

Optum Insight

BeWellInm ID

Updated User Interface Training

September 2024



Background and Key Changes

Effective 10/01/24, the BeWellnm ID **User Interface (UI)** will be updated

As part of ongoing improvements, including user experience, and security enhancements, this training and user guide provides information on these changes and what to expect.

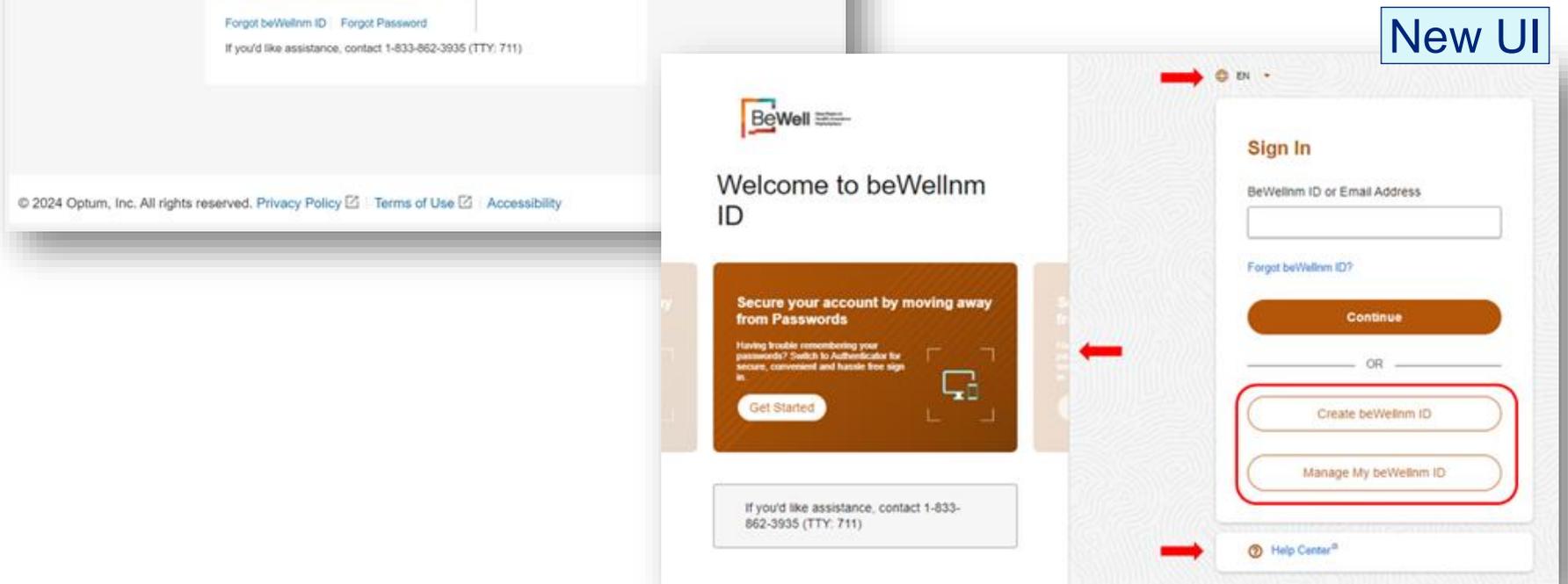
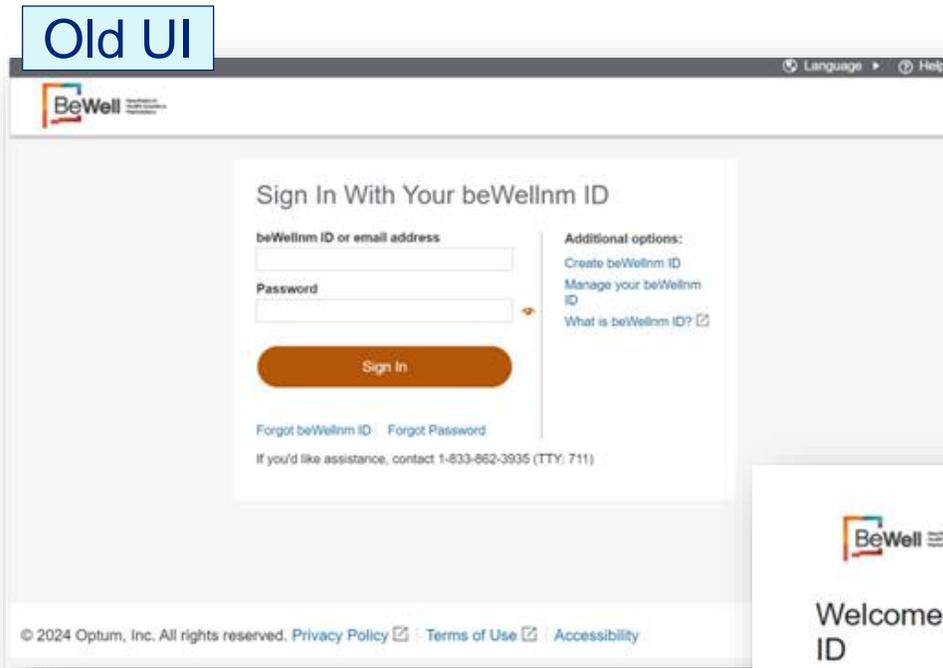
Key changes include:

- Modernized user interface
- Streamlined screen flows
- Updated account and password recovery options
- Updated password requirements dependent on user type

Changes to the Sign In With Your beWellnm ID Page

The following changes were made to the Sign In page:

- The language choice selection was moved to a dropdown menu; users can click the Globe icon on the top left to select their language
- The “Sign In” button was changed to Continue button; Users can click the Continue button to sign in
- The “Create beWellnm ID” and “Manage My beWellnm ID” updated from links to buttons
- A “Help Center” link was added to the bottom of the page
- An informational banner was added to the left side of the page



Changes to the Create beWellnm ID Page

Old UI

Create beWellnm ID

beWellnm ID securely manages your account so that you can use one beWellnm ID and password to sign in to all integrated applications.

