

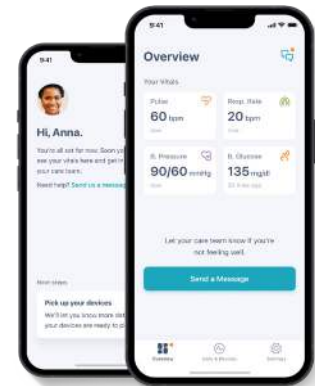


MYNUKACONNECT FAQ

Who is a Customer-Owner?

Customer-owner: An individual who receives services at Southcentral Foundation programs or departments. The following terms may be used by SCF's programs or departments in referencing to customers:

1. Members
2. Beneficiaries
3. SCF customers who may be non-beneficiaries
4. Guests
5. Event participants
6. Clients
7. Learners
8. Students



What is MyNukaConnect?

MyNukaConnect is a tool that supports healthy habits by tracking personal data from a smart device(s) (i.e., smart watches, Bluetooth blood pressure cuffs, scales, etc.) owned by a customer-owner, and providing an easy way to share that information with their primary care provider.

Who can sign up for MyNukaConnect?

Any customer-owner 18 years or older, who lives in Anchorage or the Matanuska-Susitna Borough, is already connected or eligible for a MyHealth account, has a compatible smart device, and is able to enroll into MyNukaConnect is eligible for MyNukaConnect.

How do I sign up for MyNukaConnect?

To enroll, you will need to be connected to MyHealth. If you do not have MyHealth, please contact your integrated care team or Health Education. Once enrolled, you will be able to download the MyNukaConnect app from the Apple store or Google Play store.

Why can't I locate the MyNukaConnect app in the app store?

The MyNukaConnect app is only able to support iPhones with iOS 12 or later and Android 9 or later. Customer-owners may download MyNukaConnect through the Apple store or Google Play store after being invited. Please review the connectivity aids that are located on the SCF, under the MyNukaConnect tab. These aids will explain how to download the MyNukaConnect app step-by-step from the Apple store or Google Play store.

Is there a fee for using MyNukaConnect?

No. MyNukaConnect is free of charge to customer-owners from the Apple store or Google Play store. Data charges may be applied.

Does the MyNukaConnect app have the same resources as the desktop site?

The MyNukaConnect website does not allow you to connect devices. You will need to use the app version to connect any of the devices. Connecting resources and aids can be found on the MyNukaConnect website.



How long do I need to push information to the MyNukaConnect app?

The customer-owner determines what data is shared with their integrated care team. Please review the disclosure page for more information on protected health information related questions.



Is MyNukaConnect used to contact my primary care provider?



No, MyNukaConnect is a tool for customer-owners to track and share data with their integrated care team. The tool should NOT be used as the primary resource in communicating with your integrated care team.



Is there any incentive to signing up for MyNukaConnect?

At this time, MyNukaConnect is a new SCF program, and a limited number of devices will be available for customer-owners as they sign up. To obtain any devices from SCF, the customer-owner will need to connect with their integrated care team or Health Education, to determine if they meet the criteria.

Do I need to pay for any of the devices provided?

The devices provided to the customer-owner and the MyNukaConnect app is free of charge through Apple store or Google Play store. Data charges may apply.

What if I lose or break any of the devices provided?

Once the customer-owner receives the devices, they are owned by the customer-owner. If lost or damaged, SCF will have no way of tracking devices and will not be responsible for replacing them.

Who do I contact if I am having issues with MyNukaConnect?

For additional support regarding your account, or connecting to MYNukaConnect, email support@mynukaconnect.com