

## What is Aspire's Connected Consumer site?

The Connected Consumer site allows the secure exchange of your electronic health information using a third party health and fitness application of your choice. It brings together all your Aspire Health Plan data into one location.

## What health plan data is included in this portal?

- Medical and pharmacy claims
- Laboratory data — limited to Quest Diagnostics, LabCorp, Salinas Valley Memorial Healthcare System, and Montage Health.
- Medical and pharmacy provider directory
- Prescription Drug Formulary

## Can I login from my health and fitness app to access this data?

In order to integrate your data into the health and fitness application, you will need to first validate your identity through the Connected Consumer site.

## How do I log onto the Connected Consumer site?

To log onto the Connected Consumer site, you must first call Aspire's Member Services to request a login link. You will need a valid email to setup your personal page. Aspire will email you a login link within 48 hours. You will validate your personal information with the following data:

- Aspire Health Plan identification number (starts with the letter "G" and can be found on your identification card)
- Your legal first name, as printed on your identification card
- Your legal last name, as printed on your identification card
- Your date of birth

## What if the data in the portal does not match my records?

If you have questions about the information provided, please call the Member Services at (855) 570-1600 or 711 (TTY) during normal business hours.

## How quickly will my claims show from the date of service?

Paid claims, including data for payment decisions, will be available within one business day of receipt.

## Is my data secure?

Our Connected Consumer site includes a secure API to exchange data, and we have robust cybersecurity. In addition, we have a two-factor authentication process to ensure only member-authorized data is made available.

We are open 8 a.m.–8 p.m. PT Monday through Friday from April 1 through September 30 and 8 a.m.–8 p.m. PT seven days a week from October 1 through March 31 (except certain holidays).

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