Already have beWellnm ID? Sign in now

Profile Information

First name

Last name

Date of birth

mm-dd-yyyy

Sign In Information

Your email address

Create beWellnm ID

Your beWellnm ID must have:

- 6 to 50 characters
- At least one letter
- No spaces
- No letters with accents
- None of these Symbols: % + * & { } ^ () < > # , / : () * = -

Create password

Your password must have:

- Between 8 and 100 characters
- At least 1 uppercase letter
- At least 1 lowercase letter
- At least 1 number
- At least 1 special character

Type password again

Language Preferences

Select the language in which you want to receive communications from beWellnm ID. This can be changed at any point from Manage my beWellnm ID.

Preferred language

English Español

You must agree to the [Terms of Use](#) and [Website Privacy Policy](#) to use the beWellnm ID service. If you do not agree, click Cancel and do not use any aspect of the beWellnm ID service.

If you'd like assistance, contact 1-833-862-3935 (TTY: 711)

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New UI

Create beWellnm ID

Already a User? [Sign In](#) * Required Fields

First Name*

Last Name*

Date of Birth* MM-DD-YYYY

MM-DD-YYYY

Email Address*

Create beWellnm ID* (Username)

Password*

Confirm Password*

Phone Number

+1 555-555-5555

You must agree to the [Terms of Use](#) and [Website Privacy Policy](#) to use the beWellnm ID service. If you do not agree, do not use any aspect of the beWellnm ID service.

[Help Center](#)

If you'd like assistance, contact 1-833-862-3935 (TTY: 711)

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The following changes were made to the Create beWellnm ID page:

- To simplify the UI, username and password guidelines were changed to hover over fields during text entry
- The “Language Preferences” section was moved to “Manage beWellnm ID”; Users can select their communication language in Manage My beWellnm ID
- The language choice selection was moved to a dropdown menu; users can click the Globe icon on the top left to select their language
- The “I Agree” and “Cancel” buttons were changed to “Continue” button; Users can click the Continue button to create their beWellnm ID
- Help Center was added to the bottom of the landing page

Changes to the Manage Your beWellnm ID Page

Old UI

The following changes were made to the Manage Your beWellnm ID page:

- The title was renamed to “Manage My beWellnm ID”
- The screen layout was changed to simplify the UI and improve navigation
- The “Profile Information” and “Contact Information” were moved to sections
- Intuitive Account Settings were added for “Change Password”, “Change Notification Preferences” and “Communication Language”

Note: The option to “Add or Update Security Questions” is enabled in non-production for automation testing purposes. They will not be visible in production.

Return to NMHC Individual Portal

Manage Your beWellnm ID

Keep your profile up-to-date, change your beWellnm ID or password, and manage the options for verifying your identity.

Update Profile Sign In Info Verification Options

First name
John

Middle name (optional)

Last name
Smith

Suffix (optional)

Prefix (optional)

Date of birth
06-01-1980
mm-dd-yyyy

Home address (optional)

City (optional)

State (optional)
Select

ZIP code (optional)

Language Preferences

Select the language in which you want to receive communications from beWellnm ID.

Preferred language
 English Español

Notification Options

Select the notifications you want to receive at your primary email address and by text if you added a phone number to your account.

Failed Login
 Email Text Message

Successful Login
 Email Text Message

Account Recovery Attempt
 Email Text Message

Locked Account
 Email Text Message

Save Cancel

If you'd like assistance, contact 1-833-862-3935 (TTY: 711)

New UI

Help Center

Manage My beWellnm ID

Use this page to effectively manage your account settings. You may change your Username, Password, account preferences.

Return to Application

Your beWellnm ID
navneet.kumarone

Profile Information

Edit

First Name	Middle Name	Last Name
Navneet	-	KumarOne
Suffix	Prefix	Date of Birth
-	-	-
Address		
-		

Contact Information

Edit

Primary Email Address	Secondary Email Address	Phone Number
navneet.kumar12@optum.com	-	+1 571-338-7964
Verified		Verified

If you'd like assistance, contact 1-833-862-3935 (TTY: 711)

Changes to the Edit Profile ID Page

The following changes were made to Edit Profile Information in Manage beWellnm ID:

- Screen layout was changed to simplify the UI
- Clear instructions

Old UI

Manage Your beWellnm ID

Keep your profile up-to-date, change your beWellnm ID or password, and manage the options for verifying your identity.

Update Profile | Sign In Info | Verification Options

First name
John

Middle name (optional)

Last name
Smith

Suffix (optional)

Prefix (optional)

Date of birth
06-01-1980
mm-dd-yyyy

Home address (optional)

City (optional)

State (optional)
Select

ZIP code (optional)

Language Preferences

Select the language in which you want to receive communications from beWellnm ID.

Preferred language
 English Español

Notification Options

Select the notifications you want to receive at your primary email address and by text if you added a phone number to your account.

Failed Login
 Email Text Message

Successful Login
 Email Text Message

Account Recovery Attempt
 Email Text Message

Locked Account
 Email Text Message

Save Cancel

If you'd like assistance, contact 1-833-862-3935 (TTY: 711)

New UI

Edit Profile Information

Keep your profile up-to-date * Required Fields

First Name*
Navneet

Middle Name

Last Name*
KumarOne

Suffix

Prefix

Date of Birth MM-DD-YYYY
MM-DD-YYYY

City

State

ZIP Code

Home Address

Save Reset

Changes to the Edit Contact Information Page

The following changes were made to Edit Contact Information in Manage My beWellnm ID:

- Screen layout was changed to simplify the UI
- Clear instructions

NOTE: In the event the user does not provide their phone number when they create their beWellnm ID, they will be able to add a phone number from “Edit Contact Information”

Old UI

Return to NMHIX-Individual-Portal

Manage Your beWellnm ID

Keep your profile up-to-date, change your beWellnm ID or password, and manage the options for verifying your identity.

Update Profile Sign In Info Verification Options

beWellnm ID
jpsmith@mailinator.com

Email address
jpsmith@mailinator.com
Email address is verified.

Secondary email address (optional)

Phone number (optional)
555-555-5555
555-555-5555

Phone communication method

Text messages only
 Phone calls only
 Both text messages and phone calls

Security questions
Security questions can be used if you need to recover your account.
[Add or change security questions](#)

Save Cancel

If you'd like assistance, contact 1-833-862-3935 (TTY: 711)

New UI

Contact Information Edit

Primary Email Address	Secondary Email Address	Phone Number
navneetNMHIX@mailinator.com Verified	-	-

Edit Contact Information

Verify your email and phone number for your beWellnm ID
navneetNMHIX@mailinator.com

* Required Fields

Primary Email Address*
navneetNMHIX@mailinator.com ✓
Email Address is verified.

