# Uhceservices.com Reference Guide for Brokers



United Healthcare

## About this Document

**This guide is designed for Brokers with access to uhceservices.com.**

It provides information on how to navigate uhceservices.com, where you find specific information and how to perform tasks relevant to brokers, including:

- Access to small group quoting and renewals and small group renewal packages (PDF documents) information
- Enrolling and updating member information, including terminating members and requesting or printing health plan ID cards
- Billing and payment information
- Member and subscriber lists and access to Member and Employer Handbooks, and Summaries of Benefits and Coverage (SBC)
- View commissions
- Viewing benefits for a specific plan
- Resources to find helpful information

## Using this Document

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# 1 | How to Register: Email Invitation

**NOTE:** UnitedHealthcare has taken important steps to modernize tools and resources, simplify administration and bring new products to market quicker. To support this strategy, brokers will use uhceservices.com, our new broker and employer website, to access capabilities currently on United eServices® and myallsavers.com. The uhceservices.com site will play a critical role in delivering a more consolidated, streamlined, and user-friendly UnitedHealthcare experience for users.

**This only applies to Brokers and General Agents. Internal users must gain access through Secure.**

Employers are invited to uhceservices via email. Brokers can be invited in two ways:

1. Email invitation
2. Login re-direct from United eServices

**Follow these steps to register for uhceservices after receiving an email invitation**.

1. When you receive your email invitation, click the **Register Now** link within the email. The **Create One Healthcare ID screen displays**.

   **Note**: If you already have a One Healthcare ID, click the **Sign in now** link in the **Already have One Healthcare ID** box. You will go to the Sign In screen where you can sign in with your existing ID.

Dear **Cindi**

Welcome. We're pleased to provide you with personal access to the **uhceservices.com** broker and employer website on behalf of **TRUE LIFE CENTER FOR WELLBEING.**

The website is meant to be your self-service destination for information pertaining to your client's health benefits plan and your business transactions with us.

Please take a moment today to register on **uhceservices.com.** Doing so will allow you to become familiar with all the website has to offer you for servicing **TRUE LIFE CENTER FOR WELLBEING.**

**Get Started**

- **Already have a One Healthcare ID?** We encourage you to use the One Healthcare ID you already have (e.g.; the One Healthcare ID you use for Employer eServices (employereservices.com)), but you will still need to complete the registration process.
- Click - Register Now – and follow the prompts for entering your One Healthcare ID and password in the appropriate fields.
- **Need to create an One Healthcare ID?** Follow the prompts for creating an One Healthcare ID and password.
- **Forgot your One Healthcare ID?** Follow the prompts to reset your One Healthcare ID and password.

1

**Act Now**

Don't miss out on this important access to **uhceservices.com** on behalf of TRUE LIFE CENTER FOR WELLBEING. The website link in this invitation will expire. If you do not complete your initial registration on the website using this email before it expires, you will need to contact us for a new invitation. Once you successfully register on the website, bookmark the address and you can revisit it directly at any time.**

If you have questions about your access, please contact your Dedicated Client Services Manager or call Client Services at 1–800–591–9911.

Thank you,

uhceservices.com Administration Team

**Email Invitation to Brokers and Employers (Cirrus)**

Subject: Your registration for uhceservices.com

Dear $$firstName$$ $$lastName$$,

Welcome. We're pleased to provide you with personal access to the uhceservices.com broker and employer website on behalf of **$$userTypeName$$.**

The website is meant to be your self-service destination for information pertaining to your client's health benefits plan and your business transactions with us.

Please take a moment today to register on uhceservices.com. Doing so will allow you to become familiar with all the website has to offer you for servicing **$$userTypeName$$.**

**Get Started**

- Click Register Now! and follow the prompts for entering your One Healthcare ID* and password in the appropriate fields.
- **Already have an One Healthcare ID?** We encourage you to use the One Healthcare ID you already have (e.g.; the One Healthcare ID you use for Employer eServices (employereservices.com)), but you will still need to complete the registration process.
- **Need to create an One Healthcare ID?** Follow the prompts for creating an One Healthcare ID and password.
- **Forgot your One Healthcare ID?** Follow the prompts to reset your One Healthcare ID and password.

**Act Now**

Don't miss out on this important access to uhceservices.com on behalf of groupname. The website link in this invitation will expire. If you do not complete your initial registration on the website using this email before it expires, you will need to contact us for a new invitation. Once you successfully register on the website, bookmark the address and you can revisit it directly at any time.**

If you have questions about your access, please contact Client Service Operations Team at 800-591-9911.

Thank you,

uhceservices.com Administration Team

*One Healthcare ID delivers a secure, centralized identity management solution that enables a single sign-on to all integrated applications. You register for an One Healthcare ID once and use that One Healthcare ID to access to all of the associated applications seamlessly. You can access service tools to reset your password, recover your One Healthcare ID, and maintain your profile.

**Except for periodic downtimes.

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

You are receiving this email because you have a health plan with us.

This mailbox is used for outbound messages only, please do not reply.

All replies are automatically deleted. For questions regarding this message, refer to the contact information.

This e-mail, including attachments, may include confidential and/or proprietary information, and may be used only by the person or entity to which it is addressed. If the reader of this e-mail is not the intended recipient or his or her authorized agent, the reader is hereby notified that any dissemination, distribution or copying of this e-mail is prohibited. If you have received this e-mail in error, please notify the sender by replying to this message and delete this e-mail immediately.

This email was sent by UnitedHealthcare, 9700 Health Care Lane, Minnetonka, MN 55343 USA.

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**Email Invitation to Brokers and Employers (UnitedHealthcare HMO)**

# 1 | How to Register: Email Invitation (continued)

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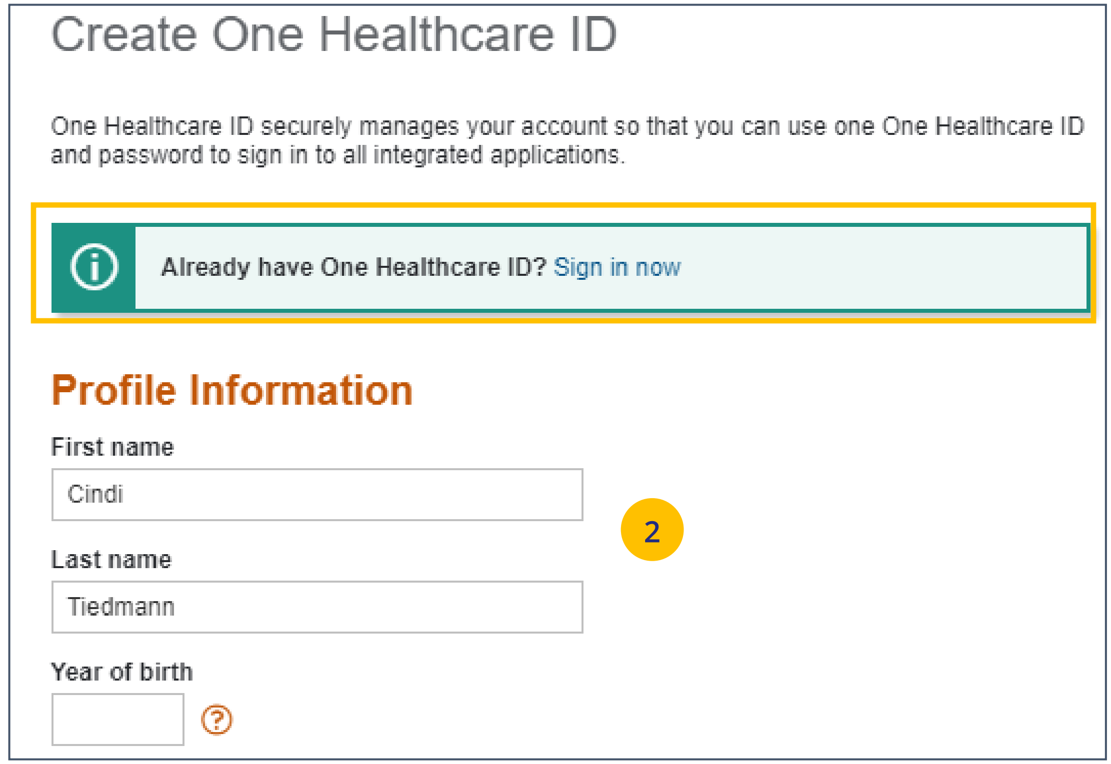
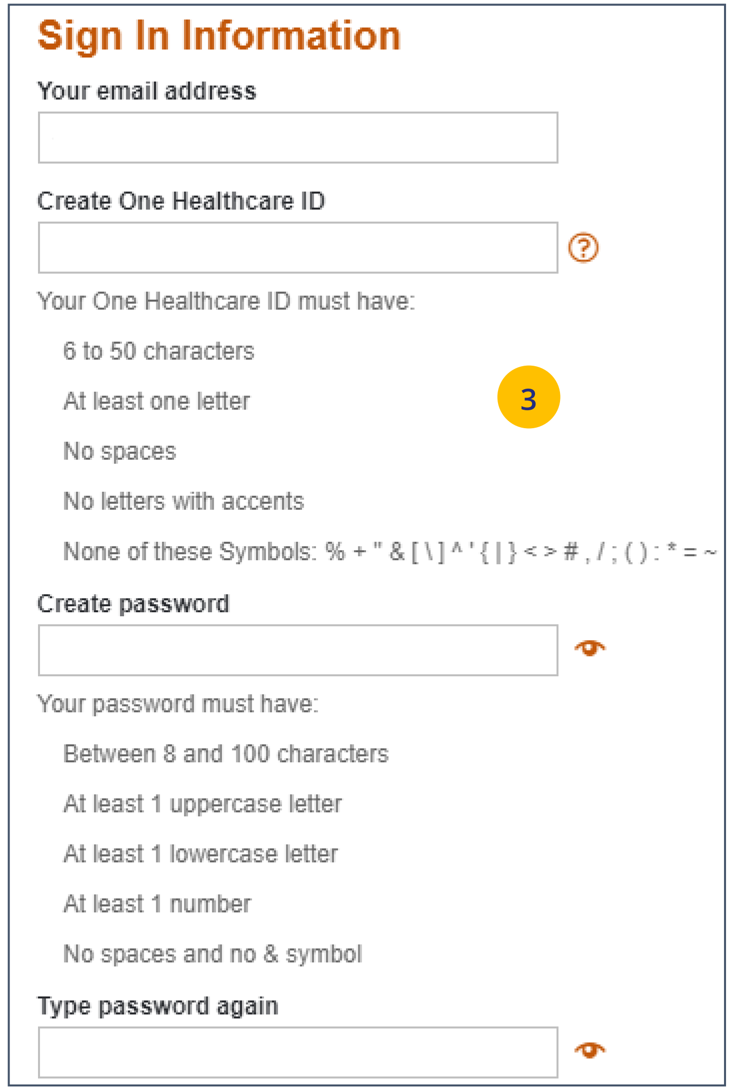
2. Complete the **Profile Information** that includes your **First Name**, **Last Name** and **Year of birth**.



