



# Overview of MOBE services for Health Care Services Corporation

Updated February, 2024

## MOBE contact information:

<b>Phone</b>	General inquiries: 844-841-9725 MOBE Health Guide app support: 855-489-6275  Representatives are available Monday-Friday from 6:00 a.m. to 10:00 p.m. CST
<b>Email</b>	<a href="mailto:info@MOBEforlife.com">info@MOBEforlife.com</a>
<b>Website</b>	<a href="https://MOBEforlife.com/hcsc">MOBEforlife.com/hcsc</a>
<b>MOBE Health Guide app</b>	Select 'Share your feedback' on the main menu

## What is MOBE?

MOBE is a company on a mission to guide people to better health and more happiness. MOBE provides customized, one-to-one guidance around everything that affects someone's health—nutrition, sleep, movement, emotions, medications, and more.

## Who is eligible for MOBE services?

As of February 1, 2024, employees, spouses, and dependents 18 and older covered by the employee health plan and identified by MOBE are eligible. Individuals, their spouses, and dependents on the HMO IL plan **are not** eligible for MOBE. Other exclusions include retirees, COBRA, LTD, Board of Directors, and retirees, COBRA, LTD, Board of Directors, and NM non-HMO.

To find out if someone can access MOBE, they can visit the MOBE website to [check their eligibility](#) or call 844-841-9725 and talk with a MOBE representative. If they are eligible, they'll receive communication to welcome them to MOBE, along with details on how to get started. Working with MOBE won't impact health insurance coverage or benefits.

## How did MOBE get my information?

HCSC offers MOBE services to eligible participants as an added benefit in certain medical plans. MOBE has been provided certain eligibility and claims data through our health plans that could include the subscriber's (our participating employees) work email address, work phone number, home phone number, and home



address. Some or all of this information is sent by HCSC to our health plan as required by the plan on a regular basis.

## **How can someone opt-out of future communication efforts?**

If someone wants to opt out of receiving communication from MOBE, they can do that by:

- Sending an email to [info@MOBEforlife.com](mailto:info@MOBEforlife.com).
- Calling MOBE at 844-841-9725.
- There is an unsubscribe link in each email sent from MOBE.

If an individual's situation changes and they want to work with MOBE, they can contact MOBE at 844.841.9725.

## **How is someone selected for MOBE?**

MOBE has a proprietary algorithm that looks for patterns in healthcare utilization. Using claims data, medical and RX, we look for trends of frequent use of services and determine if lifestyle and medication support is the right solution to improve a person's health outcomes. We also watch for episodic triggers which may indicate a need for MOBE.

## **How does MOBE work?**

When individuals decide to work with MOBE, they will be paired with their own [MOBE Guide](#), an experienced health professional who will support them in their journey to reach their health-related goals. MOBE Guides will help identify their unique health needs, challenges, and goals. Guides will support members with resources, motivation, and a customized plan using behavior change science to achieve their best health.

An individual's experience may also include a licensed [MOBE Pharmacist](#), who can help minimize risks and make the most of the medications they are taking—including prescriptions, over-the-counter medications, herbals, and supplements. After working with a MOBE Pharmacist, the individual will receive suggestions to consider and discuss with their providers. MOBE Pharmacists partner with Guides to optimize any lifestyle changes that might be made to best support an individual's medication situation.

Individuals will connect with their Guide or Pharmacist on the phone or through the [MOBE Health Guide app](#), whenever it works for them, and on their terms. MOBE Guides and Pharmacists get to know people on a personal level, and together, they will build a plan to help members become their healthiest self.

## **What are the credentials of MOBE Guides and Pharmacists?**

MOBE Guides all have professional backgrounds in health-related fields such as health coaching, nutrition, and chiropractic. MOBE Pharmacists all have a Doctor of Pharmacy (PharmD) degree and are experienced in providing medication assessments. They hold certificates in pain management, maintain high levels of continuing education, and many hold specialty board certifications by the Board of Pharmacy Specialties.



On top of their deep experience, Guides and Pharmacists are trained in MOBE's unique, whole-person approach to health. They are skilled listeners, faithful allies, and passionate champions for well-being.

## **What type of outreach is being done by MOBE? What is the MOBE privacy policy?**

Eligible individuals may receive direct mail, email, phone calls, and text messages from MOBE. They can select how they'd like to hear from MOBE through a communications preference center. Refer to the [MOBE privacy policy](#) for information on how MOBE protects an individual's information.

## **Does MOBE share personal or medical information?**

All information and conversations are kept private. MOBE adheres to [Health Insurance Portability and Accountability Act \(HIPAA\)](#) in addition to HITRUST. HIPAA is a federal law that protects patient health information from being disclosed without consent or knowledge. MOBE holds a HITRUST certification for its security and privacy framework, which goes above and beyond HIPAA requirements. HITRUST is the most rigorous security and privacy certification in the health care industry. There is an annual audit to ensure MOBE stays HITRUST compliant.

## **Are there any incentives for participating in MOBE?**

Yes! Everyone is eligible to receive up to \$100 in Amazon.com gift cards. A \$50 gift card is offered to individuals for their first completed call with a Guide or Pharmacist or download the app. Then, there's an opportunity to earn two \$25 gift cards for continuing to work with a MOBE Guide or Pharmacist or by making progress in the app. Learn more on [how to earn rewards](#).

## **What if a participant is having issues redeeming incentives from MOBE?**

Please have the participant call MOBE at 844-841-9725. A MOBE representative will be able to assist with any issues that may come up.

## **Who should HCSC employees talk to if they have a question or concern about MOBE?**

Employees should contact [MyHR](#) or call 866- 977-7378 if there are any questions or concerns. The Employee Services team will reach out to MOBE if necessary.

## **How do you download and register the MOBE Health Guide app?**



- Download the MOBE Health Guide app by searching *MOBE Health Guide* in the app store on their smartphone.
  - [Apple App Store](#)
  - [Google Play](#)
- Open the app, tap *Don't have a MOBE account? Start here*.
- Follow the prompts to verify eligibility.
- Enter email address and create a password. Tap *Create account*.
- Follow the steps in the verification email to confirm email address.
- Log in using email address and new password.

For app-related questions, call MOBE at 855-489-6275, email [info@MOBEforlife.com](mailto:info@MOBEforlife.com), or click 'Share your feedback' on the main page of the app.

## **What is the MOBE Community?**

MOBE Community is a private Facebook group where MOBE participants and Guides come together, share ideas, support each other's efforts, and celebrate wins when it comes to their health and well-being challenges. Members can find encouragement, inspiration, and a place to belong with others who understand the complex journey to better health and happiness.

Find the [MOBE Community on Facebook](#).