

Frequently Asked Questions

**Q. What is Decision Doc?**

**A.** Decision Doc is MyHealthMath’s interactive online platform that helps employees choose their health benefits. You will go through a series of questions, either online or on the phone, and then receive an interactive report showing which health plan will save you the most money in the coming year. Decision Doc integrates phone and online support, reporting, education, and resources.

**Q. Who is MyHealthMath?**

**A.** MyHealthMath (MHM) is a decision support company whose mission is to simplify health insurance purchasing, so employees across the country get the best value from their healthcare dollar. MyHealthMath uses a highly accurate algorithm, paired with personalized employee engagement, to identify the optimal health plan for individuals.

**Q. Do I have to prepare anything before using Decision Doc?**

**A.** You should be prepared to answer questions on medical usage and history for you and your dependents. Decision Doc collects basic health usage information, such as frequency of doctor visits, medications, planned surgeries, etc. Names and dosages of prescriptions can dramatically affect costs, so we recommend writing these down before you go to Decision Doc, for yourself and any dependents you’re thinking of including on your plan.

Decision Doc takes 5-6 minutes when completed online. The phone interviews typically take 15 minutes.

**Q. Will my personal information remain secure?**

**A.** Absolutely! MHM is an independent third party that abides by rigorous security standards. They will never share your personal information with us, our insurance carrier or any other third party.

**Q. What if I have questions about my results?**

**A.** The MHM team is available to answer any questions you have about how to interpret your results. You can reach them via email ([questions@myhealthmath.com](mailto:questions@myhealthmath.com)) or schedule a call through the option directly on your Decision Doc results page!

**Q. Will Decision Doc enroll me in a plan?**

**A.** No. Decision Doc is a tool to help you make a decision. You can run as many health scenarios as you’d like to ensure you find the plan that works for you. Once you make that decision, you will enroll in our plans (and any associated HSA/FSA plan) through our regular enrollment process.

**Q. I saw an option to view a Claims Snapshot. What is that?**

**A.** Employees who have been enrolled in one of our health plans for over a year may see an option to view a Claims Snapshot. Claims Snapshots show you which of our health plans will save you the most money based on your actual past health utilization. This is an easy decision-making tool if your health needs are not changing. Importantly, since healthcare needs and health plan details usually do change year- to-year, the Snapshot will nudge you to obtain a more personalized report based on what you’re planning for the year to come.

**Q. I am being asked to provide my Subscriber ID to view a Claims Snapshot. Where do I find my subscriber ID?**

**A.** Your subscriber ID is the ID located on your health insurance card. It is often a combination of letters and numbers. You should enter the full ID that you see on your insurance card.