

## MY HEALTH WEB FAQ

Question	Answer
Login ID and password	
I don't know the login ID of the dependent spouse (the family member).	The login ID of the dependent spouse (the family member) is the code and number described on the insurance card of the family (branch number is not necessary) and is the same as that of the insured.
Is the login ID of the dependent spouse (my family member) the same as that of the insured?	Yes. The login ID of the dependent spouse (the family member) is the same as that of the insured. The login ID is the same, but the insured and the family member will be distinguished by password. ※ The insured and the family member will be distinguished by the date of birth and name entered at the initial registration. ※ At the time of definitive registration, the family member cannot set the same password as the insured's.
I became an insured person with optional and continued coverage after retirement, and the code and number were changed. What will happen to the login ID and password to log in to MY HEALTH WEB?	[Login ID] It will be changed to the new code and number. ※ Important note: Since there is a time lag (about 1-2 months) in changing the login ID, please use the old code and number for the time being after the change of the code and number. When the old code and number are no longer available, try the new code and number.
I was transferred to another business office, and the code and number of Takeda Pharmaceutical Health Insurance were changed. What will happen to the login ID and password to log in to MY HEALTH WEB?	[Password] If you have registered on MY HEALTH WEB for the first time with the code and number before retirement, you can continue to use the password after retirement.
In the event of withdrawal (*) from the Takeda Pharmaceutical Health Insurance Society, please let me know the expiration date of the login ID and password. ※ Insured person: If the person does not become an insured with optional and continued coverage after retirement ※ Dependent: If a dependent no longer meets the requirements for qualification	They will be invalid 90 days from the date of withdrawal.
Initial registration	
I did the provisional registration at the time of the initial registration, but I have not received the e-mail for definitive registration.	It may be put in the "JUNK/SPAM Folder" depending on your email settings. If you use a carrier e-mail address ".ne.jp" of the mobile phone company, you may not be able to receive the e-mail. ※ For details, see "Mail address for provisional registration" in "Other things to be noted" on page 8 of the Guide for Initial Registration.
Security code	
How is the security code notified?	A simple registered mail (sender: Takeda Pharmaceutical Health Insurance Society) with a security code will be sent to the address registered at the time of application for security code.
I have not received a mail with security code.	It usually takes about 7 days for delivery. If it is not received after 14 days, please contact the MY HEALTH WEB Help Desk. ※ TEL: 03-5213-4467 (Weekdays 9:00-17:00)
I could not receive a simple registered letter with a security code.	Since the simple registered mail is not redelivered, it is necessary to initialize the security code. Please contact the MY HEALTH WEB Help Desk. ※ TEL: 03-5213-4467 (Weekdays 9:00-17:00)
Can the security code be sent to an overseas address?	The security code cannot be sent to an address outside of Japan.
Contents available	
Various points have not been given. I cannot register vital signs or record behavior goals. I cannot link my vital data with the healthcare app.	The contents will be available in a stepwise manner. During FY 2023, only "Notification of Annual Medical Expenses," "Notification of Medical Expenses and Amount of Benefits," and "Health Information" are available. ※ For details, see the notice on the Health Insurance website or page 2-3 of the Guide for Initial Registration.
Use from overseas	
Can I use MY HEALTH WEB overseas?	It is not available outside Japan. ※ Since the rules for protection of personal information vary by country, the transfer and reference of personal information across countries involve legal risks.