



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!

If you have previously registered, enter your username or password here

If you have not registered, click the New user? Register here.



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Personal home page

The place to find what you'll use the most

myMenu

One-click access to claims, coverage and other resources

I need to...

Another easy way to find what you want fast

Update your information

Select either the Other Insurance or Accident Details icon and follow the prompts to update your information. It's that easy!

Benefits snapshot

A short summary of your benefits

Shortcuts

Simple icons for quick access to key resources and information

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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:

Once you've accessed your account settings, scroll to the bottom and locate the access privileges portion to review and make any necessary changes.

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.



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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 umar.com and click **New User? Register here.**

Claims

A paper-free and pain-free way to view your claim activity

Claim search

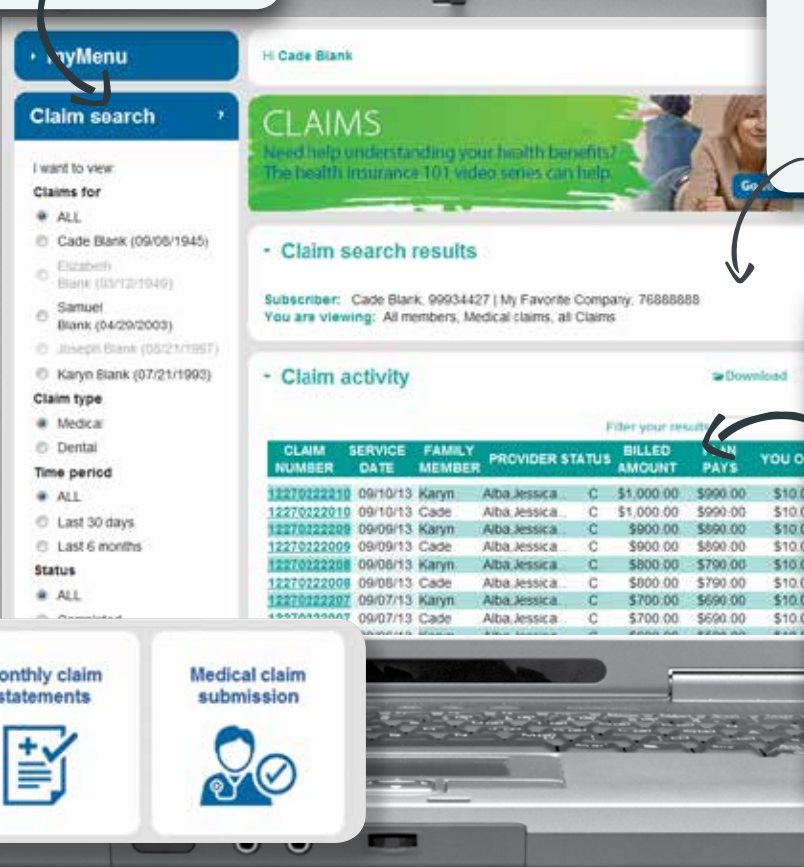
Set up your search preferences by dependent(s), claim type, time period and status

Claim search results

Shows the member name(s), claim type, time period and status you selected

Claim activity

Find out how many claims have been processed, how many are in process and if any require more action. Also shows the amount the plan paid, what you may owe (if anything) and provides a link to your explanation of benefits (EOB).



Claims cost summary



Monthly claim statements



Medical claim submission



Shortcuts

Provides quick access to details, such as how your health care dollars are being spent, your monthly statements and medical claim submission information.

