

Web Submission: Health Equity question

I recently received an email from Health Equity stating that downloading the app would be required to log in to my online account in the fall. I strongly object to this, as I deliberately keep health & financial information (especially apps to access financial accounts or health information) off my phone to minimize what information could be obtained & prevent financial losses if my phone were stolen or hacked. I contacted Health Equity, and there does not currently seem to be any plan to offer an opt-out. This is concerning to me personally, but I am also concerned since I have heard through the grapevine that not all employees have smartphones - especially seniors or hourly employees. I hope that the benefits committee and/or HR will agree that requiring use of the Health Equity app in the name of security is misguided and ask them to reconsider.

Starting this fall, HealthEquity is enhancing the security features required to access member accounts. These updates are intended to better protect your personal and financial information by introducing stronger authentication methods. One option will be to use the HealthEquity mobile app, which supports fingerprint, face, or PIN login.

We understand, however, that not everyone is comfortable using mobile apps or may not have access to a smartphone. HealthEquity has confirmed that members who prefer not to use the mobile app—or who do not have a mobile device—will be able to authenticate and log in using a web-based passkey. A web-based passkey is a way to log in to websites and apps without using passwords. Instead, it uses your device's security features like fingerprint, facial recognition, or a PIN to verify your identity. Think of it as a digital key that unlocks access to online accounts using the same methods you already use to unlock your phone or computer.

This alternative method is still being finalized, and we will share additional details as soon as they become available.