

# Online services

A QUICK GUIDE FOR MEMBERS



A UnitedHealthcare Company



# Find what you need at umr.com

Getting your benefits information is easy using umr.com.  
You'll be able to find everything you're looking for in no time!

Select **Login/ Register** to enter your username and password, or to register for a new account.



# A launch pad for all your health benefit needs

From your personalized home page, you can see a summary of your benefits, link to key areas of the site using myMenu, find out what tasks you need to complete to keep your benefits up to date, and chat with a UMR customer service team member.

## myMenu

One-click access to claims, coverage and other resources.

## My taskbar

Your personalized taskbar will prompt you to take action in three main areas:

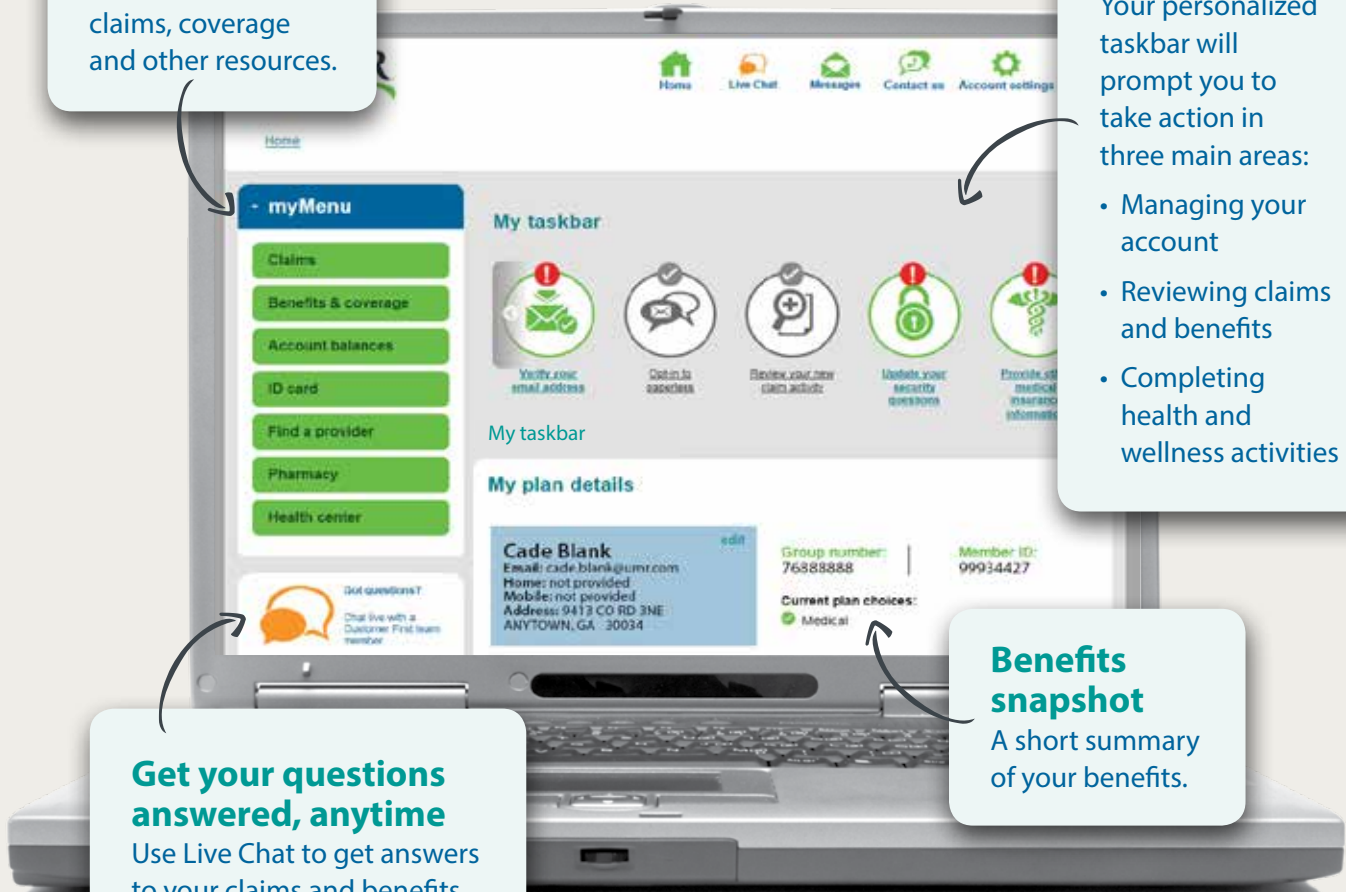
- Managing your account
- Reviewing claims and benefits
- Completing health and wellness activities

## Get your questions answered, anytime

Use Live Chat to get answers to your claims and benefits questions 24 hours a day, Monday through Friday.