Secondary Email Address

Phone Number
+1 555-555-5555

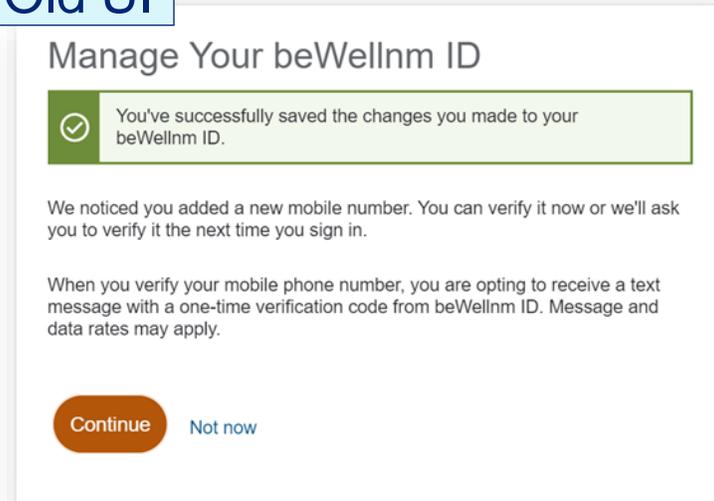
Save Reset

Changes to the Verify Phone Number Page

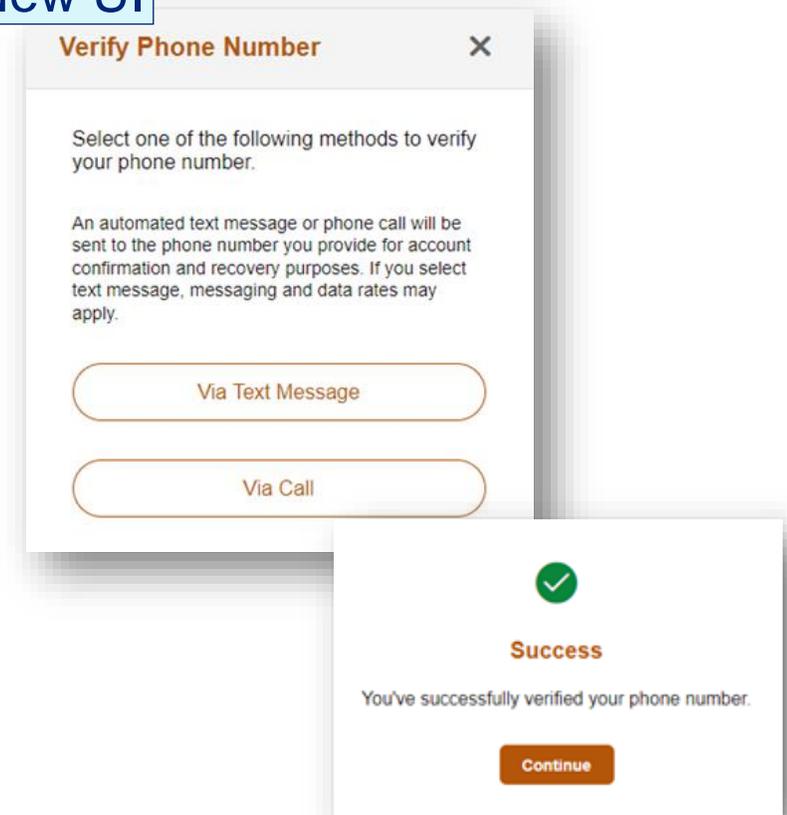
The following changes were made to Verify Phone Number in Manage My beWellnm ID:

- Screen layout was changed to simplify the UI
- Clear instructions

Old UI



New UI



Changes to the Change Password Page

The following changes were made to Change Password in Manage My beWellnm ID:

- Screen layout was changed to simplify the UI
- Password guidelines were moved to hover over fields during text entry
- Clear instructions

Old UI

The screenshot shows the 'Manage Your beWellnm ID' page. The 'Change Password' section is highlighted. It includes fields for 'Current Password', 'New Password', and 'Confirm New Password'. Below these fields, a list of password requirements is displayed:

- Your password must have:
 - Between 8 and 100 characters
 - At least 1 uppercase letter
 - At least 1 lowercase letter
 - At least 1 number
 - At least 1 special character

Buttons for 'Save' and 'Cancel' are at the bottom. A footer note says: 'If you'd like assistance, contact 1-833-862-3935 (TTY: 711)'.

New UI

The screenshot shows the new 'Change Password' modal. It includes fields for 'Current Password*', 'New Password*', and 'Confirm New Password*'. Below these fields, a list of password requirements is displayed:

- Enter a minimum of 8 characters and maximum 100 characters
- Use at least one uppercase letter
- Use at least one lowercase letter
- Use at least one number
- Use at least one special character

Buttons for 'Save' and 'Reset' are at the bottom.

Guidance that appears when text is entered

Changes to the Notification Options Page

The following changes were made to Notification Options in Manage My beWellnm ID:

- Screen layout was changed to simplify the UI
- Clear instructions

Old UI

Manage Your beWellnm ID

Keep your profile up-to-date, change your beWellnm ID or password, and manage the options for verifying your identity.

Update Profile | Sign In Info | Verification Options

First name
John

Middle name (optional)

Last name
Smith

Suffix (optional)

Prefix (optional)

Date of birth
06-01-1980
mm-dd-yyyy

Home address (optional)

City (optional)

State (optional)
Select

ZIP code (optional)

Language Preferences

Select the language in which you want to receive communications from beWellnm ID.

Preferred language
 English Español

Notification Options

Select the notifications you want to receive at your primary email address and by text if you added a phone number to your account.

Failed Login
 Email Text Message

Successful Login
 Email Text Message

Account Recovery Attempt
 Email Text Message

Locked Account
 Email Text Message

Save Cancel

If you'd like assistance, contact 1-833-862-3935 (TTY: 711)

New UI

Change Notification Preferences

Select your preferred notification methods.