3. Enter information in the **Sign In Information** section.



# 1 | How to Register: Email Invitation (continued)

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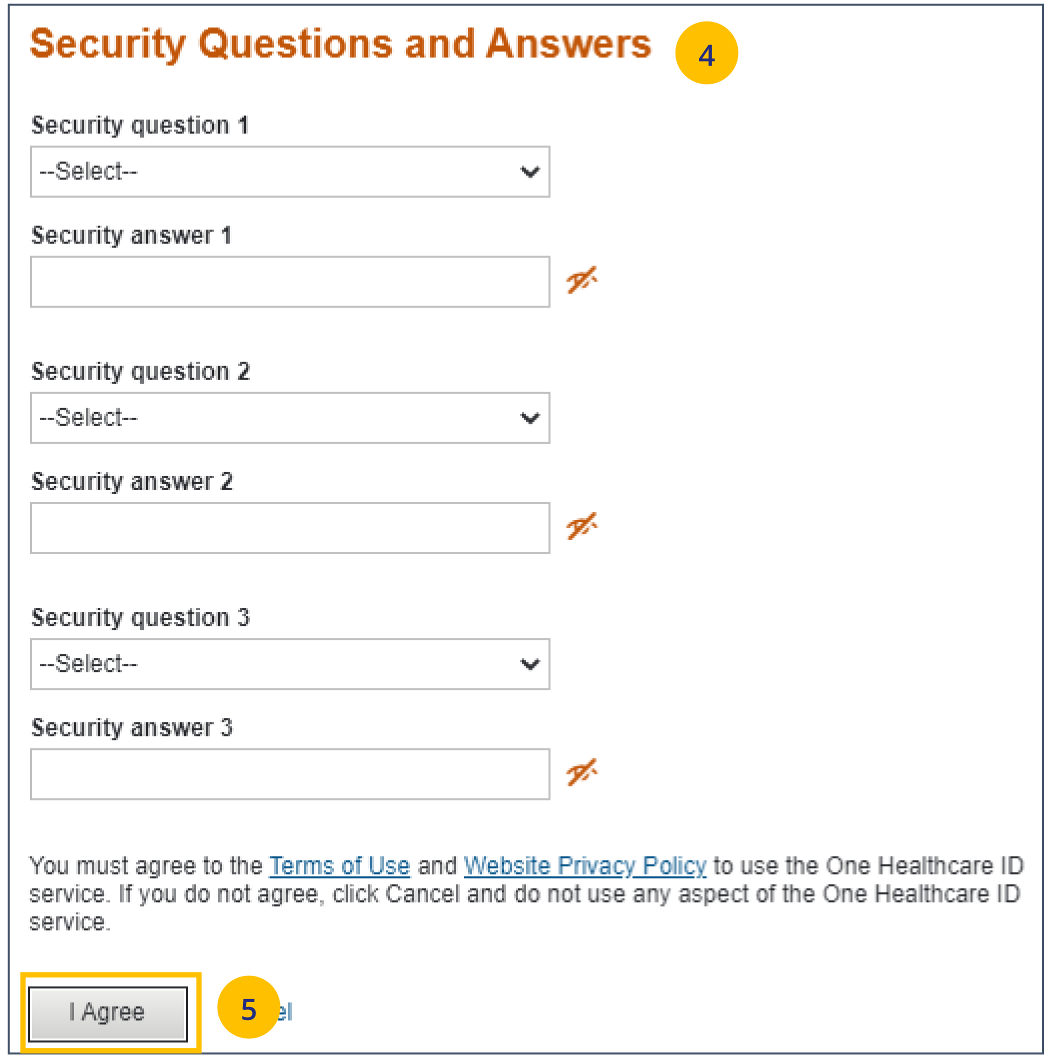
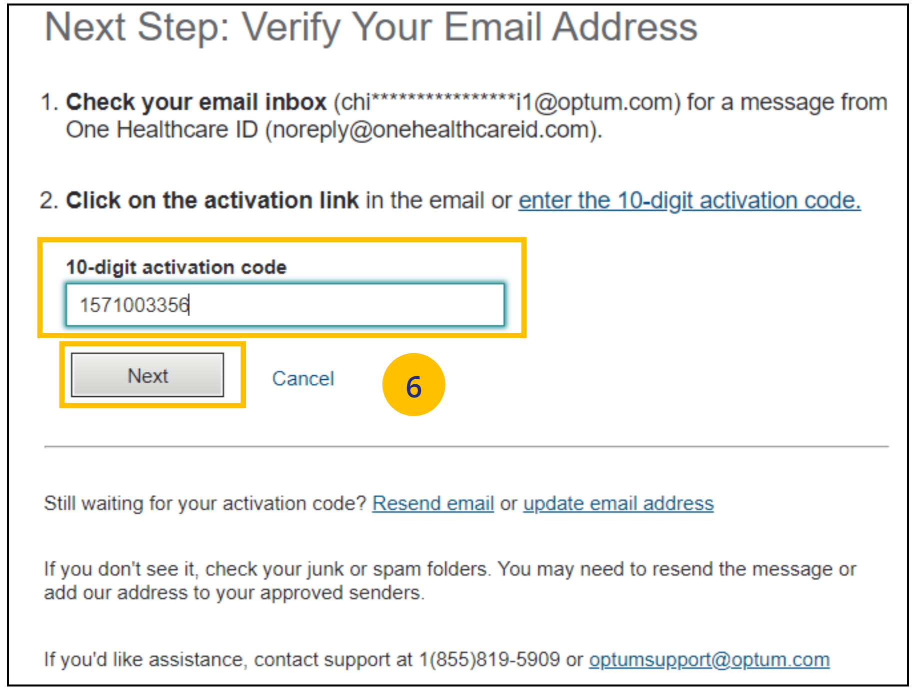
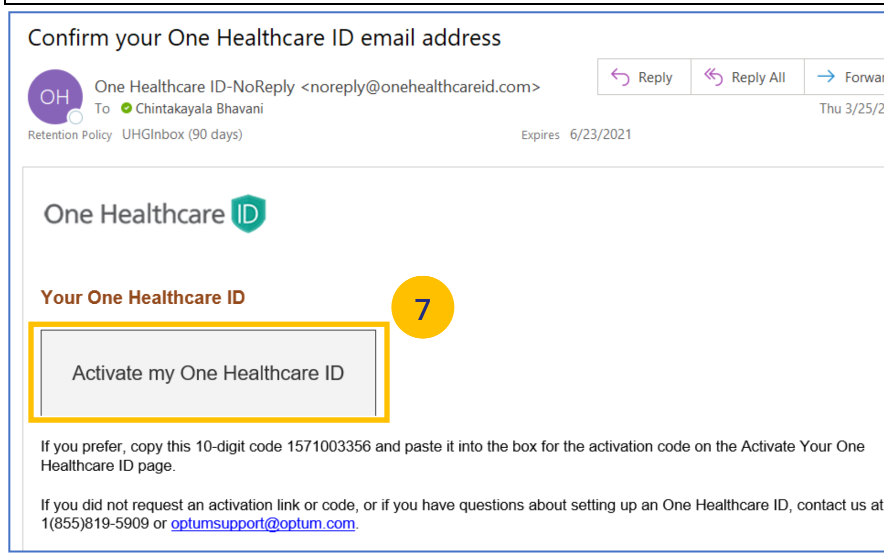
4. Enter your **Security Questions and Answers**. These will be used to verify your identity when you sign in to uhceservices.
5. Click **I Agree**. You have completed the process to create your One Healthcare ID.



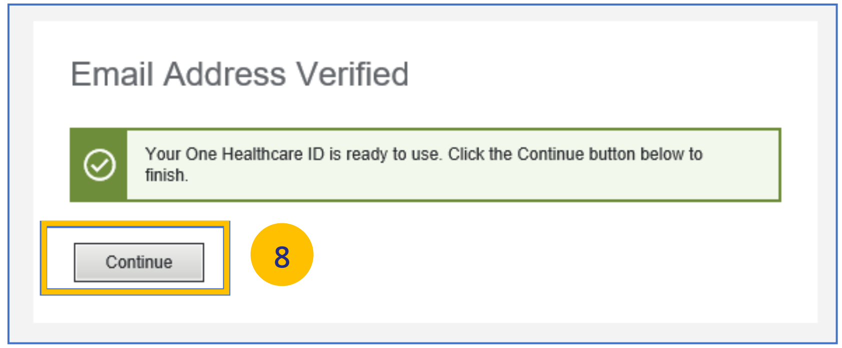
6. You will get an email with a 10-digit activation code. Enter the code in the 10-digit activation code box and click **Next**.

