



# Help your employees get up and running with their new health plan

## Your employees have chosen their new health plans. Now what?

Now's the time to help them understand how their new plan works and how it's different from their old plan. Improved understanding of health benefits may reduce delays in care, out-of-pocket costs and other preventable issues for your employees.

To help new members better understand their new plan, we've put together the **Getting Started Toolkit**, organized into 3 sections:

- 1 Before the plan begins
- 2 When the plan begins
- 3 One to three months into the plan

Each section offers different materials you can use to help your employees make the most of their benefits this plan year.

**60%**  
of new members don't understand their health plan and all the benefits that come with it\*

\*UnitedHealthcare New Member Tracking Survey, July 2019.  
continued

# A guide to your Getting Started Toolkit

Find the phase your employees are in with their health plan. Then, find the tools you want to use. You have the option to release information on a weekly basis or use the single email in each section that compiles multiple communications, and send monthly.

	Topic	Available format(s)	
<b>1</b> <b>Before the plan begins</b> Up to 3 weeks before the plan's effective date	What to Do Before Health Plan ID Cards Arrive	<ul style="list-style-type: none"> <li>Flier</li> <li>Email</li> </ul>	
	Common Health Insurance Terms	Flier	
	What to Do When ID Cards Arrive	With OptumRx® Pharmacy: <ul style="list-style-type: none"> <li>Flier</li> <li>Email</li> </ul> Without OptumRx Pharmacy: <ul style="list-style-type: none"> <li>Flier</li> <li>Email</li> </ul>	
	Six Tips to Finding a Doctor	Infographic	
	Before the Plan Begins: A Selection of Resources	Email	
<b>2</b> <b>When the plan begins</b> The week employees can begin using their coverage	myuhc.com®	<ul style="list-style-type: none"> <li>Infographic</li> <li>Flier</li> </ul>	
	UnitedHealthcare® app	Flier	
	<b>Welcome Brochure*</b> <small>*If you'd like to order printed copies or add program information to the Welcome Brochure, please contact your account representative.</small>	Fully insured: <ul style="list-style-type: none"> <li>Downloadable PDF</li> <li>Email</li> </ul> Self-funded (ASO): <ul style="list-style-type: none"> <li>Downloadable PDF</li> <li>Email</li> </ul>	
	When the Plan Begins: A Selection of Resources	Email	
<b>3</b> <b>One to three months into the plan</b> Materials can be used to address certain issues or questions employees may have about their plan	Using the Plan	myuhc.com	
		Health Savings Account	Flier
	Avoiding Cost Surprises	Choose a Network PCP	Flier
		Quick Care	Flier
	Finding Care Options	Virtual Visits	Flier
		Preventive Care	<ul style="list-style-type: none"> <li>Brochure</li> <li>Online Guidelines</li> </ul>
	Understanding Pharmacy Benefits (Use if your employees have OptumRx benefits)	OptumRx: Quick Start Guide	Brochure
	One to Three Months Into the Plan: A Selection of Resources		Email



Access your Getting Started Toolkit at [uhc.com/gettingstartedtoolkit](https://uhc.com/gettingstartedtoolkit)