Failed Login Primary Email Text Message

Successful Login Primary Email Text Message

Account Recovery Attempt Primary Email Text Message

Locked Account Primary Email Text Message

Save Reset

Changes to the Communication Language Page

The following changes were made to Communication Language options in Manage My beWellnm ID:

- Screen layout was changed to simplify the UI
- Clear instructions

Old UI

The screenshot shows the 'Manage Your beWellnm ID' page. It features a header with the BeWell logo and navigation links. The main content area is a form with several sections: 'Update Profile' (with sub-sections for First name, Middle name (optional), Last name, Suffix (optional), Prefix (optional), Date of birth, Home address (optional), City (optional), State (optional), and ZIP code (optional)), 'Language Preferences' (with radio buttons for English and Español), and 'Notification Options' (with checkboxes for Failed Login, Successful Login, Account Recovery Attempt, and Locked Account). The form is cluttered with many input fields and labels.

New UI

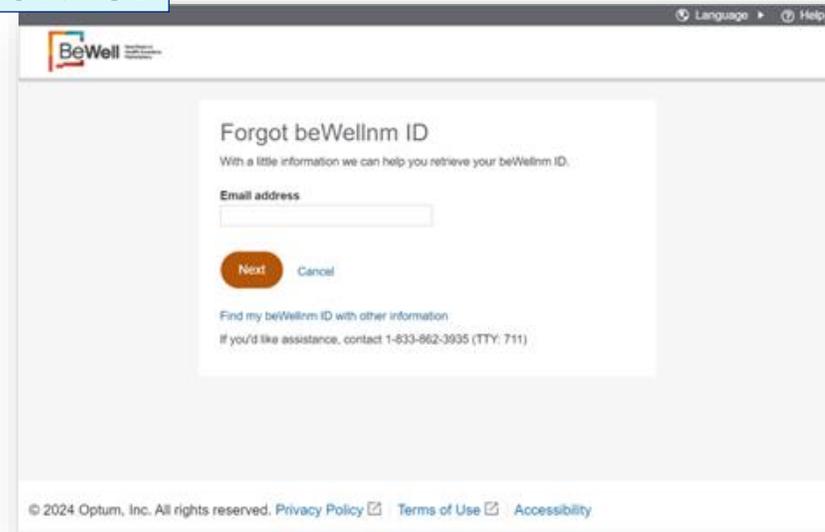
The new UI is shown in two overlapping dialog boxes. The top dialog box is titled 'Communication Language' and contains the text 'Please select your language for communication'. Below this is a dropdown menu labeled 'Preferred Language for Communications' with 'English' selected. At the bottom are 'Save' and 'Reset' buttons. The bottom dialog box is also titled 'Communication Language' and contains the same text. It shows the dropdown menu with 'English' selected, and a 'Reset' button. The new UI is much simpler and more focused than the old one.

Changes to the Forgot beWellnm ID Page

The following changes were made to the Forgot beWellnm ID management page:

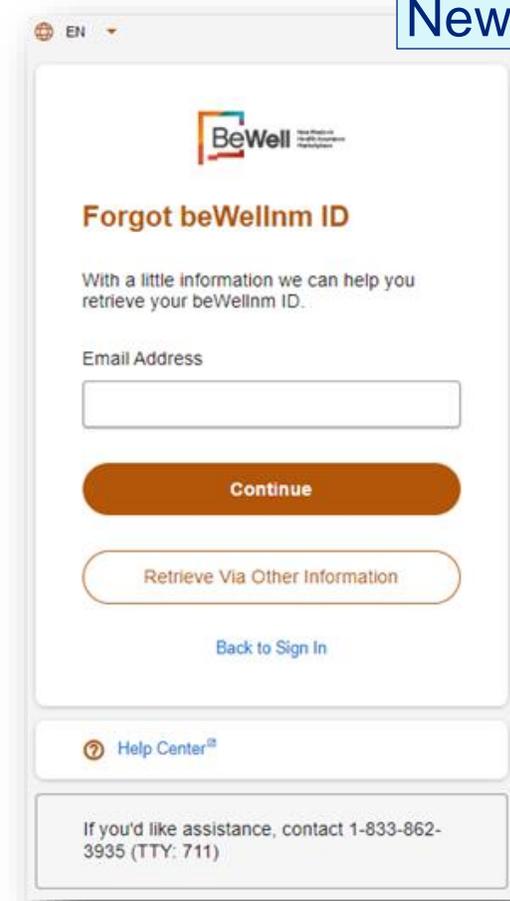
- Screen layout was changed to simplify the UI
- Retrieve with Other Information link was changed to a button
- Clear instructions

Old UI



The screenshot shows the old UI for the 'Forgot beWellnm ID' page. It features a central white box on a light gray background. The title 'Forgot beWellnm ID' is at the top, followed by the instruction 'With a little information we can help you retrieve your beWellnm ID.' Below this is an 'Email address' input field. At the bottom of the box are two buttons: 'Next' (highlighted in orange) and 'Cancel'. Below the box, there is a link 'Find my beWellnm ID with other information' and a note: 'If you'd like assistance, contact 1-833-862-3935 (TTY: 711)'. The footer contains copyright information and links for 'Privacy Policy', 'Terms of Use', and 'Accessibility'.

New UI



The screenshot shows the new UI for the 'Forgot beWellnm ID' page. It has a clean, modern layout with a white background. At the top is the BeWell logo. The title 'Forgot beWellnm ID' is in a bold, orange font, followed by the instruction 'With a little information we can help you retrieve your beWellnm ID.' Below this is an 'Email Address' input field. A large orange 'Continue' button is positioned below the input field. Below that is a rounded button labeled 'Retrieve Via Other Information'. At the bottom of the main content area is a blue link 'Back to Sign In'. A 'Help Center' link with a question mark icon is located in a separate box below. At the very bottom, there is a box with the text: 'If you'd like assistance, contact 1-833-862-3935 (TTY: 711)'.

Changes to the Forgot beWellnm ID Page, continued

The following changes were made to the Forgot beWellnm ID management page:

- Screen layout was changed to simplify the UI
- Options changed to provide buttons for available options
- Clear instructions

Old UI

The screenshot shows a web form titled "Find beWellnm ID: Other Information". It contains four input fields: "First name", "Last name", "Date of birth (optional)" with a placeholder "mm-dd-yyyy", and "Mobile phone number (optional)" with a placeholder "555-555-5555". Below the fields are two buttons: "Next" (orange) and "Cancel". At the bottom, there is a footer with the text "© 2024 Optum, Inc. All rights reserved. Privacy Policy | Terms of Use | Accessibility" and a note: "If you'd like assistance, contact 1-833-862-3935 (TTY: 711)".