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Benefits & coverage

An at-a-glance summary of your plan

Benefit search

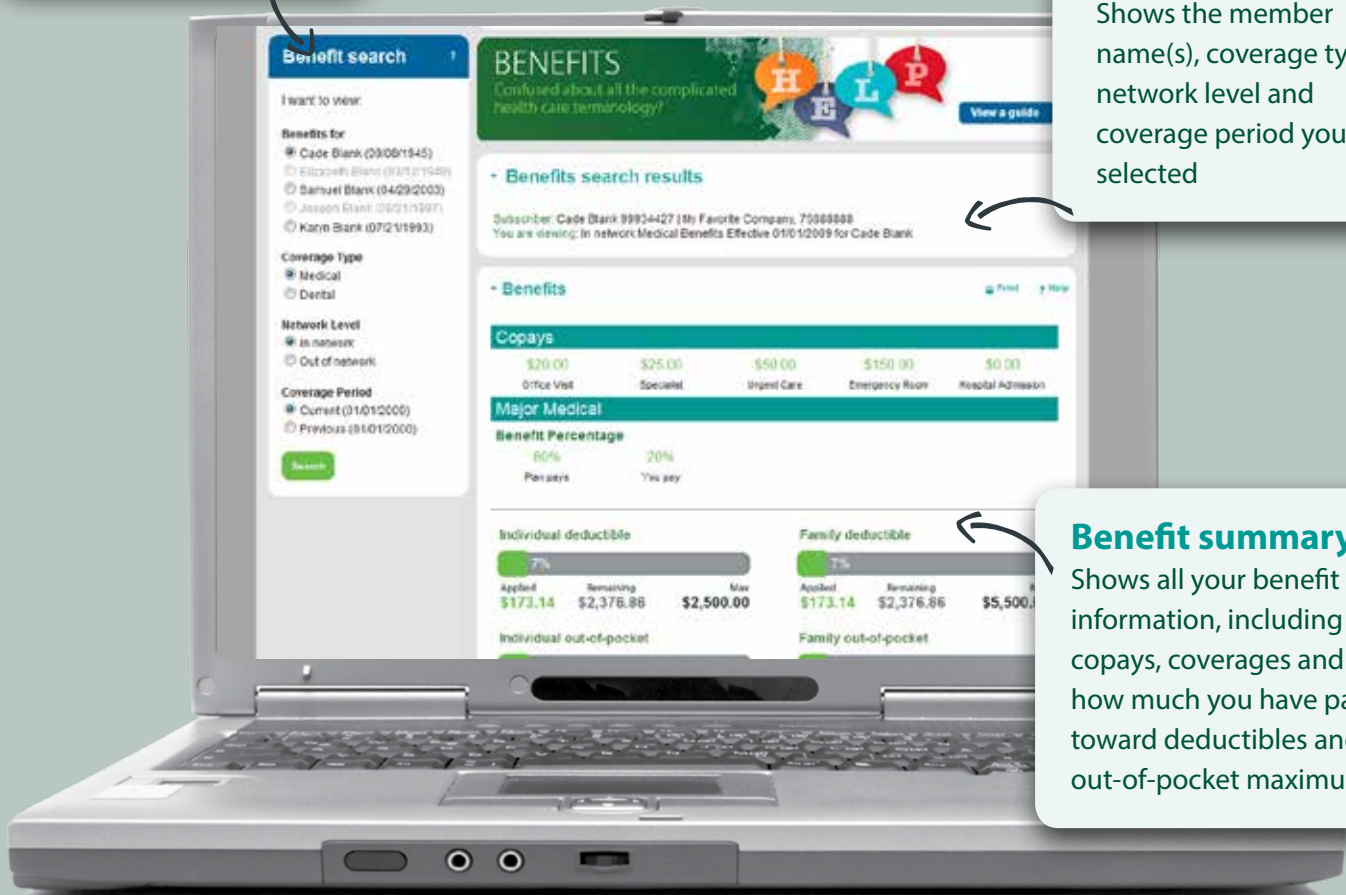
Set up your search preferences by dependent(s), coverage type, network level and coverage period

Benefit search results

Shows the member name(s), coverage type, network level and coverage period you selected

Benefit summary

Shows all your benefit information, including copays, coverages and how much you have paid toward deductibles and out-of-pocket maximums



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ID card

Copy, order or fax in an instant

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)