## Benefits snapshot

A short summary of your benefits.

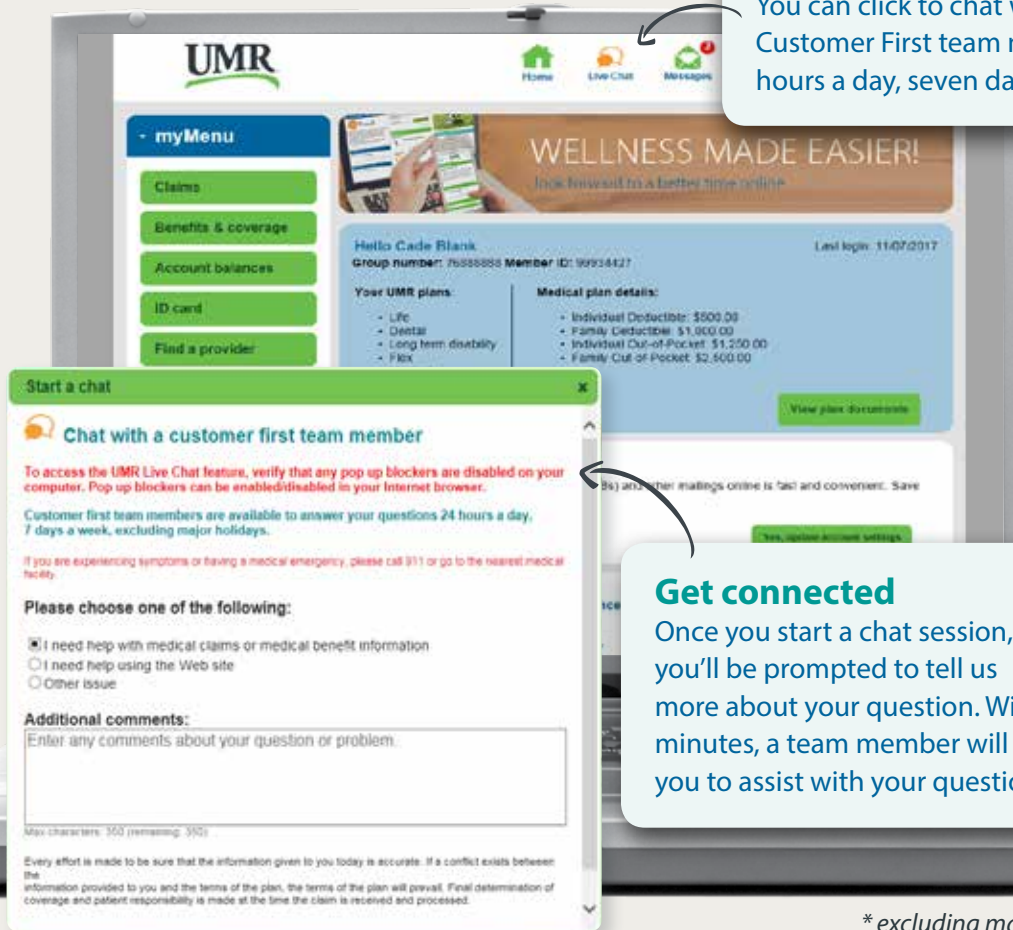


# Your live connection to UMR customer service

Our team members are available online to answer your questions about your claims and benefits with just the click of your mouse. Once you've logged in to your umr.com account, just click the Live Chat icon in the top navigation bar on your member home page. It's that easy.