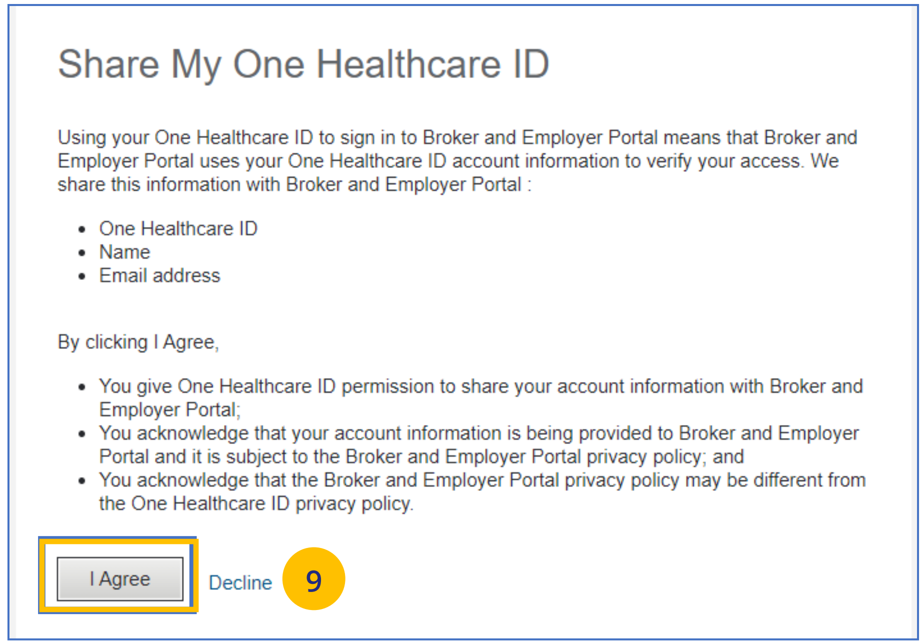
7. Click the **Activate my One Healthcare ID** box**.**



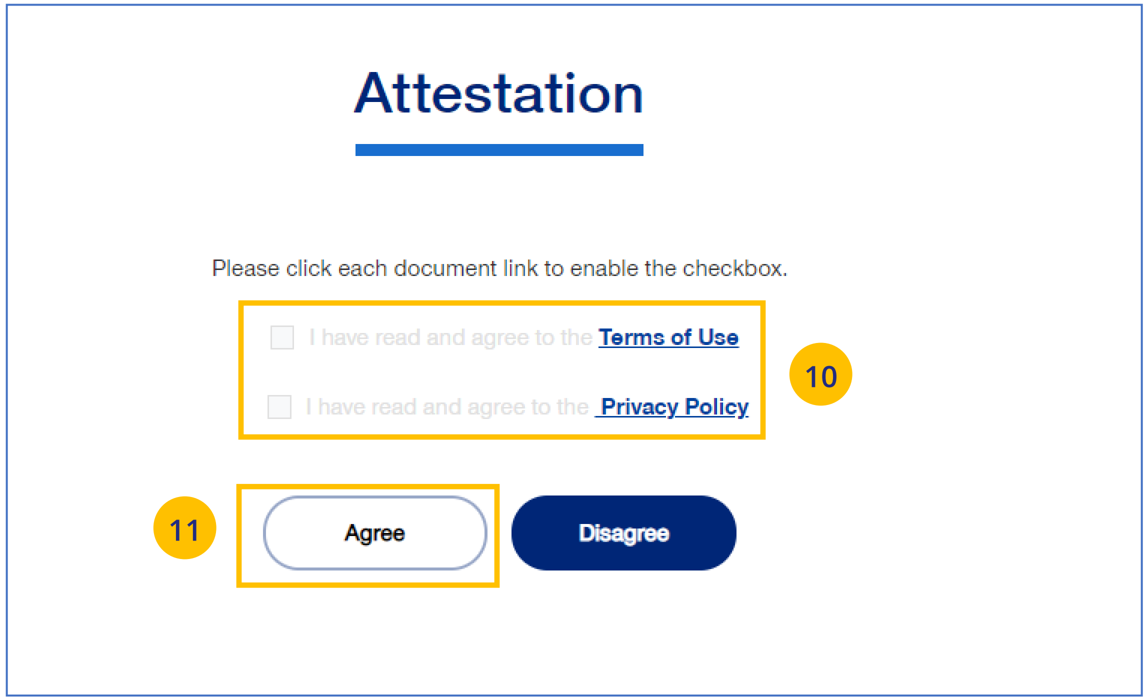



8. Click **Continue**.
9. Click **I Agree**.



10. You will be asked to attest to the **Terms of Use** and **Privacy Policy**.  You need to select each document which will open the document for you to review.  Once you open each document and select the corresponding checkboxes, the **Agree** button will be enabled.
11. Click **Agree**. You are now ready to use uhceservices.com,



# 1 | How to Register: Login Re-Direct from United eServices (UeS)

## What is happening?

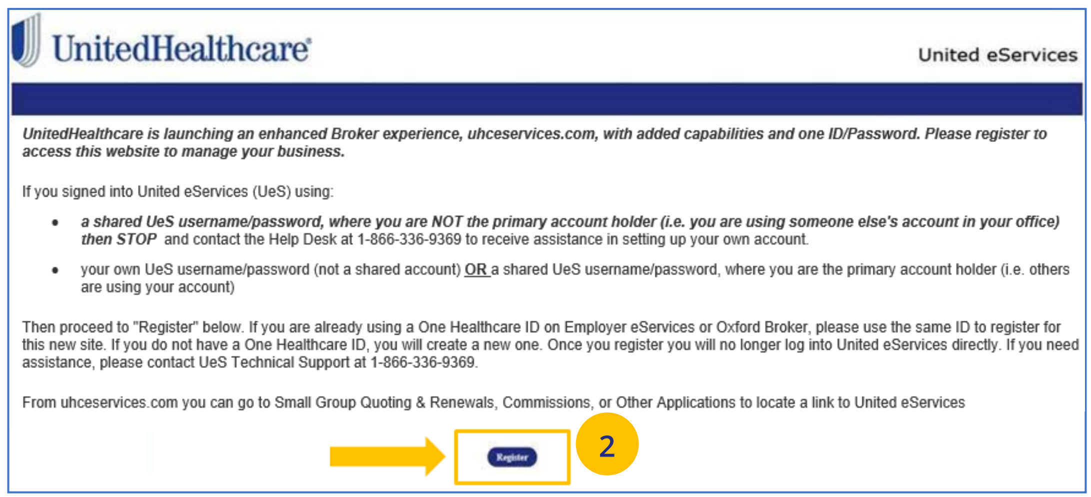
- Brokers will be transitioned from United eServices (UeS) to uhceservices by market in a phased approach. You will receive a message upon logging into United eServices, directing you to register for uhceservices.
- After registering, you will then use uhceservices as your Broker site and access UeS directly from uhceservices.
- You can only access UeS directly from uhceservices.com.

Follow the steps below to register for uhceservices.com from UeS.

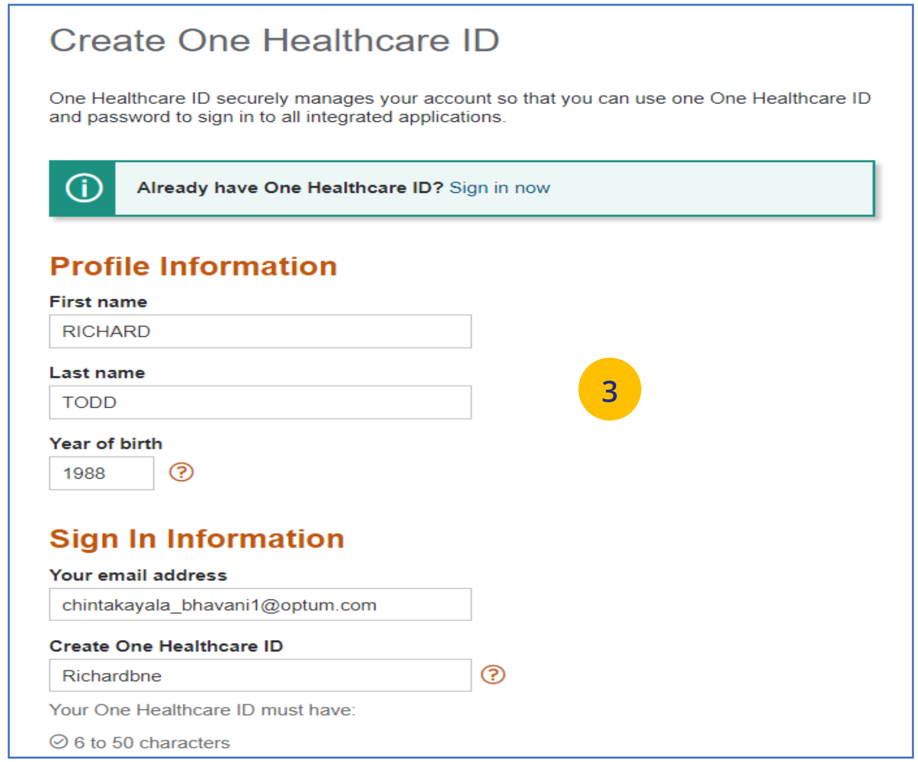
1. Log in to UeS. You will be asked to register for uhceservices.com.

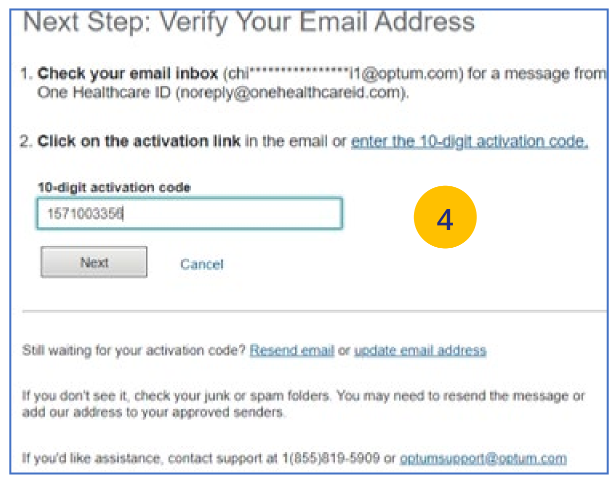
   **Note:** The text in this message will differ for **UnitedHealthcare HMO** users.