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Find a provider

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

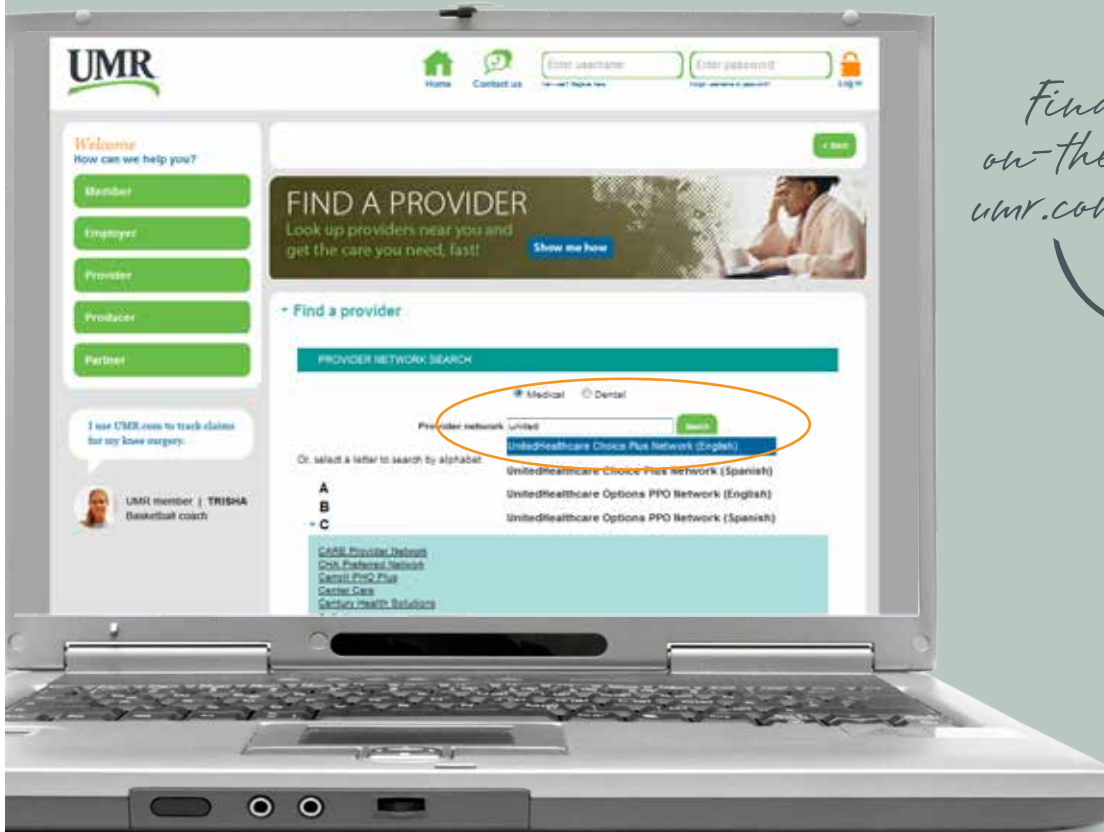
1

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



2

Search for **UnitedHealthcare Choice Plus Network** using our alphabet navigation or type **UnitedHealthcare Choice Plus** into the search box



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



continued on back »

3

For medical providers, choose **Search for a medical provider**. For behavioral health providers (including counseling and substance abuse) select **View directory of behavioral health providers**.

Before searching for a provider, please view this list of excluded providers.

- [View excluded providers](#)
- [Search for a medical provider](#)

For members accessing Choice Plus Advanced w/ hospital tiering (Ohio and Northern Kentucky)

- [View the UnitedHealthcare Directory of Designated Hospitals and Outpatient Surgery Centers](#)

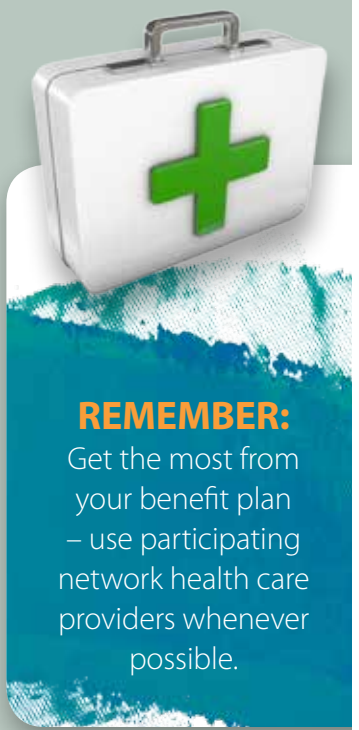
For Behavioral health providers

- [View directory of behavioral health providers](#)

Note: ~~It is not necessary to login to "Live and Work Well"~~ to view the directory, however please be sure to check your member ID card for eligibility verification instructions

Frequently asked questions

- [How can my provider join the network?](#)



REMEMBER:
Get the most from your benefit plan – use participating network health care providers whenever possible.

