



Frequently Asked Questions

What is Ramp Health Coaching? Health Coaching is a personalized, flexible program where certified coaches provide one-on-one support, encouragement, and practical strategies to help participants build healthier habits and achieve lasting well-being.

What is Ramp Health Nutrition Counseling? Nutrition counseling offers personalized support from a Registered Dietitian who helps you build healthier habits with flexible, practical strategies—rooted in the belief that all foods can fit into a balanced lifestyle.

How do I log in to the Ramp Health Platform for the first time? (Employees and Spouses)

1. Scan the QR code or visit <https://portal.ramphealth.com/#verifyMember>
2. Verify your account by entering Registration Code, DOB, last 4 of your SSN and click verify.
Registration Code is: Employee & Spouse: Highmark Member ID card number
3. Bookmark the site or download the app for future access.



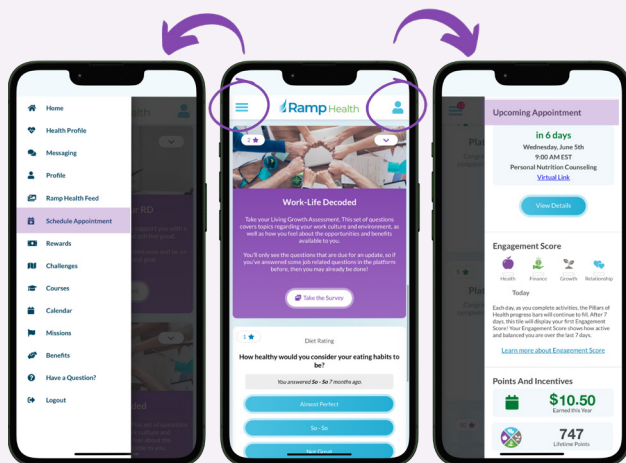
Do I get points towards my CHC wellness incentive? Yes! Coaching and Nutrition Counseling sessions are eligible for up to 5 points per month. Please reference your CHC incentive guide for more information.

Is there a cost to participate? No! There is no cost to you. The Health Plan is paying for this service for those that participate in health coaching or nutrition counseling.

Is my information private and safe? Yes, our program is voluntary, confidential, and HIPAA-compliant. To learn more visit <https://portal.ramphealth.com/en/hipaa.html>.

Who is eligible? Employees and spouses on the Allegany-Cattaraugus Schools Medical Health Plan.

HOW TO SCHEDULE AN APPOINTMENT



- 1 **Log into the Ramp Health Digital Platform.** Log in through <https://portal.ramphealth.com> or your app.
- 2 **Schedule your appointment.** Navigate to the left hand menu, click on "Schedule Appointment," and follow the prompts. Providers will be available for on-site and virtual appointments.
- 3 **Confirm your appointment.** Your appointment details will appear on the right hand side of your screen.