New UI

The new UI is shown in three overlapping screenshots. The top screenshot is titled "Retrieve beWellnm ID: Verify Your Identity" and asks the user to select a verification method. It features three large buttons: "Via Text Message", "Via Primary Email", and "Via Call", along with a "Back to Sign In" link and a "Help Center" link. The middle screenshot is titled "Retrieve beWellnm ID: Via Text Message" and shows a "Resend Email" link. The bottom screenshot is titled "Retrieve beWellnm ID: Via Primary Email" and shows a "Sign in now" button, a "Return To Verify Identity Options" link, and a "Help Center" link. All screenshots include the BeWell logo and a footer with the text "© 2024 Optum, Inc. All rights reserved. Privacy Policy | Terms of Use | Accessibility" and a note: "If you'd like assistance, contact 1-833-862-3935 (TTY: 711)".

Changes to the Forgot Password Page

The following changes were made to the Forgot Password page:

- Screen layout was changed to simplify the UI
- Clear instructions

Old UI

BeWell

Forgot Password

With a little information we can help you reset your password.

Enter your email address or beWellnm ID

Next Cancel

If you'd like assistance, contact 1-833-862-3935 (TTY: 711)

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New UI

EN

BeWell

Forgot Password

With a little information we can help you reset your password.

beWellnm ID or Email Address

Continue

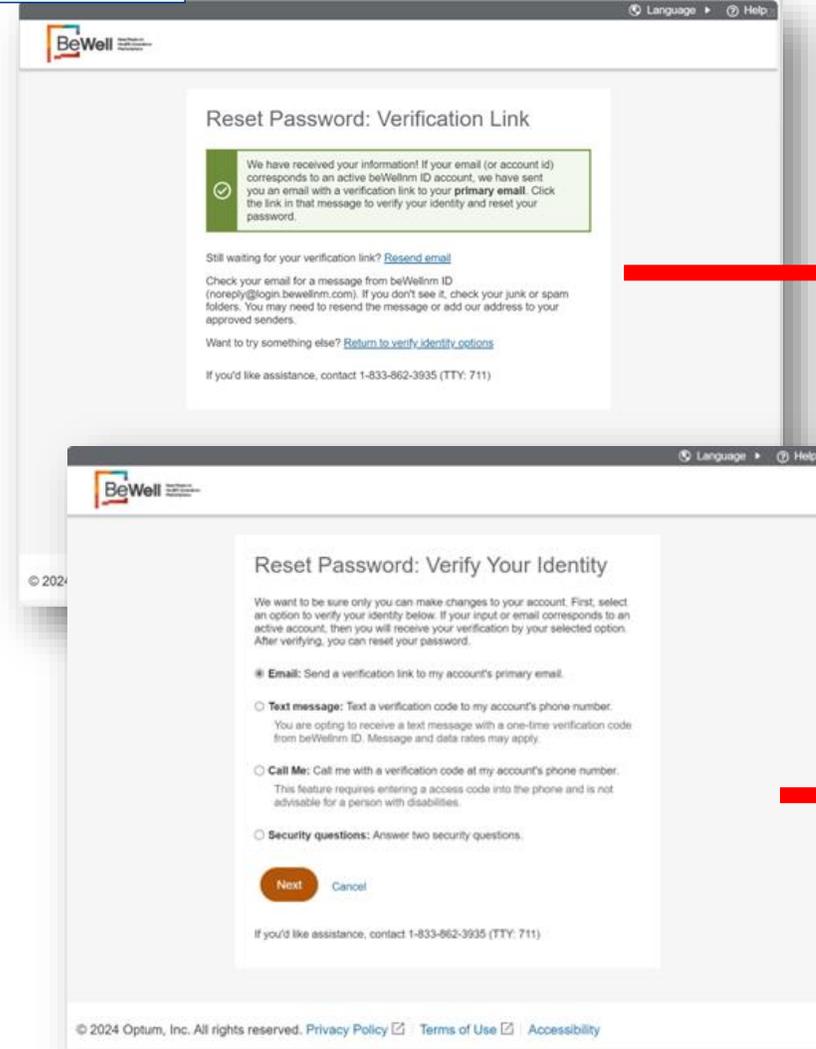
[Back to Sign In](#)

[Help Center](#)

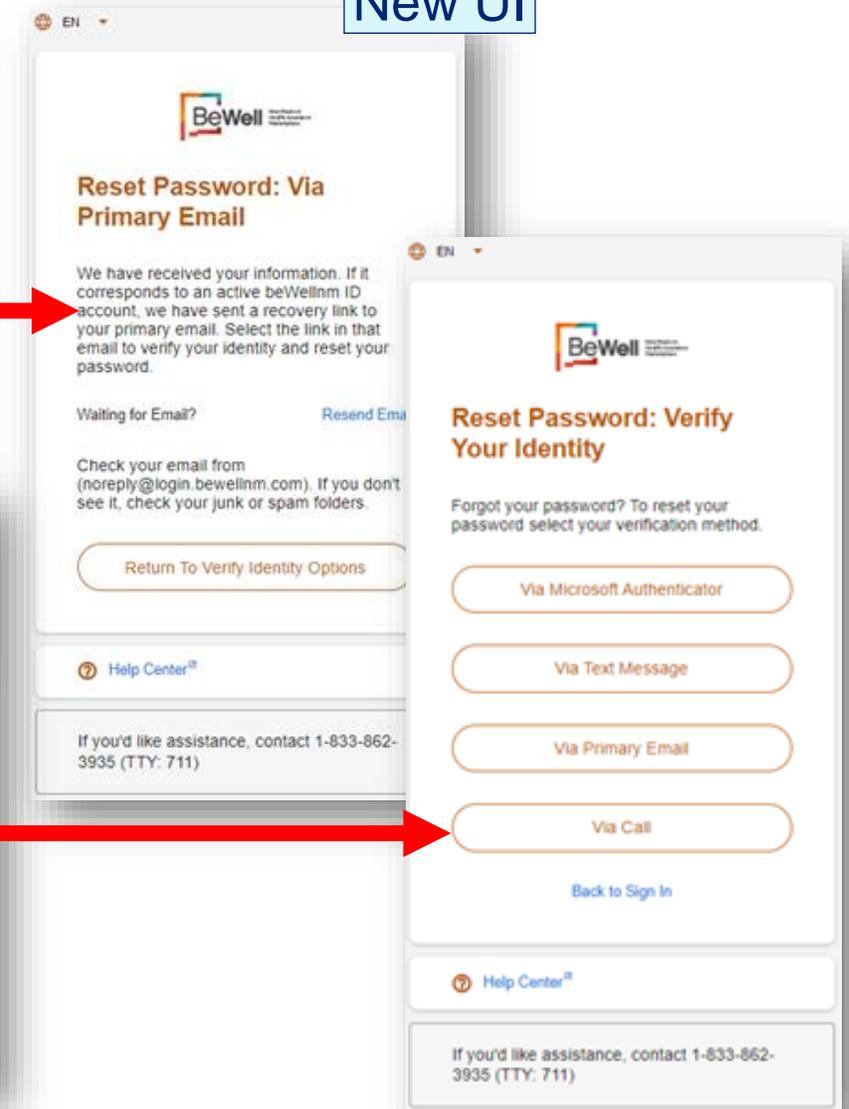
If you'd like assistance, contact 1-833-862-3935 (TTY: 711)