## Click to chat

You can click to chat with a Customer First team member 24 hours a day, seven days a week.\*



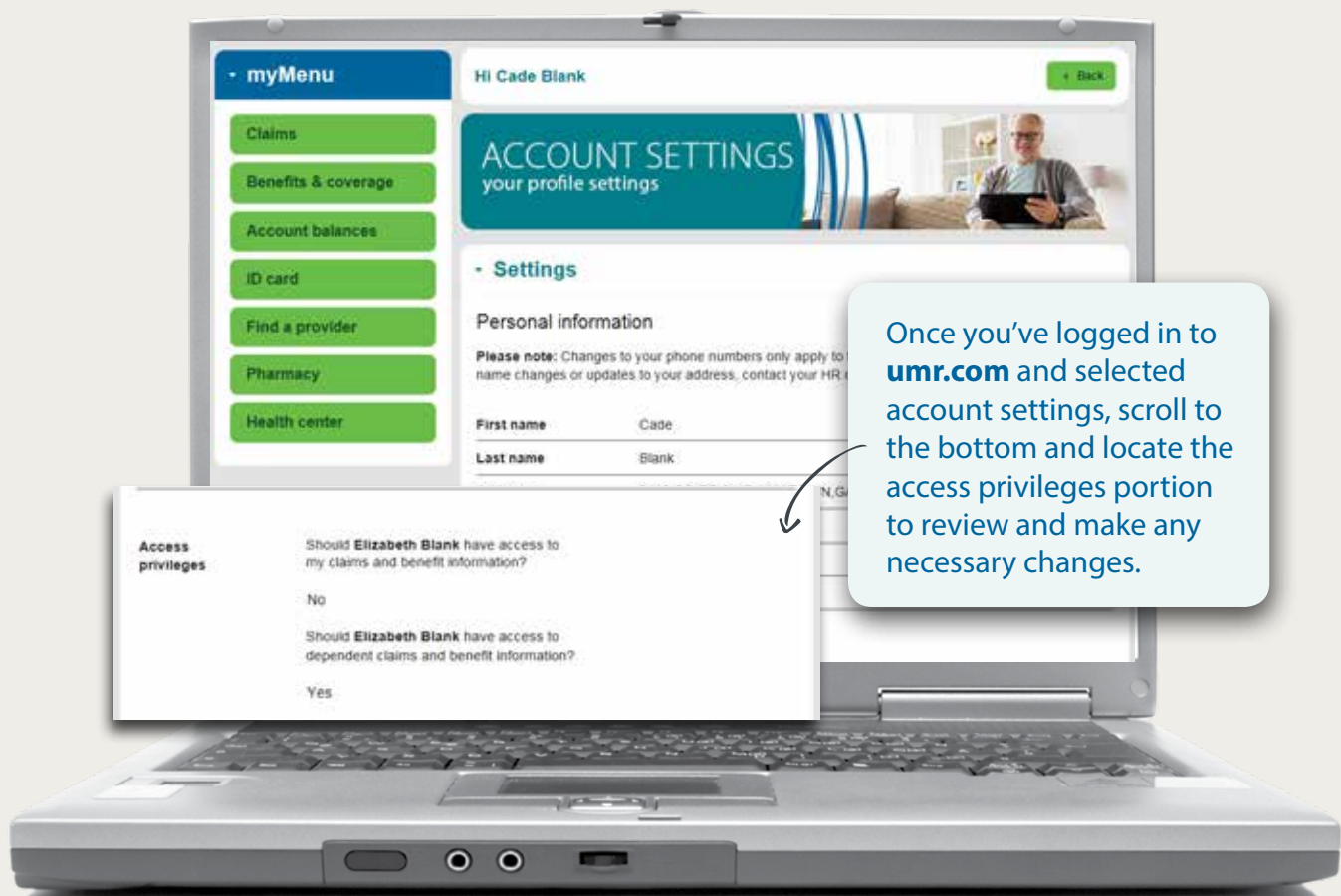
## Get connected

Once you start a chat session, you'll be prompted to tell us more about your question. Within minutes, a team member will join you to assist with your question.

\* excluding major holidays

# Protecting your health information

UMR follows strict rules and security procedures to ensure your information stays safe and is accessed only by you or authorized providers and/or representatives. If you, your spouse or a dependent age 18 or older wishes to allow online access to another covered family member, each member must grant access to view his or her information:



**Not registered?** Dependents will be asked during the registration process to select family members they will allow to view their personal health information. To register, have your covered family member visit **umr.com** and select **Login/Register**.

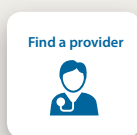
If your spouse or adult dependent has already registered for online services, your covered family member can log into **umr.com** to access their account settings.

