UD Trucks Health Insurance Association

User's Guide
【Preserved version】

Personal health portal site

MY HEALTH WEB

Official character
Heron

MY HEALTH WEB will start where you can check "Medical care expense information" and "Insurance benefits". To use MY HEALTH WEB safely, please register your password. Follow the steps below to register. (Compatible with PCs, Smartphones and Tablets)

Notes
- It is assumed that the insured person will register and use the service.
- Please use a personal computer or Smartphone that can connect to the Internet environment. (Please note that you may not be able to register using your mobile phone.)
- Please manage your password responsibly.
- Please complete the official registration as soon as possible.

MY HEALTH WEB first registration

① **Access MY HEALTH WEB**

Access the homepage of the UD Trucks Health Insurance Association.

URL http://www.udtruckskenpo.or.jp/eng/index.html

🖥 Search engine 🔍 udtruckskenpo [search]

Click the [MY HEALTH WEB] banner on the homepage.

[computer]

② **Make a temporary registration**

Click the MY HEALTH WEB login screen [Click here for first-time registration] button.

Enter "8 digits of year of birth (temporary password)", "name (Katakana)" and "email address" and click the [Send] button.

* Since it is personal information, we recommend that you register with your personal email address, not shared by multiple people such as your workplace or family.

[smartphone]

③ **Make a formal registration**

Click the URL for main registration that arrived at the registered e-mail address.

Enter the "new password" according to the screen display, and registration is complete.

- The password is optional and must be registered in 8 to 16 characters, including one half-width numbers, uppercase letters, and lowercase letters. Symbols cannot be used. Do not enter strings that are easily guessed by others, such as your date of birth or phone number.
- If you have refused to receive e-mails, please make settings so that you can receive e-mails from [@ mhweb.jp] [@ mhweb-info.jp] [@ mhweb-entry.jp].
- Even if the symbol / number is changed, the new symbol / number can be used as the ID and the password can be inherited. (When transferred to a voluntary continuous insured person, etc.)
- Even if you lose your qualification (when you are no longer a member), you can still view it for 365 days from the date of loss (you cannot view it after that).

[computer]

[smartphone]

Security code

Two-step verification is performed using a "security code" to view medical expense statement information and benefit payment information.

- Click [Medical Expense Information] [Medical Expense Details] on the TOP screen and click [Security Code Issuance Request] on the screen prompting you to issue a "security code".
- A security code notification will be sent to your home about one week after the issuance request is completed. If you register a security code, you can view medical expense details.

Medical expense statement notification

You can check medical expenses for each medical treatment year and month and save and print PDF.

As a rule, paper delivery from UD Health Insurance Association will be stopped from January 2021. If you would like to issue it on paper, please contact the following inquiries.

* Past data can be viewed until January 2017 and can be viewed and printed for up to 5 years from now on.

＜top screen＞

Benefit payment details

You can check the payment details of the benefits every month for each medical treatment year, and you can save and print the PDF.

* Past data can be viewed until January 2017 and can be viewed and printed for up to 5 years from now on.

Generic drug difference information

You can check the amount that can be reduced when switching to generic drugs for each medical treatment year and the cumulative maximum amount that can be reduced so far.

You will also find detailed information on the original drug prescribed.

Free

You can also use the app.
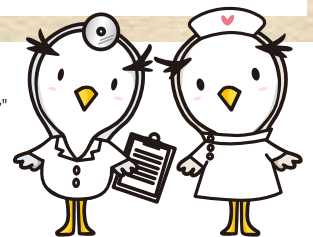
Click here to download the MY HEALTH WEB official app (free)

To search by QR code, scan the following. To search manually, search for "MHW app" in the "App Store" or "Google Play"

Download on the App Store
Supported OS：iOS 11〜14

GET IT ON Google Play
Supported OS：Android 5〜10

In such cases, please contact us
・I haven't received the main registration email.　・I want to change my e-mail address and password.
・I cannot register for the first time.　　・I forgot my login ID and password.　　・I want a paper statement of medical expenses　　Others

【 Contact 】 When making inquiries, please mention the "insured person's card code number" of the "UD Trucks Health Insurance Association".

MY HEALTH WEB Help Desk【 TEL 】 **03-5213-4467** 　9:00-17:00 Excluding weekends and holidays
[We are very sorry; the services are available in Japanese only.]

プライバシー
10190131(09)

Precautions when using MY HEALTH WEB

	Operating system (OS)	Web browser
Computer	Windows10 or above	・Microsoft Edge Latest edition ・Google Chrome Latest edition
	Mac OS 10.14	Latest edition Latest edition
Smartphone Tablet	iOS11〜14 or above	Browser installed as standard in each OS
	Android5〜10 or above	

Recommended environment

MY HEALTH WEB can be used from PCs, smartphones, and tablets. When using, please see in the recommended environment on the left.

terms of service

MY HEALTH WEB usage conditions such as usage details and prohibited items are stipulated. Please check the terms of use as they are on the site.

Handling of personal information

Regarding the handling of personal information of insured persons, etc., we publish it on our website based on our health insurance's personal information protection management regulations, and also post a privacy policy (basic policy on personal information protection) on the MY HEALTH WEB site. I have. In addition, this business is outsourced to Hoken Co., Ltd.
Hoken Co., Ltd. is certified as a licensed business operator for using the "Privacy mark".