Changes to the Forgot Password Page, continued

Old UI



New UI

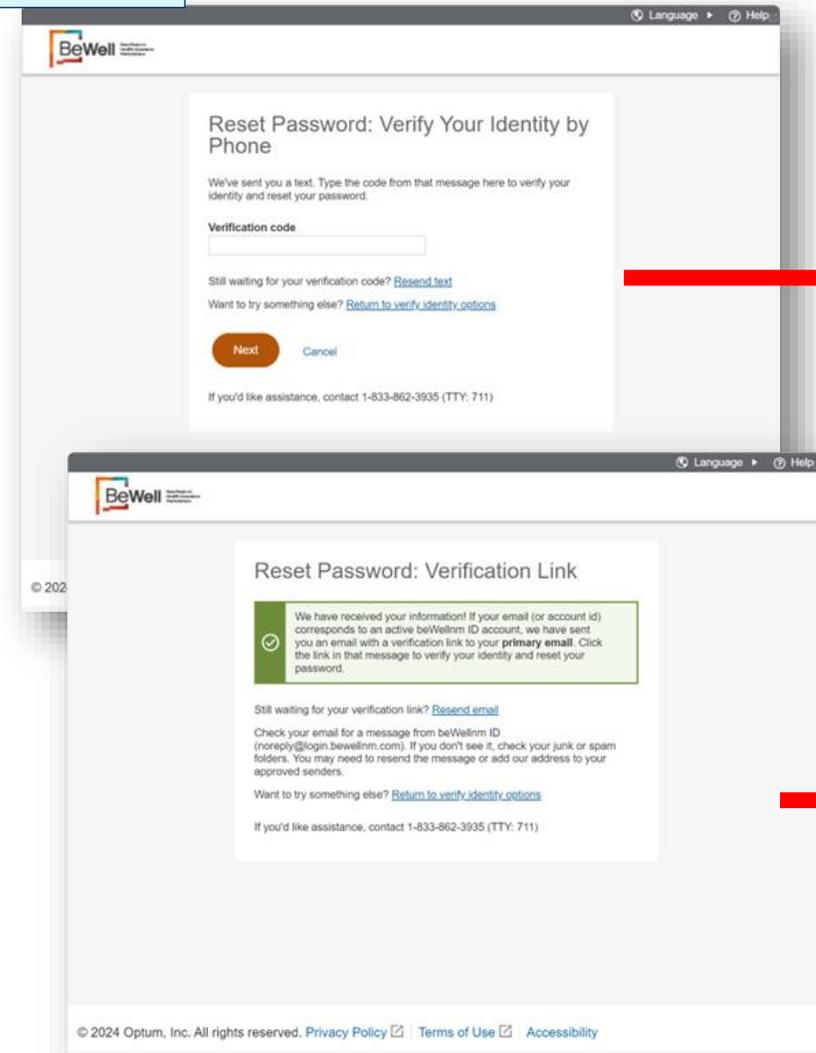


The following changes were made to the Forgot Password page:

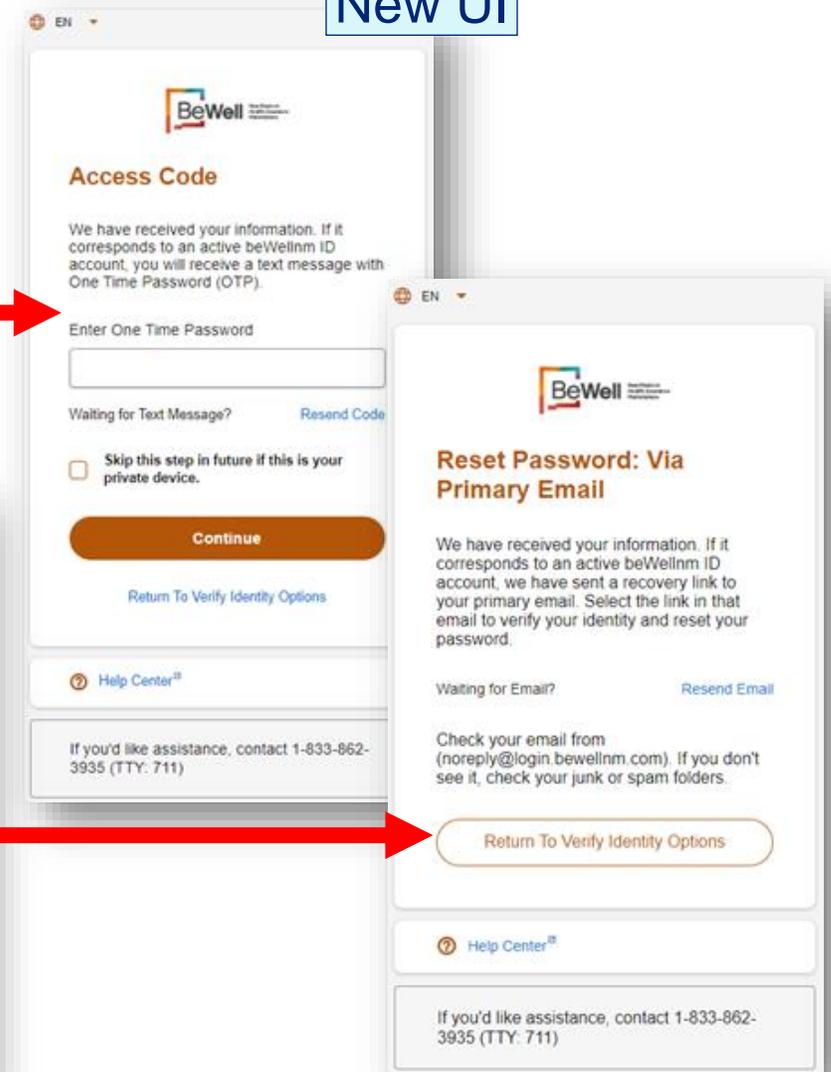
- Screen layout was changed to simplify the UI
- Options changed to provide buttons for available options
- Clear instructions