# Find a provider

Finding a network provider on umr.com has never been easier

1

Go to umr.com and select "Find a provider"



2

Look for the name of your provider network on your ID card

3

Begin a search for your provider network using our alphabet navigation, or type the name into the search box



Find a provider on-the-go using our umr.com mobile site

## Don't have your ID card handy?

That's OK. If you log in to your umr.com account and click "Find a provider" from the MyMenu, you will be directed to your in-network provider listing.

# View your claim activity

## Claim search

Set up your search preferences by dependent(s), claim type, time period and status.

## Take action

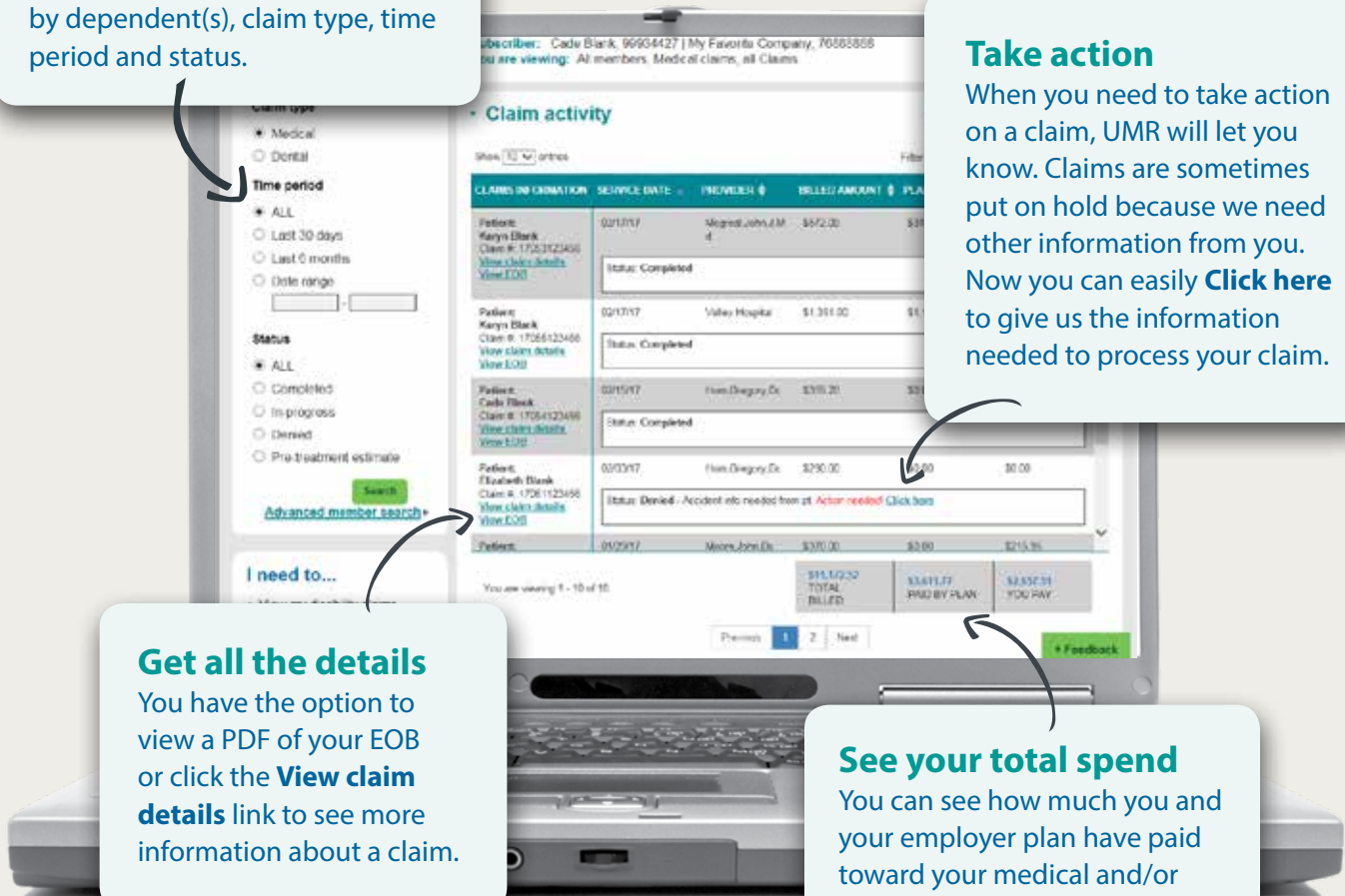
When you need to take action on a claim, UMR will let you know. Claims are sometimes put on hold because we need other information from you. Now you can easily **Click here** to give us the information needed to process your claim.

