



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

- For non-HMO plans, you will have a new group number that will be effective upon your renewal date
- You can find information about your plan and manage member administration on uhceservices.com. You'll be able to download copies of health plan ID cards, and view or pay your invoices.

Access to uhceservices.com

- As of your renewal effective date, you will access all of your plans on uhceservices.com
- You can continue to use your existing One Healthcare ID and password

What this means for your employees enrolled in a non-HMO plan

- Your employees and their covered dependents will receive new health plan ID cards (if applicable), with new information to use when they access care. Members will continue to use myuhc.com® for their benefit needs. If members are using myuhc.com today, the same login will work moving forward.
 - Employees with a UnitedHealthcare Dental and/or Vision plan will receive a letter about how to access their new digital ID cards on myuhc.com or the UnitedHealthcare® app
- To ensure continuity of care, we will automatically transition any needed records such as open prior authorizations and referrals

Update payment information

- You can review your banking information at uhceservices.com > **Billing & Payment**. If you currently pay via one-time online payments, you may need to re-enter your banking information.
- If you are currently set up for automated scheduled direct debit on EeS, you do not need to take any action. Your banking information will transfer over to uhceservices.com.
- 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 enable automated payments or pay online

- 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 Automated Clearing House (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

Re-register health savings account (if applicable)

- If you currently use our affiliate company Optum Bank®, Member FDIC, to administer your health savings account (HSA), you will receive emails from Optum Bank prior to the effective date of your non-HMO policy. The emails will explain how to re-register as the employer with your new medical group number.
- For your employees enrolled in a non-HMO plan 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 enrolled in a non-HMO plan, 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

If you use a third-party administrator (TPA) to submit monthly eligibility files or make premium payments, you must notify the TPA of any process changes before the effective date of your new non-HMO policy.

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 non-HMO 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 Employer Services at **1-800-591-9911** for help with any billing, eligibility, commissions, credentialing, claims and benefits type questions.

Contact Technical Support at **1-866-908-5940** for help with uhceservices.com login, error messages, website navigation or quote support questions.

**United
Healthcare**

Health plan coverage provided by or through UnitedHealthcare Insurance Company, UHC of California and UnitedHealthcare Benefits Plan of California. Administrative services provided by United Health Care Services, Inc., OptumRx or OptumHealth Care Solutions, Inc. Behavioral health products are provided by U.S. Behavioral Health Plan, California (USBHPC).

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 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.

Health plan coverage provided by or through UnitedHealthcare Insurance Company, UHC of California and UnitedHealthcare Benefits Plan of California. Administrative services provided by United Health Care Services, Inc., OptumRx or OptumHealth Care Solutions, Inc. Behavioral health products are provided by U.S. Behavioral Health Plan, California (USBHPC).