UnitedHealthcare Choice Plus:

The UnitedHealthcare online provider directories include network hospitals, primary physicians and specialists. The following information is available:

- Provider name, address and phone number
- Hospital affiliation
- Board certification
- UnitedHealth Premium® Quality & Cost Efficiency designations that highlight physicians by quality of care and cost standards in their specialty
- Provider ID number
- Office language capabilities (English, Spanish, etc.)
- Map and directions to each office



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Mobile Web

Access to your health benefits anywhere, anytime using your mobile phone browser.

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

Need to find a doctor fast? Access an alphabetical listing of network providers without logging in.

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.

Find a provider

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

Simplified navigation

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

Need help?

Click the question mark any time you are confused about a term or benefit and get an explanation.

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.



Health Education Library

Your key to better 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
- Symptom 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.

Male Adult Front
Female Child Back

All Symptoms

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Health education library



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

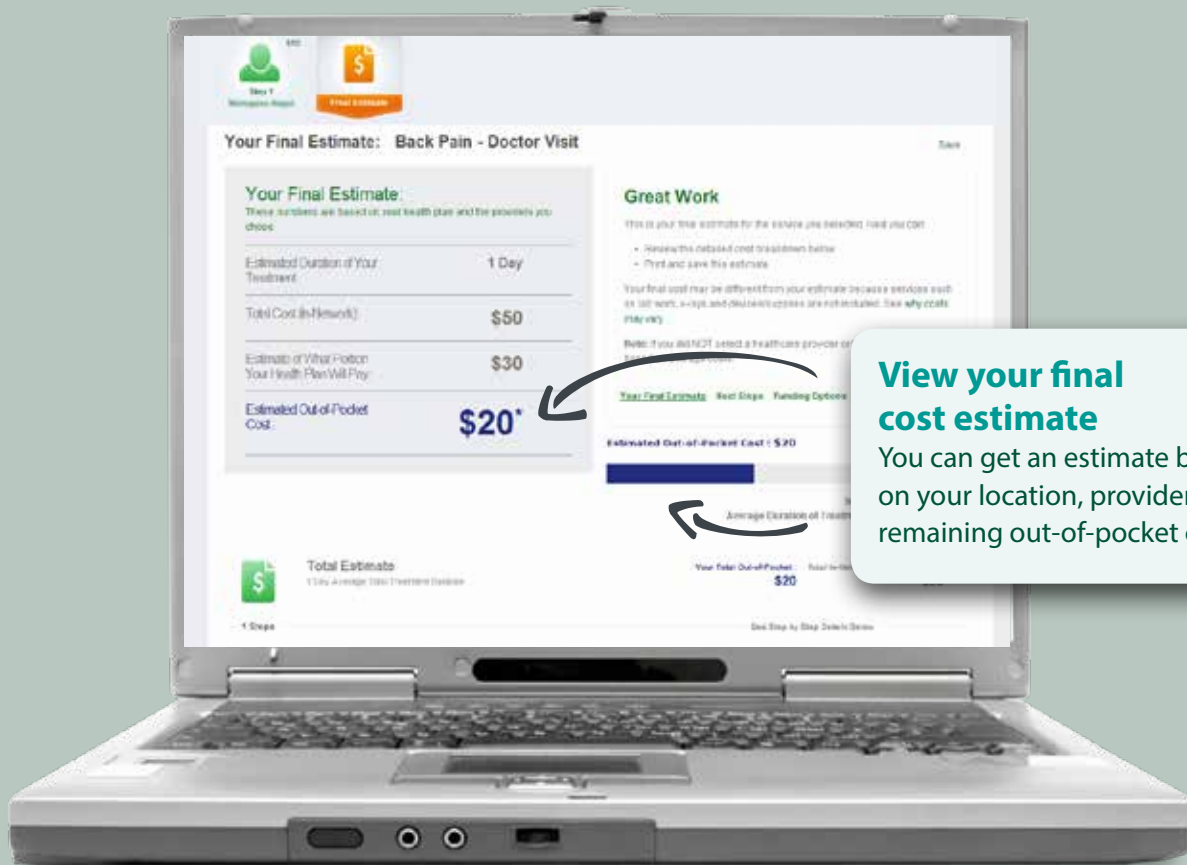
myHealthcare Cost Estimator (myHCE)

Your window to cost transparency and quality care

Best Buy



myHCE 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.



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Health cost estimator



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



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