## Get all the details

You have the option to view a PDF of your EOB or click the **View claim details** link to see more information about a claim.

## See your total spend

You can see how much you and your employer plan have paid toward your medical and/or dental expenses based on your search parameters.





# Benefits and coverage summary at-a-glance

Know how much you've contributed to your deductibles and out-of-pocket expenses using this easy-to-read summary.

## Benefit summary

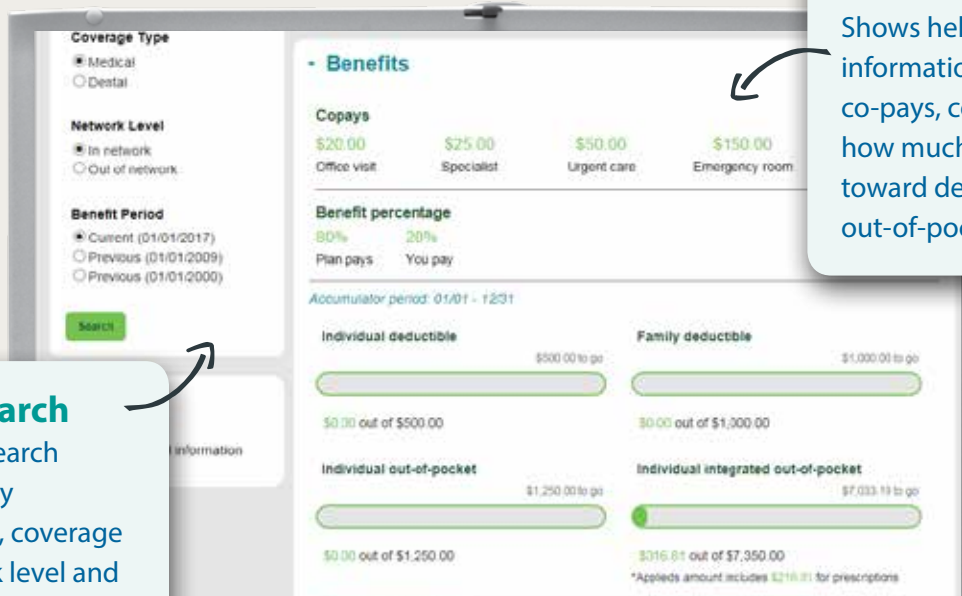
Shows helpful benefit information, including co-pays, coverages and how much you have paid toward deductibles and out-of-pocket maximums.

## Benefit search

Set up your search preferences by dependent(s), coverage type, network level and coverage period.

## Get more details

Sometimes you need to know about a specific benefit or procedure and what is covered in your plan. Select from the drop down of **Additional benefits** information to get more details. Or, click on the **Summary plan description** button if you still can't find what you are looking for.



## Additional benefits

Mental, Alcohol and Drug  
Routine Wellness Adult  
Routine Care for Children  
**Chiropractic**  
Therapy  
Prior Authorization Requirements

### Chiropractic

**Chiropractic All:**  
major medical benefits apply  
Dollar amount maximum: \$500.00 per calendar year

### Office Visits Copay:

\$25 copay per visit/major medical benefits apply

Not sure what you are looking for?

View/download a PDF of your plan summary information using the buttons below

[Summary plan description](#)

# Health information all in one place

## Online health information: up-to-date and ad-free

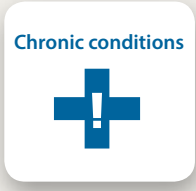
- Search your health symptoms
- Understand your treatment options
- Learn about drug interactions
- Find first aid information

## Free tools, apps and calculators

- Calculate your body-mass index (BMI)
- Download apps to help you stay healthy
- Track your nutrition and fitness goals

