

## HRG Memorandum 14-14



Commonwealth of Kentucky  
Personnel Cabinet  
Department of Employee Insurance  
2<sup>nd</sup> Floor, State Office Building  
501 High Street  
Frankfort, Kentucky 40601

**To: KEHP Human Resource Generalists (HRGs)**

**From: Department of Employee Insurance (DEI)**

**Re: HumanaVitality Health Assessment – Five Most Common Registration Errors**

**Date: April 23, 2014**

More than 100,000 members have taken their HumanaVitality Health Assessment (HA) and fulfilled their LivingWell Promise. However, we still have approximately 27,000 members who still need to take their HA by **May 1**.

The attached document was developed to assist you in helping your members complete their Health Assessment by May 1.

The tool walks you through the registration process and explains the five most common issues we hear from members, which are:

1. Member has registered and knows his username and password
2. Member has registered in the past, but forgot his username and password
3. Member has never registered before
4. Member does not recall ever having registered, but did register in the past; does not recall username and password either
5. Member tries to recover a username and gets an error

If members want to double-check and ensure they have completed their Health Assessment, they can go to [LivingWell.ky.gov](http://LivingWell.ky.gov) and click on the HumanaVitality login. Once signed in, they can click on "Earn Vitality Points" and choose "View Vitality Points Statement." This will show them when their health assessment was completed and the amount of points they were rewarded.

If you or your members need additional assistance, contact customer service at 877-597-7474.

