does WebMD share my personal information with Atrium Health?**

WebMD will not share your personally identifiable health information with Atrium Health, such as the responses you provide to a health assessment. WebMD does provide aggregate reporting to Atrium Health, which is health information about a group of people that does not identify any one person or allow any person to be identified.

WebMD will also provide additional reporting to Atrium Health to help administer the platform. For example, WebMD may tell Atrium Health if you have registered with WebMD or participated in any WebMD programs offered by Atrium Health. Atrium Health may also direct WebMD to give your personal information to third-party vendors that provide other well-being services, such as disease management. Third-party vendors will provide WebMD about your participation in those programs to fulfill incentive requirements. The information WebMD shares with Atrium Health helps Atrium Health manage incentives and analyze usage of the WebMD services.

#### **8. Will WebMD ever sell my information?**

WebMD will never sell your information to third parties. WebMD and Atrium Health take privacy very seriously--health is personal, and WebMD wants to keep it that way. You can read more about it in the [Privacy Policy](#) and [Terms of Use](#) at the bottom of every page on the platform.

#### **9. Will I earn LiveWELL incentives for participating in activities on the well-being platform?**

Yes. In 2025, teammates can earn incentives for participating in activities and logging completion on the well-being platform.

Please review the 2025 LiveWELL Incentives page for more details on incentive activities, payout dates, and amounts. Visit [totalrewards.org](https://totalrewards.org) > Your Health and Well-being > Well-being > LiveWELL Program.

#### **10. Will I be able to earn prizes for participating in activities on the well-being platform?**

Prize drawings will be for teammates who are not enrolled in an Atrium Health Medical Plan. Take your health assessment then earn up to three prize drawing entries for completing at least one activity under each physical, financial and personal well-being pillar.

All teammates completing well-being platform challenges are entered into prize drawings.