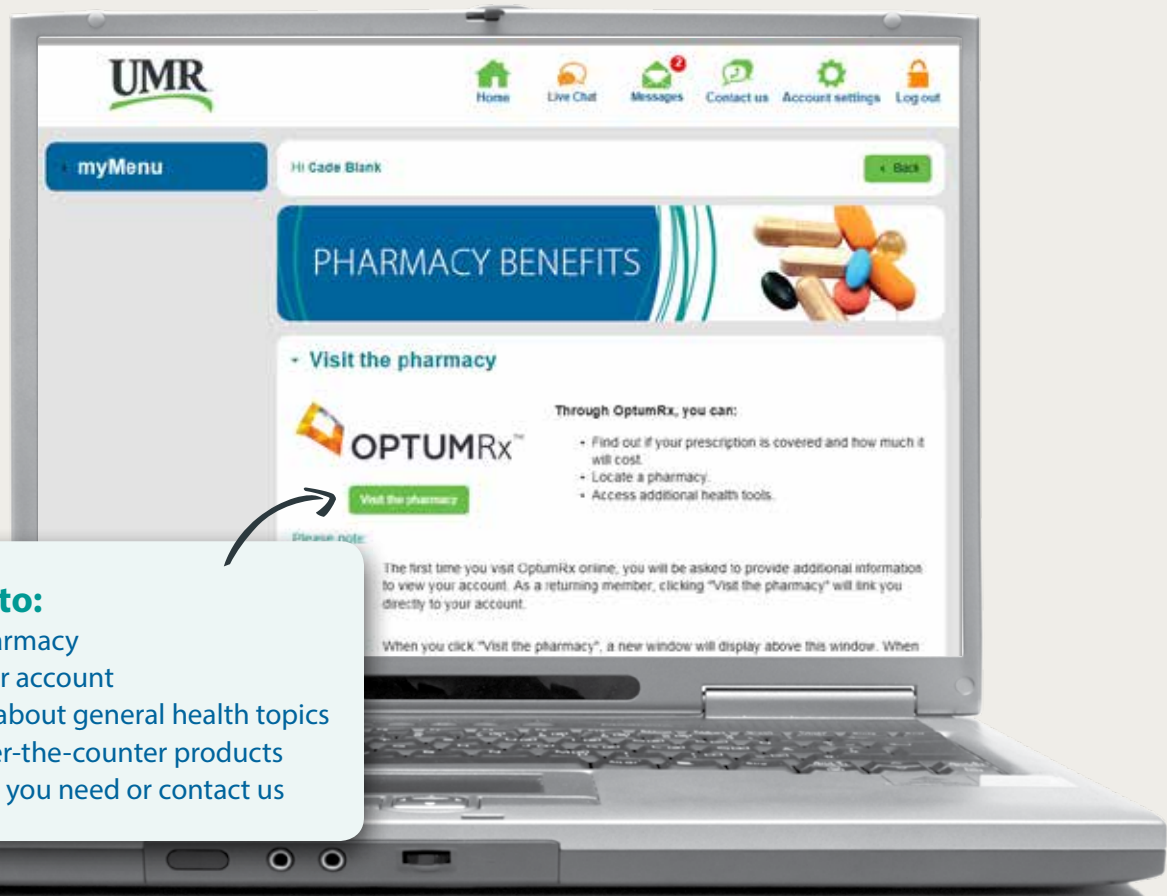
## Our top picks for healthy eating and exercise

- Get the essentials on men's, women's and kids' health
- Watch step-by-step recipe videos
- Log your exercise and activity



# Easy access to your prescription information

Through our partnership with OptumRx, we are able to provide you with direct access to your prescription information from the UMR portal.



## Click here to:

- Locate a pharmacy
- Manage your account
- Learn more about general health topics
- Shop for over-the-counter products
- Get the help you need or contact us

# Always have your ID card handy

With a couple of clicks, you can have a copy of your ID card pulled up on your smart phone or get a new card mailed to your home.

## I want to

Allows you to easily order an ID card or fax a copy of your ID card.

## View your ID card

Shows all the details of everything that is included on the front and back of your ID card, including your member ID, group number and customer service number (located on the back).



# On-the-go with umr.com

Just use the same username and password that you use on our full site.

What's even better — there's no app to download, nothing to install, no waiting.

## What's new

Find out about new tools and information to help you live a healthier life.

## Log in

Log in here to get instant access to all our mobile inquiry tools.

## Find a provider

Find an in-network provider while you are "on the go".

## View, scan or fax your ID card

View your ID card, allow your provider to scan the on-screen bar code for instant access to your benefit information and/or fax a copy to a provider.