Changes to the Verify Your Identity Page

Old UI



New UI



The following changes were made to the Forgot Password page:

- Screen layout was changed to simplify the UI
- Options changed to provide buttons for available options
- Clear instructions

Changes to the Reset Password Page

The following changes were made to the Reset Password page:

- Screen layout was changed to simplify the UI
- Password Requirements were changed to hover over during text entry
- Clear instructions

Old UI

BeWell

Reset Password

You've successfully verified your identity, jpsmith@mailinator.com. Go ahead and reset your password now.

New password

Your password must have:

- Between 8 and 100 characters
- At least 1 uppercase letter
- At least 1 lowercase letter
- At least 1 number
- At least 1 special character

Type password again

Next Cancel

If you'd like assistance, contact 1-833-862-3935 (TTY: 711)

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New UI

BeWell

Reset Password

You have successfully verified your identity for account navneet.kumarone. Go ahead and reset your password.

New Password

Confirm Password

Submit

[Back to Sign In](#)

[Help Center](#)

If you'd like assistance, contact 1-833-862-3935 (TTY: 711)

Enter a minimum of 8 characters and maximum 100 characters

Use at least one uppercase letter

Use at least one lowercase letter

Use at least one number

Use at least one special character

Confirm Password

Submit

Password Requirements

For All portals:

- a. Password Complexity - User Accounts: Enforces minimum password complexity of case sensitive, and at least one (1) each of upper-case letters, lower-case letters, numbers, and special characters (password length specified for each portal listed below).
- b. Enforces at least the following minimum password requirements for Users / Privileged Users / Processes [acting on behalf of a User] / ACA Consumer Accounts:
 - 1. Minimum Password Age = specified for each portal listed on next page
 - 2. Maximum Password Age = specified for each portal listed on next page
 - 3. Minimum Password Length = specified for each portal listed on next page
- c. Enforces at least four (4) changed characters or as determined by the information system (where possible) when new passwords are created.
- d. Stores and transmits only cryptographically protected passwords.
- e. Required for Cloud environment and applicable for NMHIX: Prohibit password reuse for 24 generations

Password Requirements, continued

Individual Portal:

Enforces at least the following minimum password requirements for Users / Privileged Users / Processes [acting on behalf of a User] / ACA Consumer Accounts

- Minimum Password Age:
 - 1 day
- Maximum Password Age:
 - 430 days (1 year + 3 months)
- Minimum Password Length:
 - 8 characters

Assister

Enforces at least the following minimum password requirements for Users / Privileged Users / Processes [acting on behalf of a User] / ACA Consumer Accounts

- Minimum Password Age:
 - 1 day
- Maximum Password Age:
 - 60 days
- Minimum Password Length:
 - 15 characters

Broker

Enforces at least the following minimum password requirements for Users / Privileged Users / Processes [acting on behalf of a User] / ACA Consumer Accounts

- Minimum Password Age:
 - 1 day
- Maximum Password Age:
 - 60 days
- Minimum Password Length:
 - 15 characters

Agent

Enforces at least the following minimum password requirements for Users / Privileged Users / Processes [acting on behalf of a User] / ACA Consumer Accounts

- Minimum Password Age:
 - 1 day
- Maximum Password Age:
 - 60 days
- Minimum Password Length:
 - 15 characters

Password Errors

Password Reuse Error Condition

When a user tries to enter a password that has already been used, the user receives an error as shown:

