



Service updates for UnitedHealthcare fully insured customers and members

Here's what you need to know for your transition to a modernized experience

Access to information and services

- You'll receive a new group policy number upon your renewal effective date.
- You can find information about your plan and manage member administration on our new employer site uhceservices.com. You'll be able to download copies of health plan ID cards, and view or pay your invoices.

Access to uhceservices.com

- If you are currently a user of our Employer eServices® (EeS) site, you will be able to log in to the uhceservices.com site with your existing One Healthcare ID and password.
- If you need assistance with uhceservices.com, please contact your Dedicated Client Service Manager or call Employer Services with your new number **1-866-764-7736**.

What this means for your employees

- Your employees and their covered dependents will receive new health plan ID cards, which show a new Group Number. Members will continue to use myuhc.com® for their benefit needs. If members are using myuhc.com today, the same login can be used moving forward.
- To ensure continuity of care, we will automatically transition any needed records such as open prior authorizations and referrals.

Update payment information

- If you are currently set up for online payments or automated scheduled direct debit on EeS, you do not need to take any action. Your banking information will transfer over to uhceservices.com.
- We recommend that you log in to uhceservices.com > **Billing & Payment** to review your banking information.
- If you would like to schedule a recurring payment through our online payment center, you can set up an agreement through uhceservices.com > **Billing & Payment**. To establish an agreement to enable automated monthly payments or simply pay online, follow the steps below:

- 1 Go to uhceservices.com > **Billing & Payment**
- 2 Select Payment Method at the top of the page
- 3 Click on the appropriate Payment Method button
- 4 Confirm your information is accurate by clicking "I agree"
- 5 If you have an ACH debit block or filter, contact your bank and add company **ID#1411289245** as allowable. This will prevent the return of your payment and having your account be past due.

Reregister health savings account (HSA)

- If you currently use our affiliate company Optum Bank® Member FDIC, to administer your HSA, you will receive emails from Optum Bank approximately 2 weeks from your policy renewal effective date. The emails will explain how to reregister as the employer with your new medical group number.
- For your employees that have an existing HSA, no action is needed. The employees' account numbers will not be changing, debit cards will not be reissued and their current HSA will automatically be associated to the new medical group number.
- For any new employees/new hires, please use the new custom URL online application for your new employees/new hires to open an HSA. A link to the new online application will be provided in the emails from Optum Bank.
- Please remind your HSA-enrolled employees of the feature for viewing their HSA balance, on myuhc.com. For added convenience, the member website offers a direct link to the Optum Bank website, where members can manage their HSAs.

Notify third-party administrator (TPA)

If you use a TPA to submit monthly eligibility files or make premium payments, you must notify the TPA of all process changes before your new policy effective date.

Automatic transition of Producer of Record

Unless directed by you, there will be no change to your producer relationship (Broker or General Agent). We will automatically transition all producer information to your new group number so they can continue to service your policy.

Download additional resources

You or your employees may have additional questions not answered in this list. Visit uhceservices.com > **Resources** to find the answers to frequently asked questions and other helpful resource materials.

Questions

Contact your Dedicated Client Service Manager or call
Employer Services with your new number at **1-866-764-7736**

**United
Healthcare**

Insurance coverage provided by or through UnitedHealthcare Insurance Company, UnitedHealthcare Insurance Company of the River Valley, UnitedHealthcare Plan of the River Valley or their affiliates.

Health savings accounts (HSAs) are individual accounts offered by Optum Bank, and are subject to eligibility and restrictions, including but not limited to restrictions on distributions for qualified medical expenses set forth in section 213(d) of the Internal Revenue Code. State taxes may apply. Fees may reduce earnings on account. This communication is not intended as legal or tax advice. Please contact a competent legal or tax professional for personal advice on eligibility, tax treatment and restrictions. Federal and state laws and regulations are subject to change.

The UnitedHealthcare plan with Health Savings Account (HSA) is a qualifying high deductible health plan (HDHP) that is designed to comply with IRS requirements so eligible enrollees may open a Health Savings Account (HSA) with a bank of their choice or through Optum Bank, Member of FDIC. The HSA refers only and specifically to the Health Savings Account that is provided in conjunction with a particular bank, such as Optum Bank, and not to the associated HDHP.