2. Click **Register**.

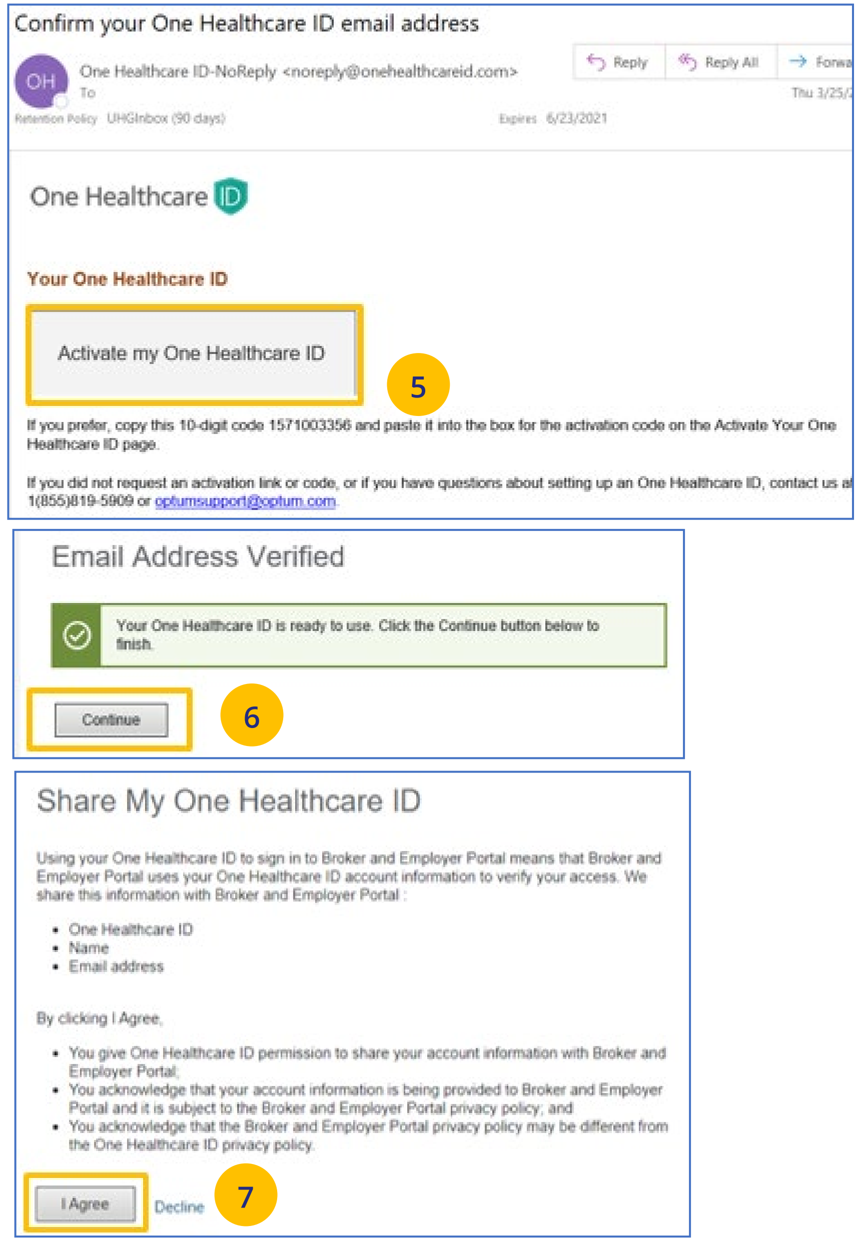
3. Enter information to create your **One Healthcare ID.**
4. Verify your email address. Click **Next**.



# 1 | How to Access and Sign in to UeS via uhceservices (continued)

5. Click **Activate my One Healthcare ID.**
6. Click **Continue**.
7. Click **I Agree**.



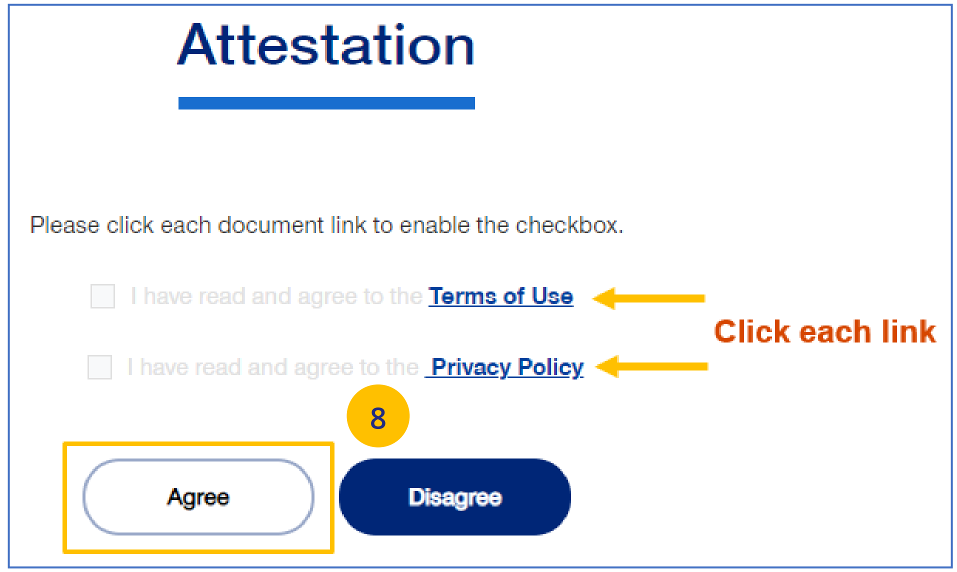
8. Follow the Attestation process by clicking each link (Terms of Use and Privacy Policy). Then click **Agree**. The **Pending Associations** screen displays.

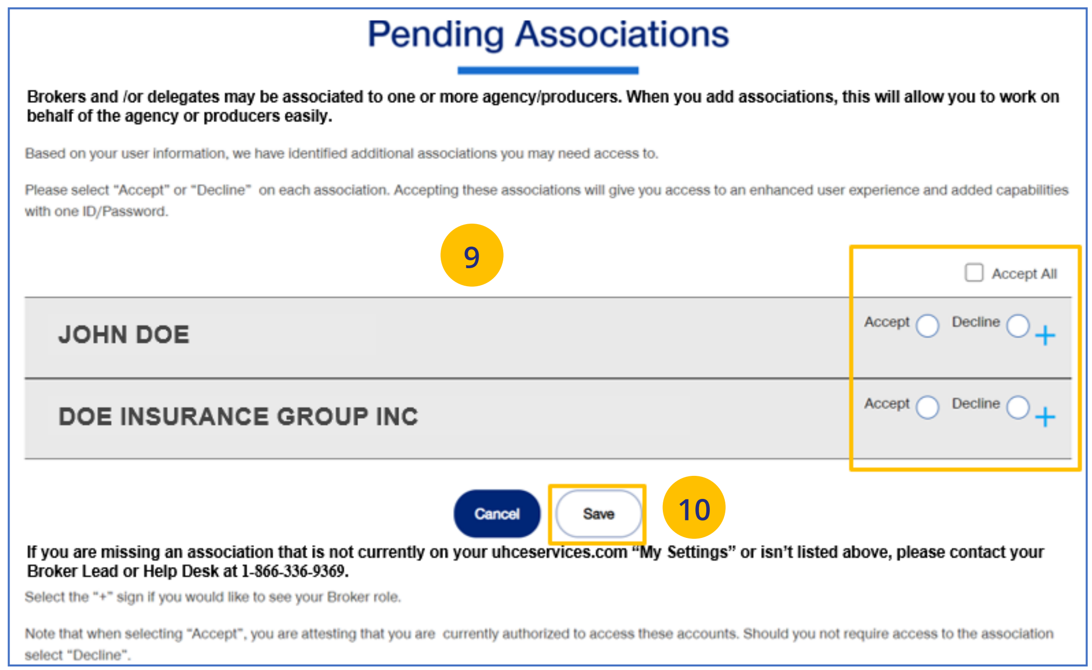
   **Note: Pending Associations** - Each user, whether you are a broker or a delegate, are associated to one or more agencies or producers. This allows you to easily work on their behalf: quoting new business, managing renewals, etc. You must be associated with all the commission codes used so you can see all your groups.

9. Select **Accept** to accept any or all Broker associations.

10. Click **Save**. The uhceservices.com Home Page displays.

**Note: Help** - If you currently share a UeS login and need assistance setting up your account, call the UeS Help Desk at 866-336-9369. You can also call this number to (1) report any missing agency/producer associations, or (2) report any issues associated with the transition.



# 1 | Access and Log In with OneHealthcare ID

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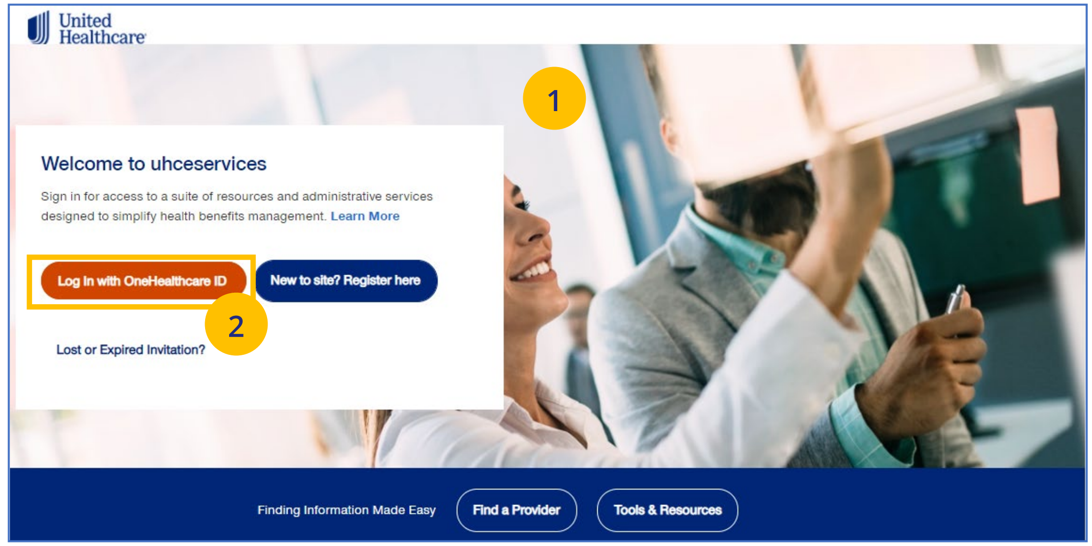
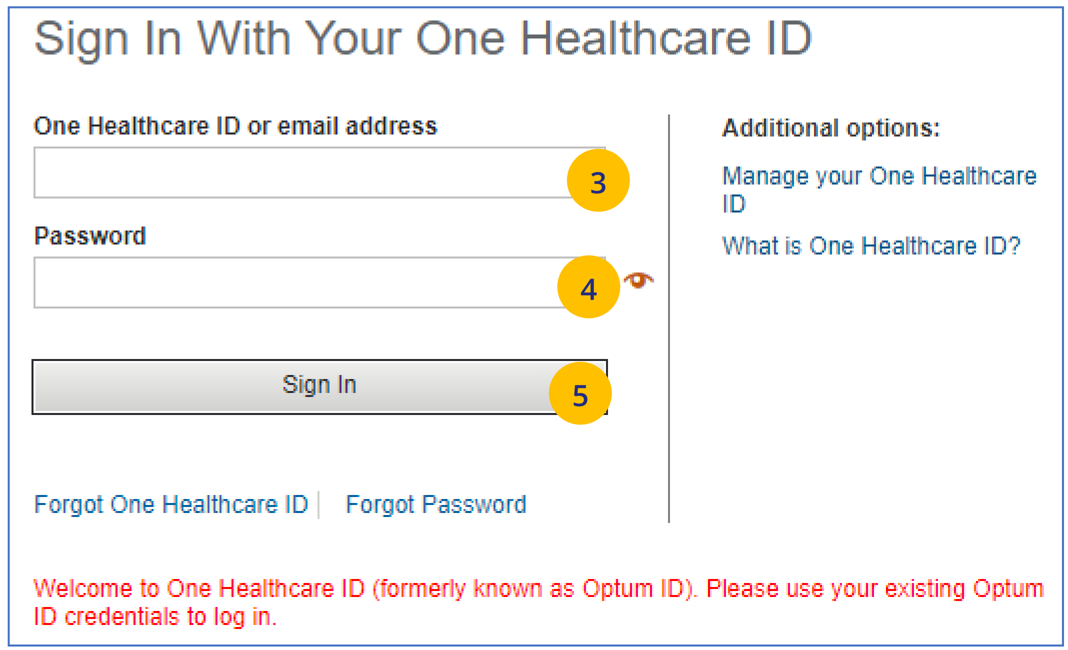
**NOTE:** Follow the steps below after receiving your official access invite email from uhceserv_invite@uhc.com.