## Estimate health care costs

See what you can expect to pay before receiving care.

## Simplified navigation

- Home – Return to the main menu.
- Menu – Display the menu.
- Gear – Log out or learn more about UMR and our mobile site.

## Look up claims

Look up a claim for yourself or an authorized dependent.

## Check your benefits

View medical and/or dental benefits, as well as persons covered.

## Access account balances

Look up balances for your special accounts.



# A trusted source for health information

There are articles, images, videos and other visuals on diseases, conditions, symptoms, medications, injuries, surgeries, procedures and preventive health tips. This wealth of health knowledge comes in a variety of forms, including:

- A.D.A.M. Health Multimedia Encyclopedia
- Care Guides
- DrugNotes
- Drug Interactions
- Health Navigator

Just click on an area of the body or select from a list of nearly 300 symptoms to quickly find what you need to know.

Over 1,600 diseases and conditions are covered in male, female, adult and child views.



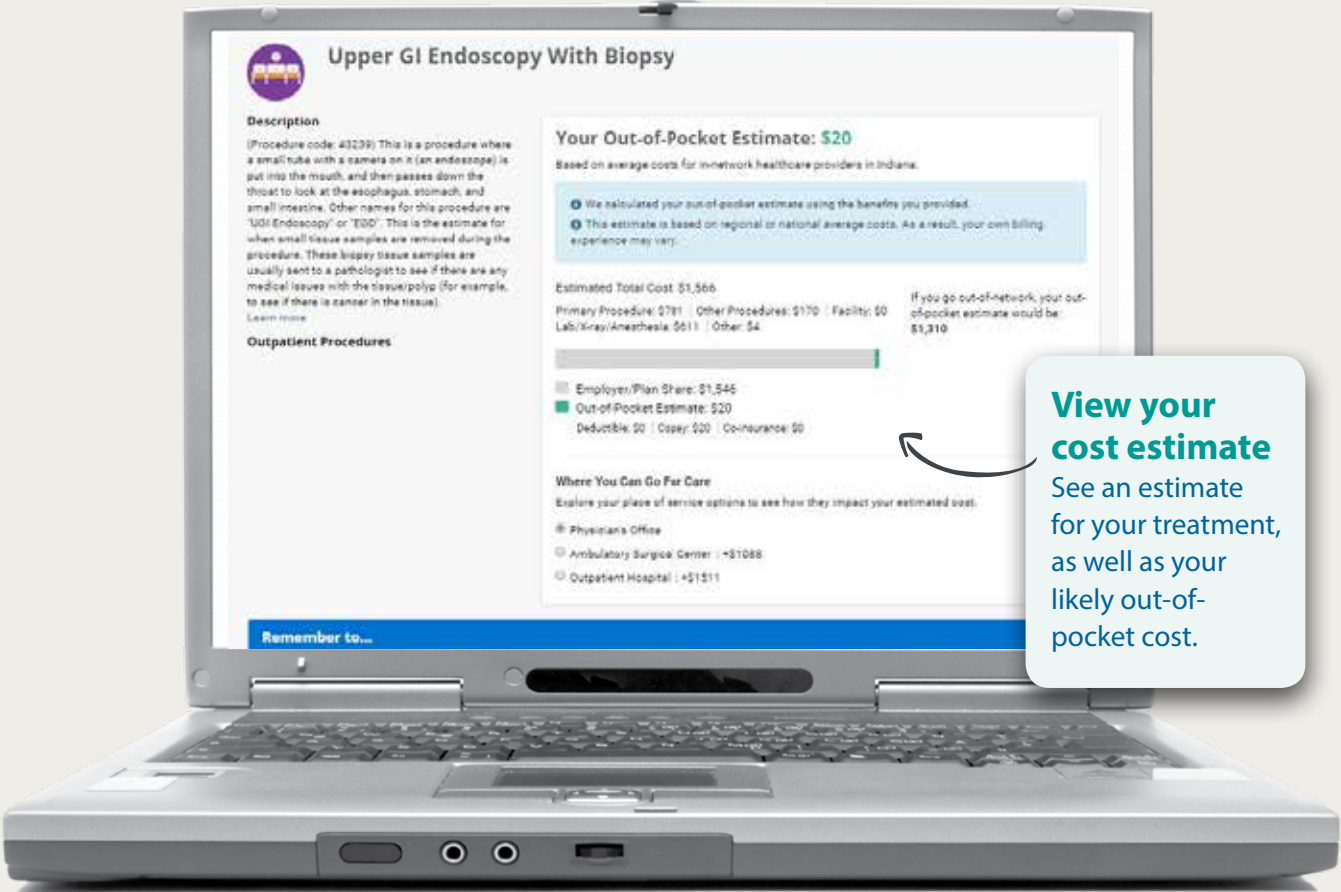
Health education library



It's easy to get started. Just look for the **Health education library** tile on your personal home page.

