



# 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.



[www.umar.com](http://www.umar.com)



A UnitedHealthcare Company

# 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

[www.umar.com](http://www.umar.com)



A UnitedHealthcare Company



# 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.

[www.umar.com](http://www.umar.com)



A UnitedHealthcare Company

# 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



[www.umar.com](http://www.umar.com)



A UnitedHealthcare Company

# Health center

Resources to help you make healthier decisions

## Getting care

Find a provider, get first aid information, explore health education tools and learn when to seek emergency care vs. urgent or traditional care



► [I need to get care for myself or a family member](#)

**If you are severely ill and/or this is an emergency, call 911.**

Explore this section to find a provider, get information on first aid, learn how to determine when you should use emergency care vs. urgent or traditional care, and explore other health education tools provided by your employer.



► [I want tips on healthy living](#)

Explore this section to learn more about making healthy lifestyle choices. Explore videos, men's, women's and kid's health articles and news, learn more about preventive care, find apps that can help you track your health when you're on the go and get step-by-step instructions for creating your

## Healthy living tips

Explore videos and health articles, learn about preventive care, find health tracking apps and step-by-step instructions to realize your own health vision

[www.umar.com](http://www.umar.com)



A UnitedHealthcare Company

# Pharmacy

Access to your prescription information

Through our partnership with OptumRx, we are able to provide you with direct access to your prescription information from the UMR portal.



## Click here to:

- Locate a pharmacy
- Manage your account
- Learn more about general health topics
- Shop for over-the-counter products
- Get the help you need or contact us

[www.umar.com](http://www.umar.com)



A UnitedHealthcare Company



# 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)



[www.umar.com](http://www.umar.com)



A UnitedHealthcare Company



# 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

HEALTH EDUCATION LIBRARY

Symptom Navigator

Where does it hurt?

This tool will help you to decide whether to treat at home or see a doctor. Each topic addresses possible causes of the symptom, how to self treat, when it is an emergency, when you should call a doctor, and how to prevent it in the future - all in one easy step. Click a region of the body to begin.

Arms/Hands

Over 1,600 diseases and conditions are covered in male, female, adult and child views.

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

Male Female Adult Child Front Back All Symptoms

[www.umar.com](http://www.umar.com)

Health education library



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

# Health Plan Cost Estimator

Your doorway to comparing health plan options



The Health Plan Cost Estimator is the first step to better health plan comparison shopping. It's perfect for making pre-enrollment plan decisions.

Compare premiums, health care usage costs, employer contributions

Compare annual plan costs and per-paycheck contributions

**Your Family Financial Selections** \* = Required

You must review and adjust the following selections to accurately reflect your family finances. These figures are used to calculate Health Account Contributions and Tax Savings and determine your Payroll Deductions for Annual Health Plan costs.

<b>Income Tax Filing Status *</b> Married Filing Jointly	<b>Annual Taxable Income *</b> \$69,001 - 139,350	<b>Payroll Period *</b> Bi-Weekly	<b>Misc Medical Expenses</b> \$0 <a href="#">What's this for?</a>	<b>Update »</b>
---	--	--------------------------------------	--	-----------------

	Template 1 - HSA Estimate Details	Template 2 - HRA Estimate Details	Template 3 - FSA Estimate Details
<b>Employee Plan &amp; Healthcare Usage Costs</b>			
Employee Plan Premium ⓘ	\$0	\$0	\$0
Employee Healthcare Usage Costs ⓘ	\$200	\$200	\$200
Employer Health Account Contributions ⓘ	\$0	\$0	\$0
<b>Total Annual Employee Healthcare Costs ⓘ</b>	<b>\$200</b>	<b>\$200</b>	<b>\$200</b>
<b>Employee Healthcare Account Contributions &amp; Tax Savings</b>			
<b>Health Account Calculator Instructions</b>	<b>Health Savings Account Calculator</b>	<b>Flexible Savings Account Calculator</b>	<b>Flexible Savings Account Calculator</b>
1. What is a Healthcare Spending Account?	<b>HSA Contribution Amount:</b> \$0	<b>FSA Contribution Amount:</b> \$0	<b>FSA Contribution Amount:</b> \$0
2. What does Tax Filing Status mean?			
<b>Summary of Plan Costs &amp; Contributions</b>			
<b>Annual Plan Costs for Comparison ⓘ</b> <a href="#">» How to Use Annual Plan Totals</a>	<b>\$200</b>	<b>\$200</b>	<b>\$200</b>
<b>Per Paycheck Deductions to Pay Annual Plan Costs ⓘ</b> <a href="#">» How to Use Paycheck Totals</a>	<b>\$0</b> Bi-Weekly	<b>\$0</b> Bi-Weekly	<b>\$0</b> Bi-Weekly