1. Go to uhceservices.com. The Log In page displays.
2. Click the **Log In With OneHealthcare ID** button.
3. Enter your One Healthcare ID in the **One Healthcare ID or email address** field.
4. Enter your Password in the **Password** field.
5. Click **Sign In**. The **Home** page displays.

**What information will you see?**
**uhceservices.com** is used by both brokers and employer groups. The content you see is tailored based on your login credentials as either a broker or representative of the employer group. You as a broker, and your delegates, see information that's relevant to you.

**NOTE:** If user is inactive for 13 months, the account will be deactivated.



# 1 | Access: New to Site

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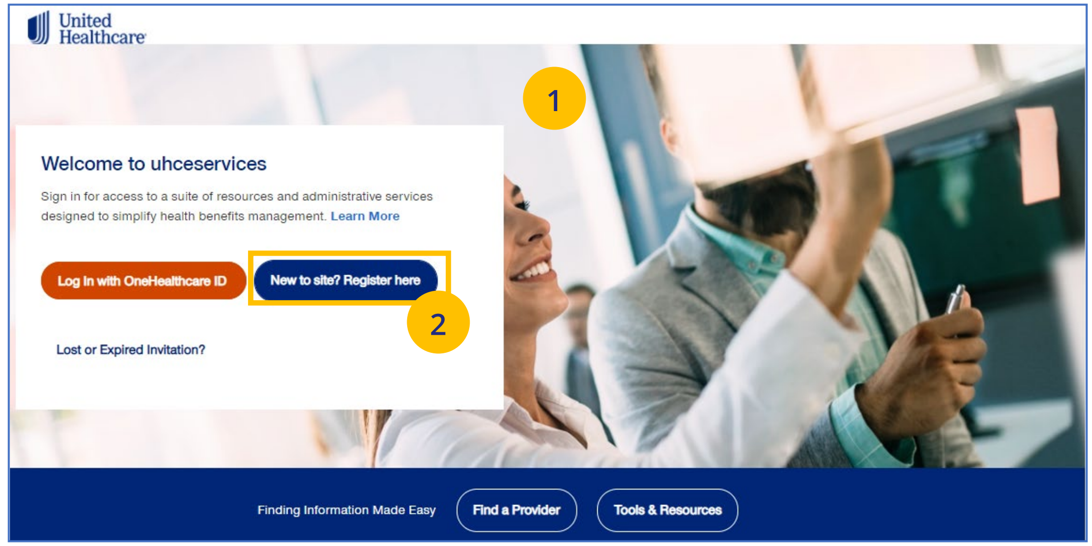
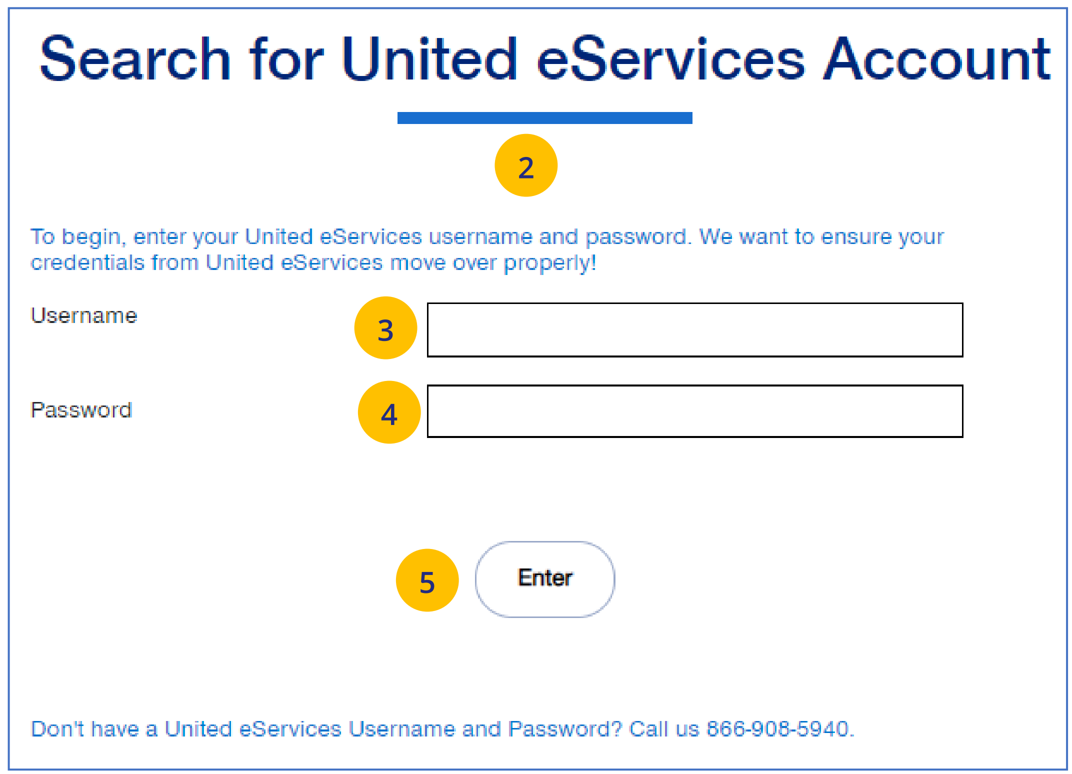
**NOTE:** If you are new to uhceservices and do not have a OneHealthcare ID, **f**ollow the steps below.

1. Go to uhceservices.com. The Log In page displays.
2. Click the **New to site? Register here** button. The **Search for United eServices Account** screen displays.



# 1 | Access: New to Site (continued)

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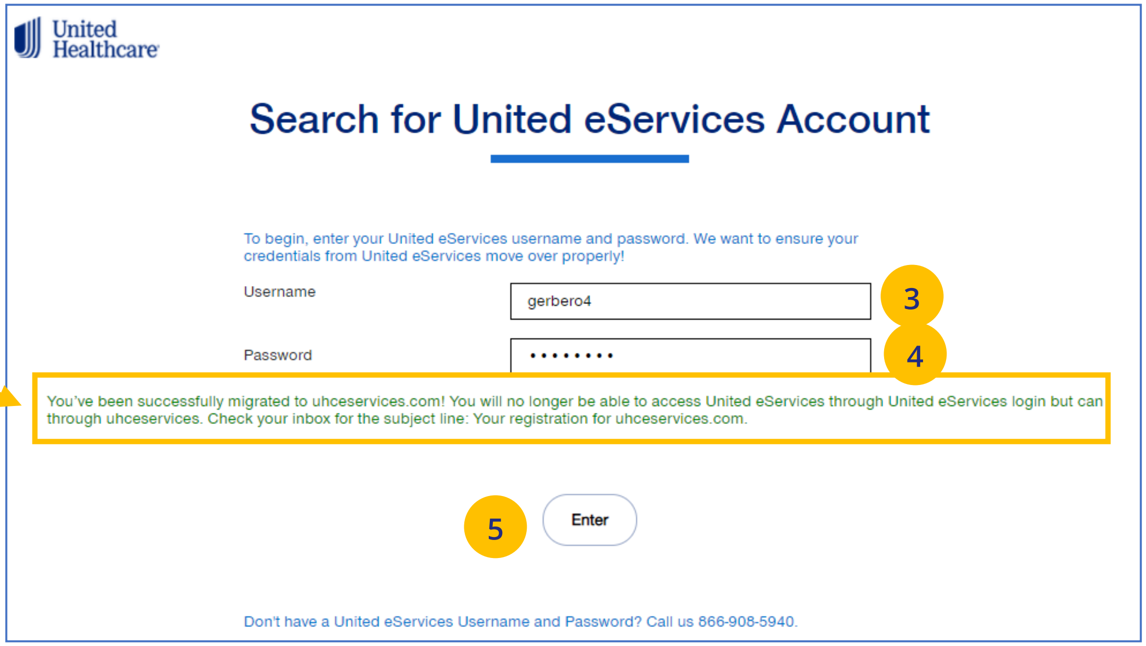
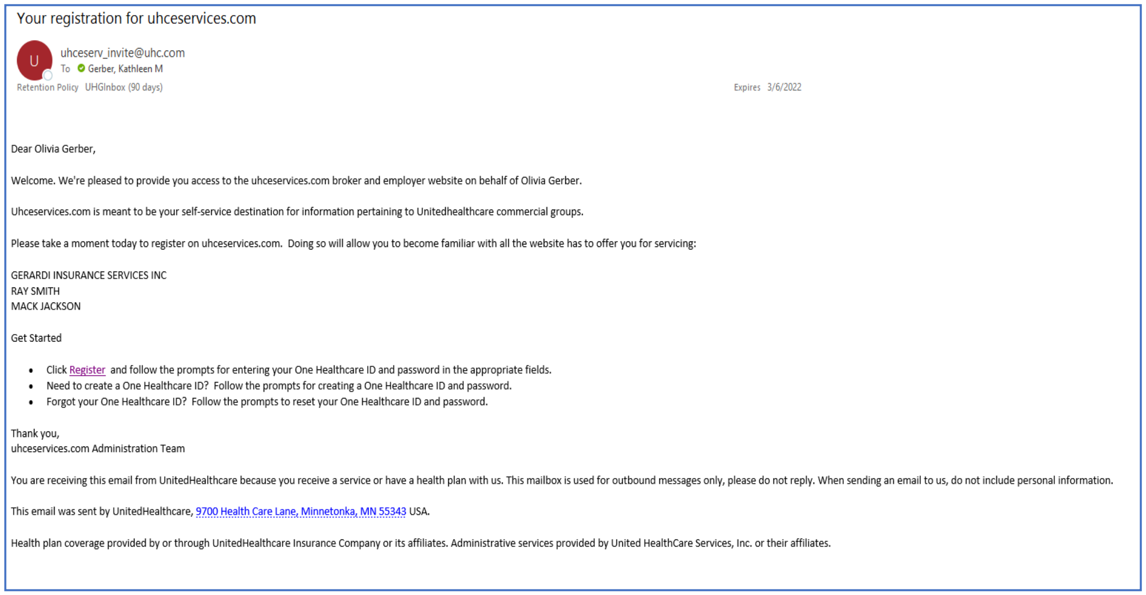
3. Enter your UeS user name in the **Username** field.
4. Enter your UeS password in the **Password** field.
5. Click **Enter**. You will get a message that you have successfully migrated to uhceservices.com. You will receive an email with the link to register.