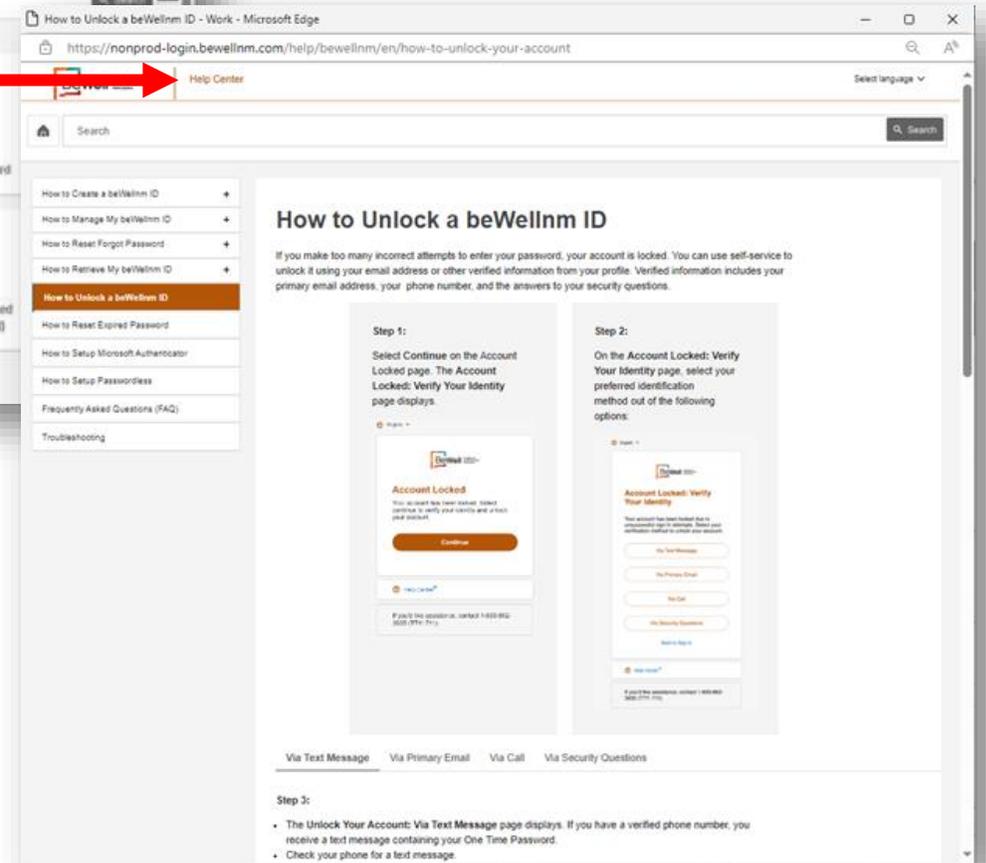
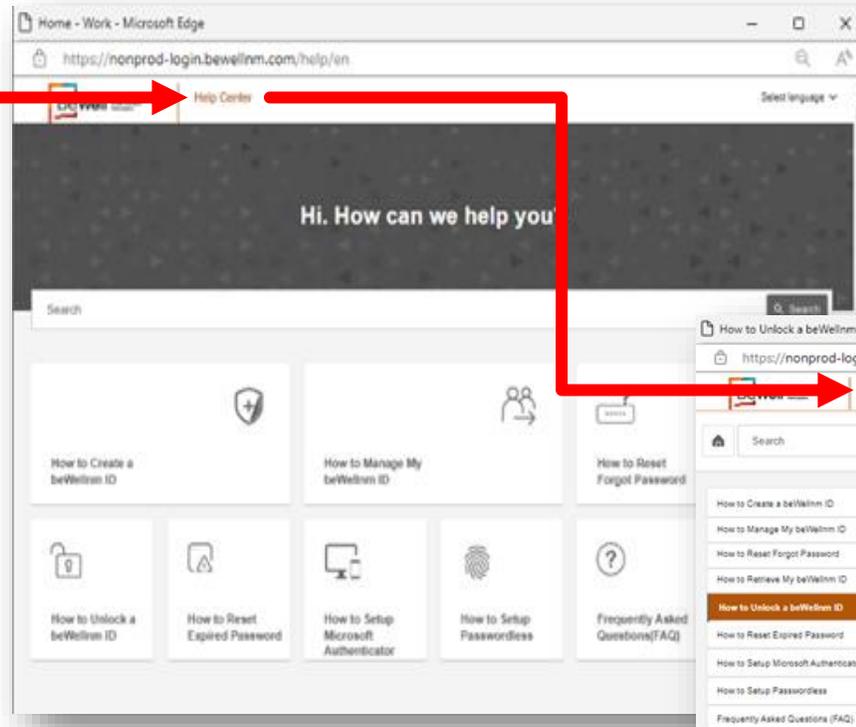
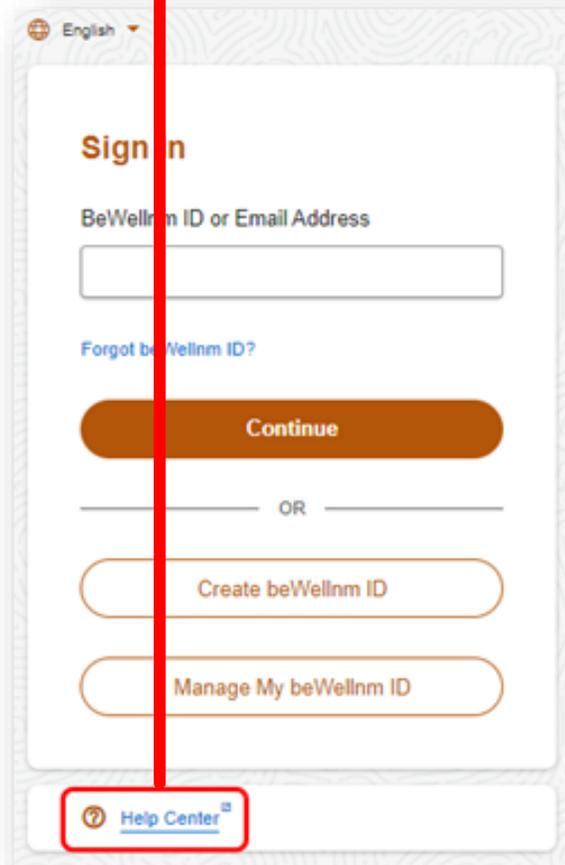
The screenshot shows the BeWell 'Reset Password' page. At the top, there is a language selector (EN) and a user profile (Mark Peterson). The BeWell logo is at the top left. The page title is 'Reset Password'. A red error banner at the top states: 'There are errors on the form that must be corrected before you can continue.' Below this, a message says: 'You have successfully verified your identity for account mpete12. Go ahead and reset your password.' There are two password input fields: 'New Password' and 'Confirm Password'. The 'New Password' field has a red error icon and a message below it: 'Last 24 passwords cannot be reused.' A 'Submit' button is at the bottom, with a 'Back to Sign In' link below it. At the very bottom, there is a 'Help Center' link and contact information: 'If you'd like assistance, contact 1-833-862-3935 (TTY: 711)'.

Password Not Meeting the Requirements

When a user tries to enter a password that doesn't meet the password requirements, the user receives an error as shown:

The screenshot shows the BeWell 'Change Password' page. At the top, there is a language selector (EN) and a user profile (Mark Peterson). The BeWell logo is at the top left. The page title is 'Change Password'. A red error banner at the top states: 'Your current password does not meet the minimum requirements for the application you are trying to sign into. Please update your password to continue.' Below this, there is a section for '* Required Fields' with three input fields: 'Current Password*', 'New Password*', and 'Confirm New Password*'. Each field has a red error icon. An 'Update and Continue' button is at the bottom, with a 'Back to Sign In' link below it. At the very bottom, there is a 'Help Center' link and contact information: 'If you'd like assistance, contact 1-833-862-3935 (TTY: 711)'.

Help Center



Q&A

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