# Estimate your costs before getting care

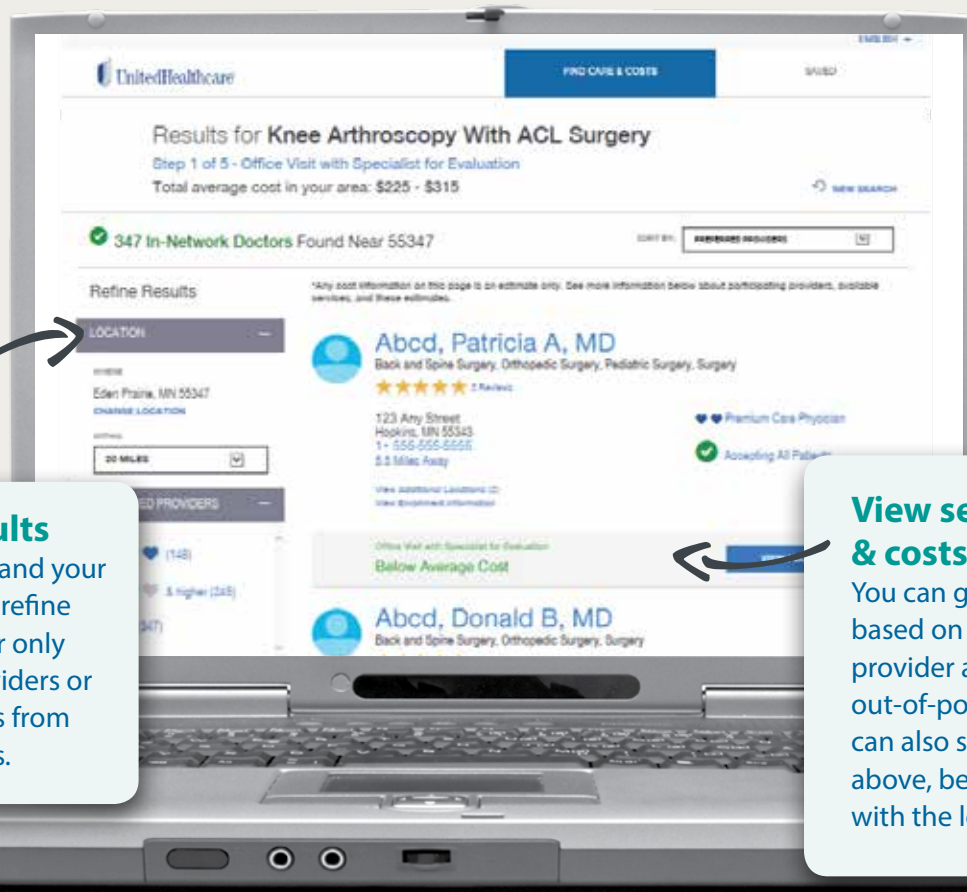
The Treatment Cost Calculator offers cost estimates for hundreds of health care services. The estimates are based on the claim experiences of 43 million Americans. Most estimates highlight cost differences, depending on the type of medical facility you visit for care.



It's easy to get started. Just look for the **Health cost estimator** tile on your personal home page.

# Know what you'll pay before getting care

The health cost estimator allows you to research treatment options and learn about the recommended care and estimated costs associated with your selected treatment option. You can even access quality and efficiency measurements for participating providers.



## Refine results

Narrow or expand your search area or refine your search for only preferred providers or by star reviews from actual patients.

## View services & costs

You can get an estimate based on your location, provider and remaining out-of-pocket cost. You can also see if a provider is above, below or in line with the local average cost.

Health  
cost estimator



It's easy to get started. Just look for the **Health cost estimator** tile on your personal home page.