   **Note: If you have a User ID that has already migrated from UeS,** you can follow the prompts to create your own account.





Your registration for uhceservices.com

uhceserv_invite@uhc.com
To Gerber, Kathleen M
Retention Policy UHGInbox (90 days) Expires 3/6/2022

Dear Olivia Gerber,

Welcome. We're pleased to provide you access to the uhceservices.com broker and employer website on behalf of Olivia Gerber.

Uhceservices.com is meant to be your self-service destination for information pertaining to Unitedhealthcare commercial groups.

Please take a moment today to register on uhceservices.com. Doing so will allow you to become familiar with all the website has to offer you for servicing:

GERARDI INSURANCE SERVICES INC
RAY SMITH
MACK JACKSON

Get Started

- Click Register and follow the prompts for entering your One Healthcare ID and password in the appropriate fields.
- Need to create a One Healthcare ID? Follow the prompts for creating a One Healthcare ID and password.
- Forgot your One Healthcare ID? Follow the prompts to reset your One Healthcare ID and password.

Thank you,
uhceservices.com Administration Team

You are receiving this email from UnitedHealthcare because you receive a service or have a health plan with us. This mailbox is used for outbound messages only, please do not reply. When sending an email to us, do not include personal information.

This email was sent by UnitedHealthcare, 9700 Health Care Lane, Minnetonka, MN 55343 USA.

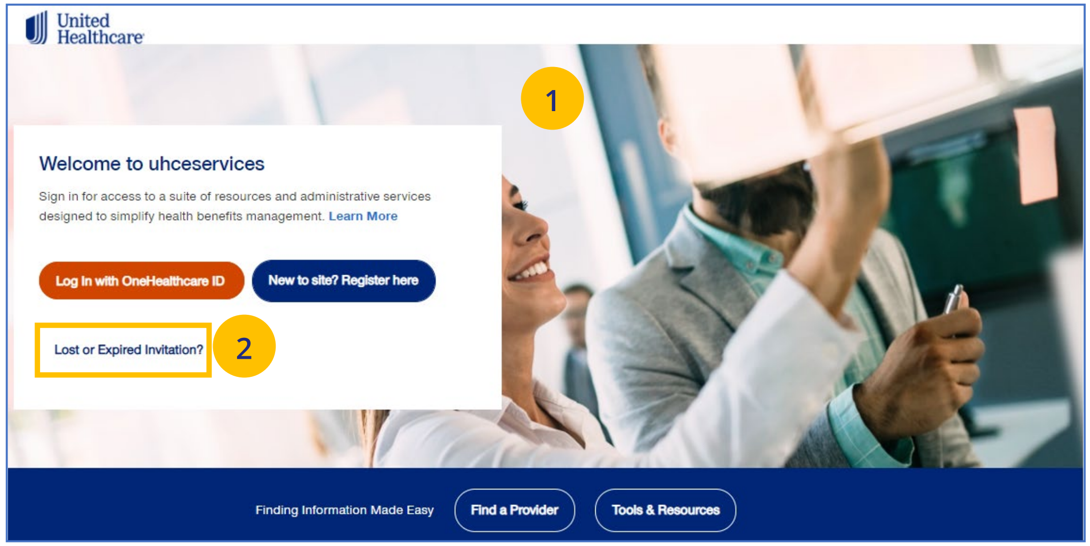
Health plan coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or their affiliates.

# 1 | Access: Lost or Expired Invitation

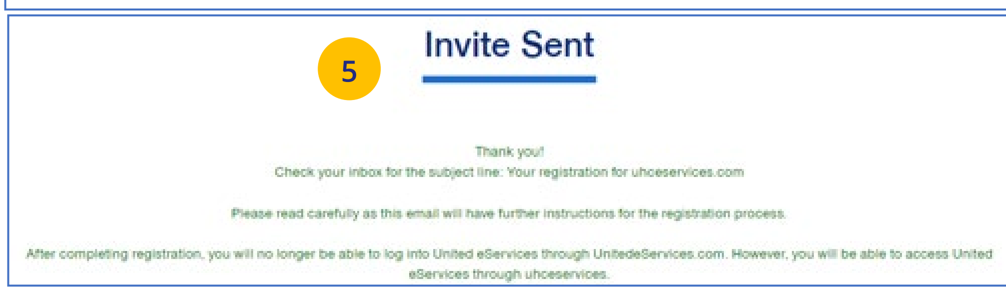
**NOTE:** If you have lost your email invitation to register or have an expired invitation, follow the steps below.

1. Go to uhceservices.com. The Log In page displays.
2. Click the **Lost or Expired Invitation?** The **Re-Send Invitation** screen displays.
3. Enter your email address in the **Email** field.
4. Enter your email address in the **Confirm Email** field.
5. Click **Send** page. You will get a message that the email invitation has been sent.

   **Note:** If the system is unable to locate a pending invtation, you will receive a message asking you to call (866) 908-5940.







# 2 | Home

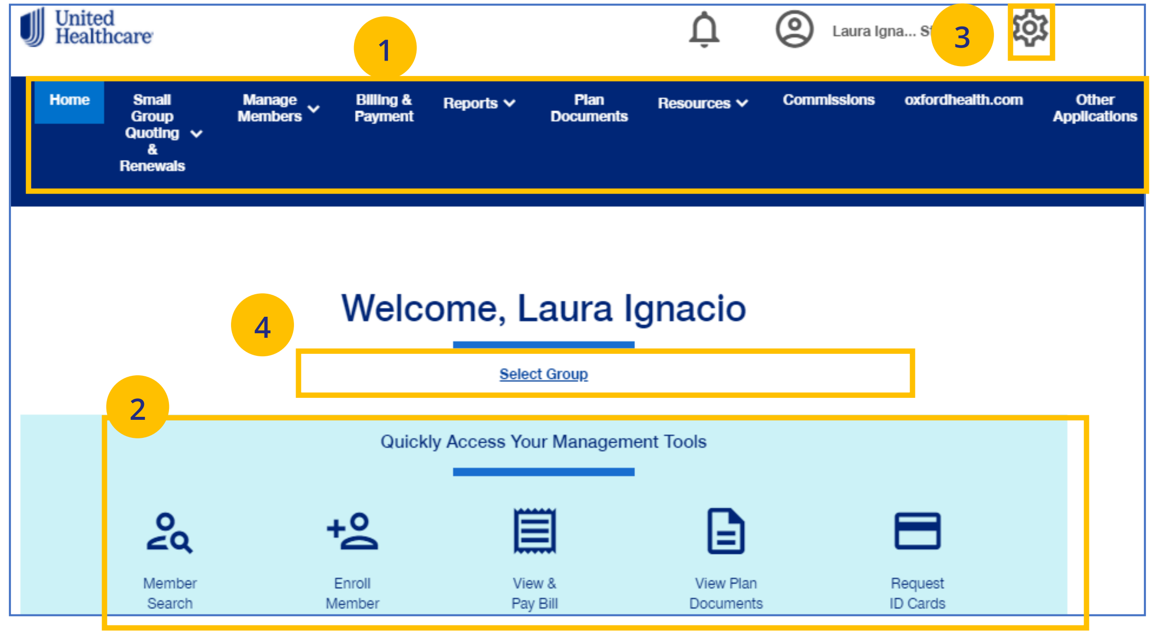
The **Home** page displays the following:

1. **Menu** items across the top of the page
2. **Quick Access links** or "shortcuts" provide easy access to the most common tasks performed
3. **Gear icon** that allows you to do the following:
   - invite others to use uhceservices.com
   - view your personal information
   - change your password
   - view messages or generated reports
   - logout
4. The **Group Selection** option is used initially to select a group. After selection, the group name and group number will be shown.

   **Note: PEO (Professional Employer Organization) Groups** – For PEO Groups, a **Select Child Group** link will display. Click this link to select the Child Group needed.

**Note:** You can scroll down on the **Home Page** to access more information. Just click the **Learn More** button to view the specific information.

**Note: Print Capability** – You have the ability to print information throughout uhceservices.com. Click the Print icon where displayed to print information.




# 3 | Quickly Access Your Management Tools

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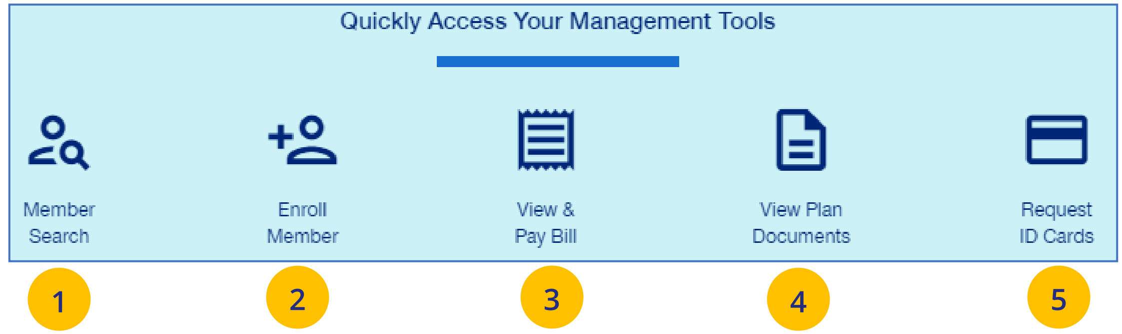
The **Home** page contains quick access icons that offer shortcuts to the most common tasks performed on uhceservices.com.

