

Welcome to the Healthy Lifestyles Health Portal Technical Support Desk – Telephonic Assistance



Why Telephonic Technical Assistance? This support tool is in place to ensure participants are receiving the maximum benefits from the online health portal.

Participants may call Optum's Technical Support Desk at 866-766-8795, Option 7 to solve issues related to:

- ❖ Log in and password issues or questions
- ❖ Website navigation questions
- ❖ Wellness Assessment completion questions
- ❖ Issues with loading pages (disable pop-up blocker, clear cache and cookies, browser discrepancies)
- ❖ Tracking credits in the incentive program
- ❖ Content/link access or load issues
- ❖ Internet service provider compatibility
- ❖ Other site questions that are technical in nature

The Technical Support Team is available to assist participants Monday - Friday, 8:00 am – 11:00 pm ET and Saturday, 9:00 am - 6:00 pm ET, excluding nationally observed holidays.

The Technical Support Team can also be reached by clicking on the Contact Us link in the bottom menu of www.JeffersonHealthPlan.com.

www.JeffersonHealthPlan.com
Technical Support Desk 866-766-8795, Option 7

