


Your website

You'll find answers to your benefit questions at myuhc.com

It's easy to get your personalized website on myuhc.com. Your personal website lets you quickly check claim status, find doctors and pharmacies, and get answers fast.

Registration is quick and simple:

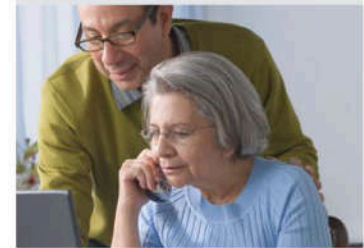
- 1 Go to myuhc.com 
- 2 Click the *Register Now* button
- 3 Enter your ID number information and Group/Account number (found on your [health plan ID card](#)) or, if you do not have your [health plan ID card](#), enter your Social Security number and birth date as requested
- 4 Enter your email address or sign up for a free email account
- 5 Check to receive informational emails and confirm enrollment for electronic documents
- 6 Create a user name and password — then start using myuhc.com
- 7 Set yourself up for successful organization and management of your [benefits](#). Click "*Account Settings*" on the top navigation
- 8 Set your user preferences and settings for direct deposit, mail or online delivery, *Healthy Mind Health Body*® member e-newsletter and more



Go Green!

Choose online delivery for your [health care](#) documents, Explanation of [Benefits](#) (EOBs), [health statements](#) and claim letters. Online delivery is an available option for receiving your [health care](#) documents. It's a faster and more efficient delivery for you and the environment.

Go to myuhc.com and select "*Account Settings*," then "*Mailing Preferences*."



Take your health assessment and get a personalized report

Once you're registered, you can take your first step toward a healthier life by taking the online health assessment questionnaire. You'll need to answer about 50 questions, taking you about 15 minutes to complete. Once you do, you'll receive a "lifestyle score" and helpful tips to consider so you can improve your health. There are two ways to get started:

- 1 Click on the "*Health & Wellness*" tab, then on "*Take a Health Assessment*" to get started
or
- 2 Click on the "*Health Assessment*" button on myuhc.com's home page

To learn more, view the [myuhc.com](#) online demo. The demo lets you click around and learn about the site before you register. The "*Site Demo*" link is located in the upper right-hand corner of the myuhc.com pre-login home page.

Your website

A quick guide to your member website

Where can you go to get information about your plan? Once you register at myuhc.com, all of that information is a few clicks away. Here's what your personalized website will look like and what you can find there:

Your health plan name and numbers you may need



Quick access to items most often used

Information about new services and programs

Health tools and resources in different languages

Quick access to a nurse

▶ For more information, visit the Wifi Cafe at www.healthcarelane.com



Put myuhc.com in your pocket.

If you have a smartphone, you can enjoy myuhc.com mobile. It's myuhc.com in your pocket so you can look up doctors and [benefit](#) information at any time. It even lets you view, fax and e-mail an electronic image of your [health plan ID card](#). Just type myuhc.com into a browser window and you're there.

Get help by phone.

Don't have access to a computer, need language assistance or need to talk to a customer care professional? Call the toll-free, member phone number on the back of your [health plan ID card](#). If you have hearing impairments and would like to use TDD services, you can access the National Relay Center at **1-800-828-1120**.

Home Claims & Accounts Physicians & Facilities Pharmacies & Prescriptions Benefits & Coverage Personal Health Record Health & Wellness

▶ Claim information

- Amount paid
- Date processed and other details
- Claim status
- Amount applied to [deductible](#)
- Out-of-pocket information
- Patient responsibility
- Claim forms
- Mailing address for claim submissions

▶ Account information

- Medical claims summary
- Flexible spending account
- View [health statements](#)
- View claim letters
- Coordination of [benefits](#)

▶ Issue resolution

- How to file an appeal
- How to voice a complaint

Home Claims & Accounts Physicians & Facilities Pharmacies & Prescriptions Benefits & Coverage Personal Health Record Health & Wellness

▶ Find [network providers](#)

- ▶ View tips for choosing a doctor and [health care](#) needs
- ▶ Maps to provider locations

▶ *UnitedHealth Premium[®] designation program*

- Find doctors who have been recognized for quality and cost efficiency
- View designated hospitals

Home Claims & Accounts Physicians & Facilities Pharmacies & Prescriptions Benefits & Coverage Personal Health Record Health & Wellness

▶ Pharmacy location

- ▶ Price medication
- ▶ Prescription drug list information

▶ Mail order prescription form

- ▶ Order and refill prescriptions
- ▶ Prescription claim form

Home Claims & Accounts Physicians & Facilities Pharmacies & Prescriptions Benefits & Coverage Personal Health Record Health & Wellness

- ▶ How your plan works for medical, preventive care, pharmacy,* vision,* mental health and substance abuse, extra programs
- ▶ Verify eligibility/covered dependents

▶ [Coinsurance](#) amounts

- ▶ [Copayment](#) amounts
- ▶ [Deductible](#) amounts
- ▶ Out-of-pocket amounts
- ▶ Treatment cost estimator

Home Claims & Accounts Physicians & Facilities Pharmacies & Prescriptions Benefits & Coverage Personal Health Record Health & Wellness

▶ Create personal health profile

- ▶ View claims and create reports

- ▶ Track your health, conditions, allergies, medications and more

Home Claims & Accounts Physicians & Facilities Pharmacies & Prescriptions Benefits & Coverage Personal Health Record Health & Wellness

▶ Take a confidential** health assessment

- ▶ Access to hundreds of health and wellness articles
- ▶ Health calculators
- ▶ Drug guide

▶ Check your health conditions with Symptom Checker

- ▶ Health improvement tools and resources and much more



To learn more about the underlined words that look like [this](#), refer to the glossary on the back, inside cover of this guide.

*Check your [benefit](#) plan documents to see whether UnitedHealthcare Pharmacy [benefits](#), vision [benefits](#), or the Health & Wellness information is available to you.

** Confidential to the fullest extent permitted by law.