These shortcuts most often include:

1. **Member Search** – Search for a member by Member ID or Name.
2. **Enroll Member** – Enroll new members or dependents to a group.
3. **View & Pay Bill** – Displays Billing & Payment screen.
4. **View Plan Documents** – Allows access to plan documents for a group.
5. **Request ID Cards** – Order or print new Healthcare ID cards.



# 4 | Gear Icon

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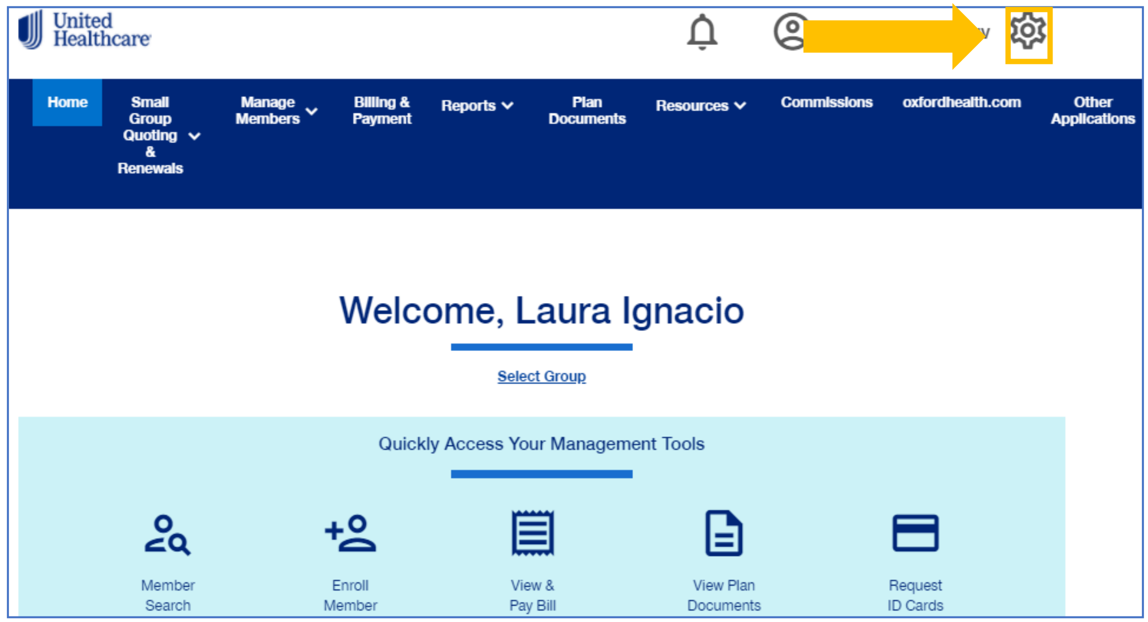
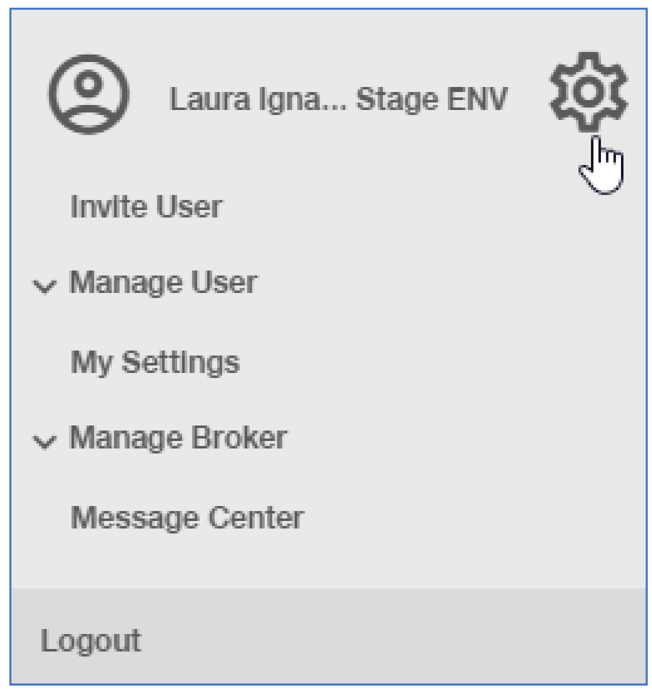
The **gear icon**, located in the upper-right corner of the screen, is used to do the following:

1. **Invite User** – Invite someone to use uhceservices.com.
2. **Manage User** – Search for a user to view their details and permissions.
3. **My Settings** – Change password, edit your personal information, and view your “permissions” or what information you have access to.
4. **Manage Broker** – Search for a broker to view and manage information.
5. **Message Center** – Contains Important messages and is used to retrieve reports that have been generated.
6. **Logout** – Logout of the application.



# 4 | Invite User

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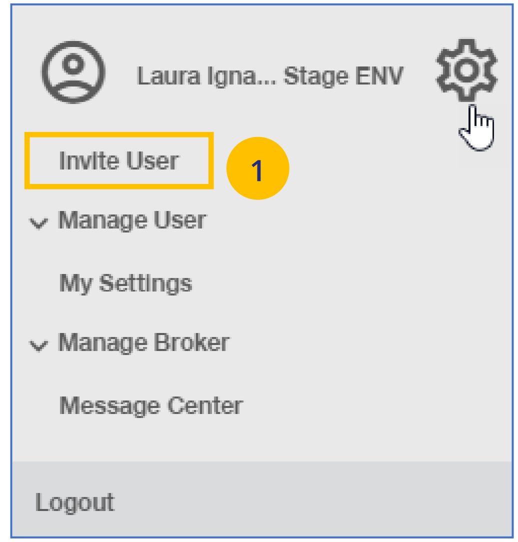
Brokers can give support staff access to uhceservices so they can perform functions on the broker's behalf. To invite a someone to use uhceservices.com:

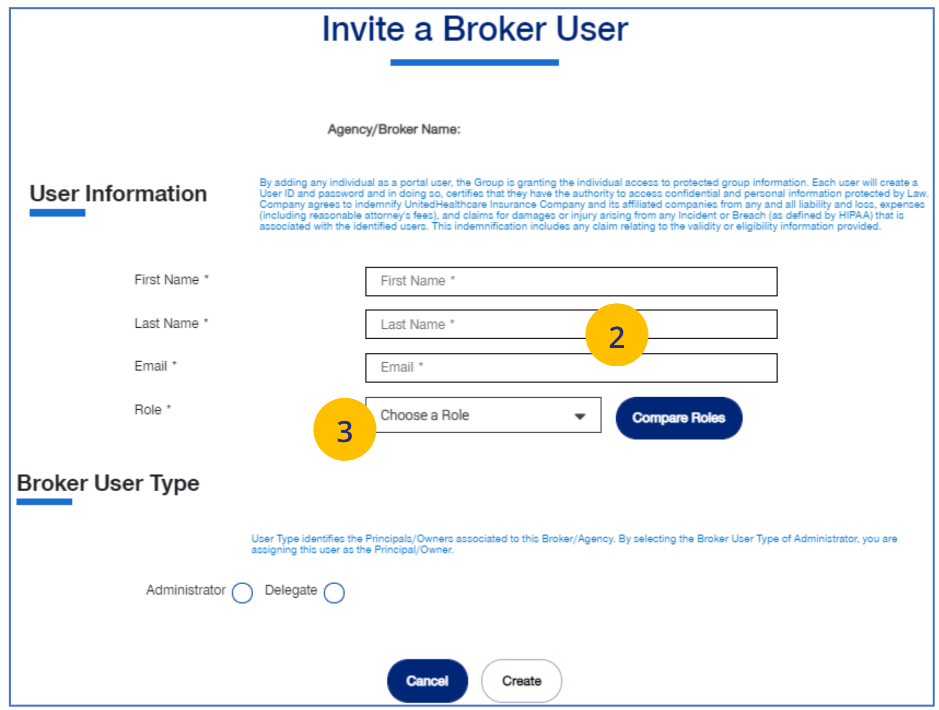
1. Click the **Gear icon** and select **Invite User**. The **Invite a Broker User** screen displays.
2. Enter **First Name**, **Last Name, Email** address.
3. Select the **Role** from the **Choose a Role** dropdown.

   **Note:** UnitedHealthcare Sales & Account Management can also invite Broker users. For an individual Broker, there can be only one Broker Admin. An Agency can have multiple Admins.

### Broker and Employer Roles

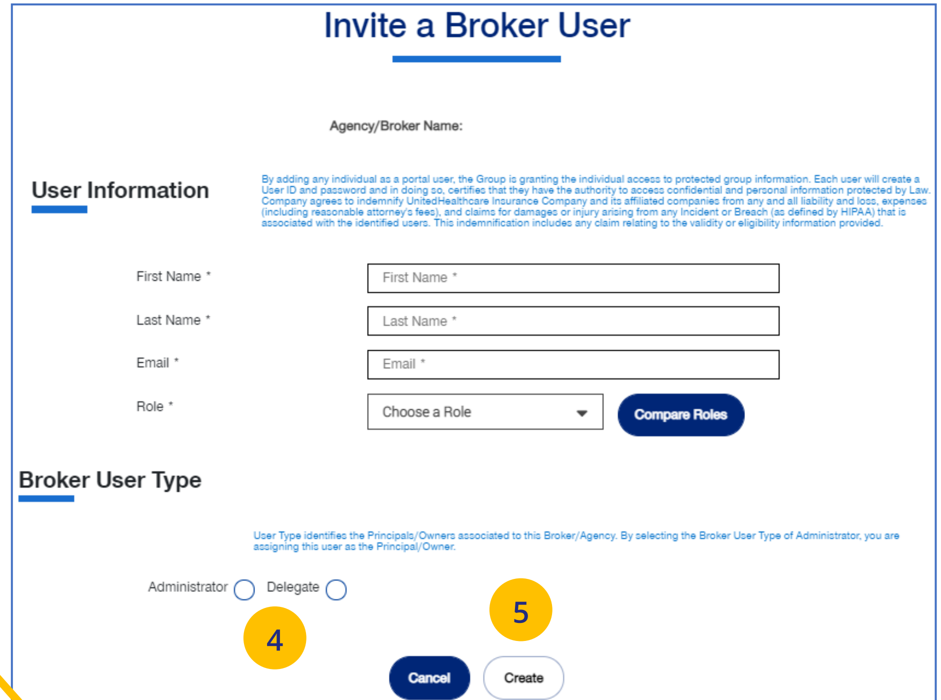
Click here to go an **Appendix** at the end of this document that shows (1) **Broker roles** and permission descriptions, and (2) **Employer roles** and permission descriptions.