**Add Your Own Plan Estimate »** **Print Plan Estimates »**

Calculate and optimize account contributions and tax savings

Print estimates, download plan summaries or add your own plan estimate

[www.umar.com](http://www.umar.com)

Plan cost estimator



It's easy to get started. Just look for the *Plan cost estimator* tile on your personal home page



# Treatment Cost Calculator

Your window to better cost transparency

Best Buy



The Treatment Cost Calculator offers cost estimates for specific health care services. The estimates are based on the claim experiences of more than 30 million Americans.

## View your cost estimate

See an estimate for your treatment as well as your likely out-of-pocket cost



[www.umar.com](http://www.umar.com)

Health cost estimator



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



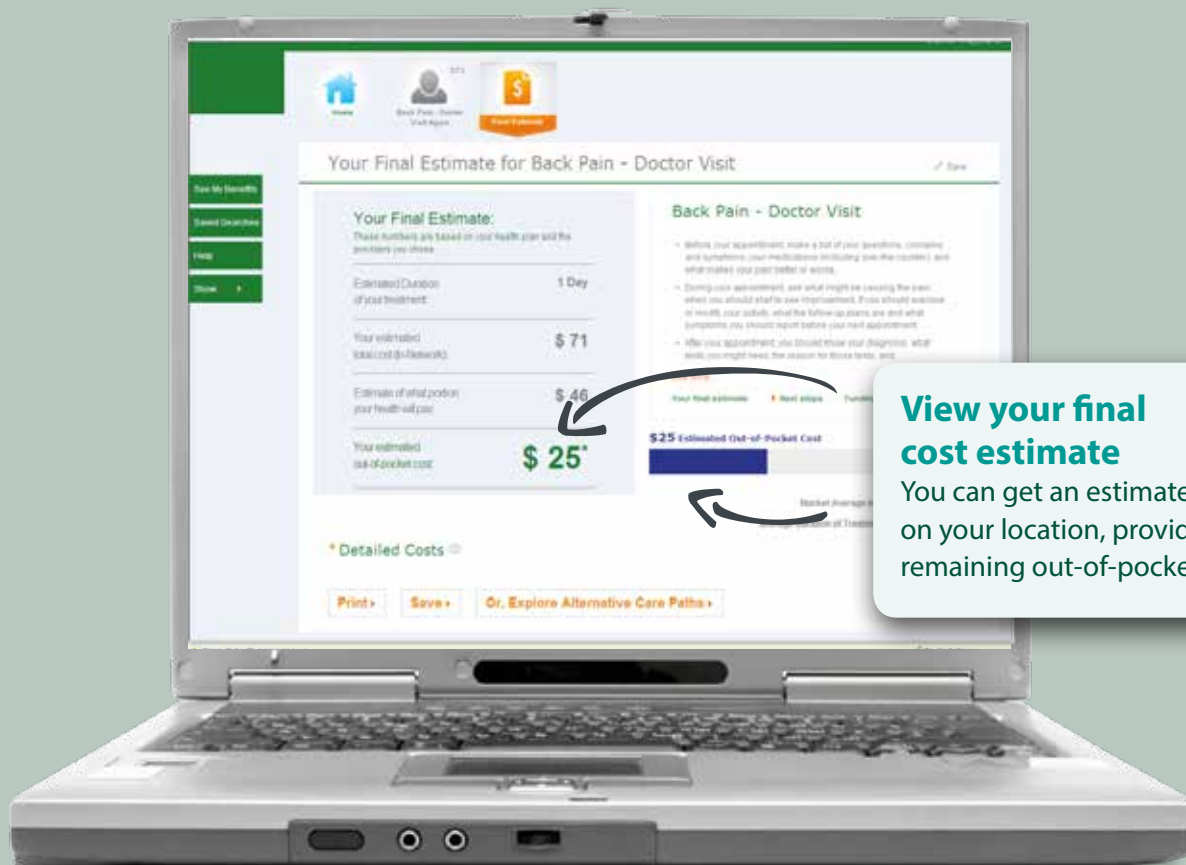
# myHealthcare Cost Estimator (myHCE)

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.



## View your final cost estimate

You can get an estimate based on your location, provider and remaining out-of-pocket cost.

[www.umar.com](http://www.umar.com)

Health  
cost estimator



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



A UnitedHealthcare Company