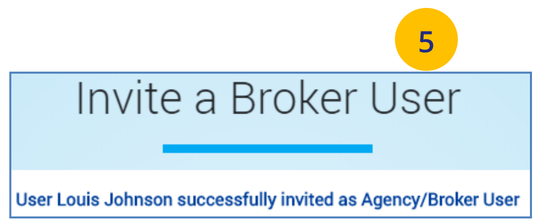


# 4 | Invite User (continued)

4. Indicate whether the invitee is an **Administrator** or a **Delegate** within United eServices. Only the agency/principal owner should be an Administrator. All other agency employees should be a delegate.
5. Click **Create**. A message indicates that your invitation has been successful.



## 4 | Manage User

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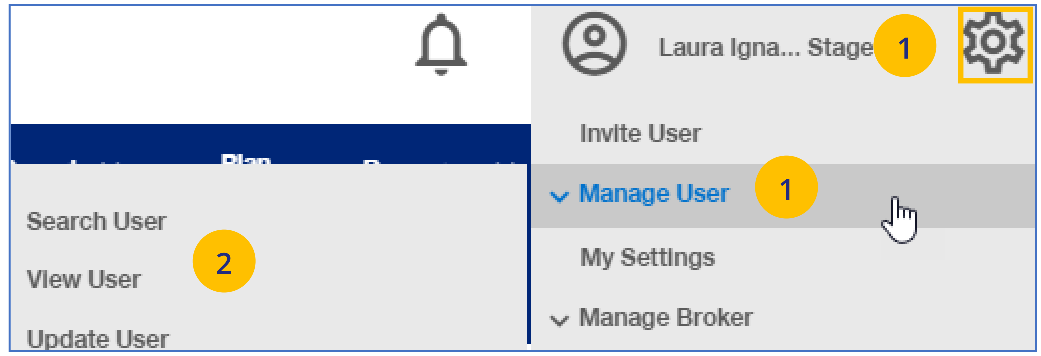
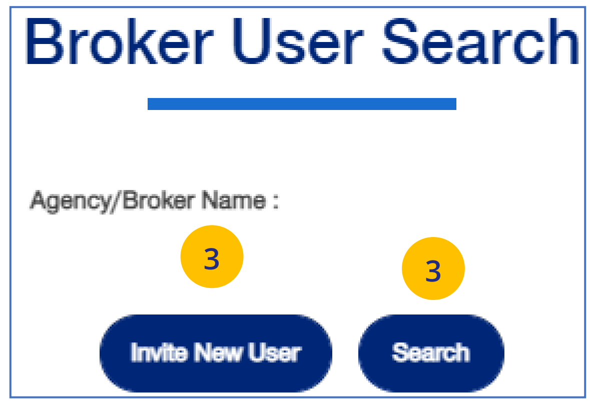
To search for and select a specific user to view or update user information, follow the steps below:

1. Click the **gear icon** and select **Manage User**. You will have three options:
   - **Search User** – You can search for a user or invite a new user (if you have that capability)
   - **View User** – You can search for a user or invite a new user (if you have that capability)
   - **Update User** – You can search for a user or invite a new user (if you have that capability)
2. Select one of the options to display the **Broker User Search** screen.
3. You have two options:
   - Click **Search**. The search results will display with the list of users.
   - Click **Invite New User**. The **Invite a Broker User** screen displays. Complete the information and click **Create**.



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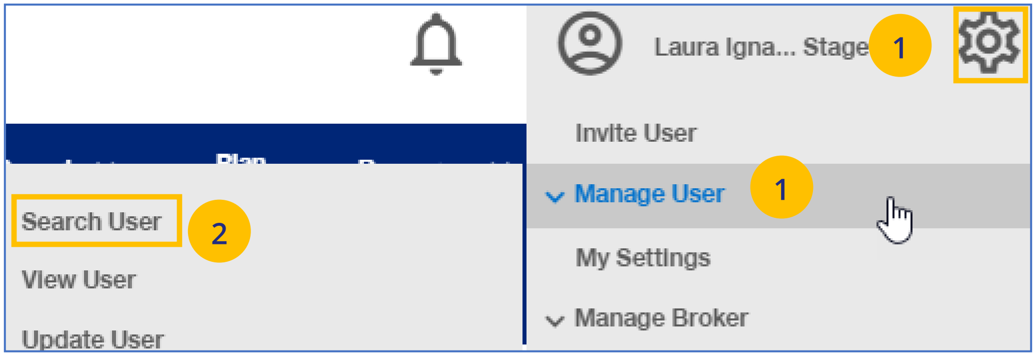
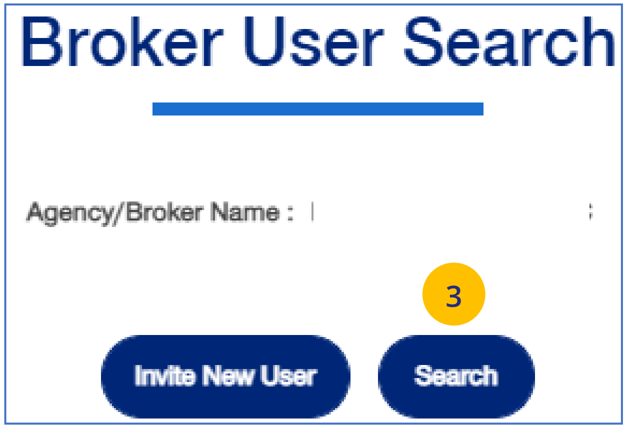
# 4 | Re-Invite a User

To re-invite a specific user to view or update user information, follow the steps below:

1. Click the **gear icon** and select **Manage User**.
2. Select **Search User**.
3. Click the **Search** button.

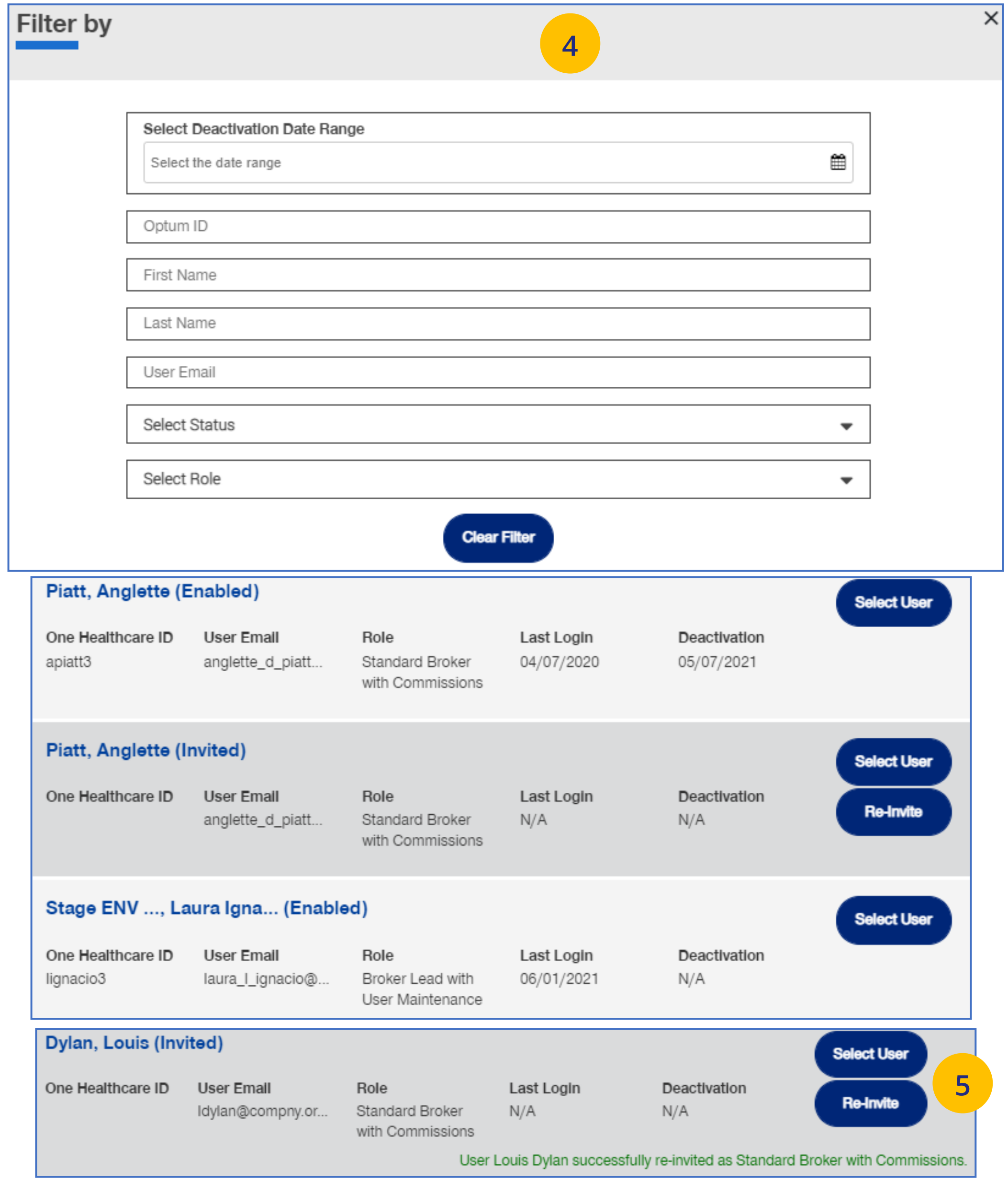


# 4 | Re-Invite a User (continued)

To re-invite a specific user to view or update user information, follow the steps below:

4. In the **Filter by** area, click the plus sign to expand the filter fields. Search for the user you need using the filter fields
5. Click on **Re-Invite**. A message displays indicating the “re-invite” was successful. The user will receive a new invitation email.



# 4 | My Settings

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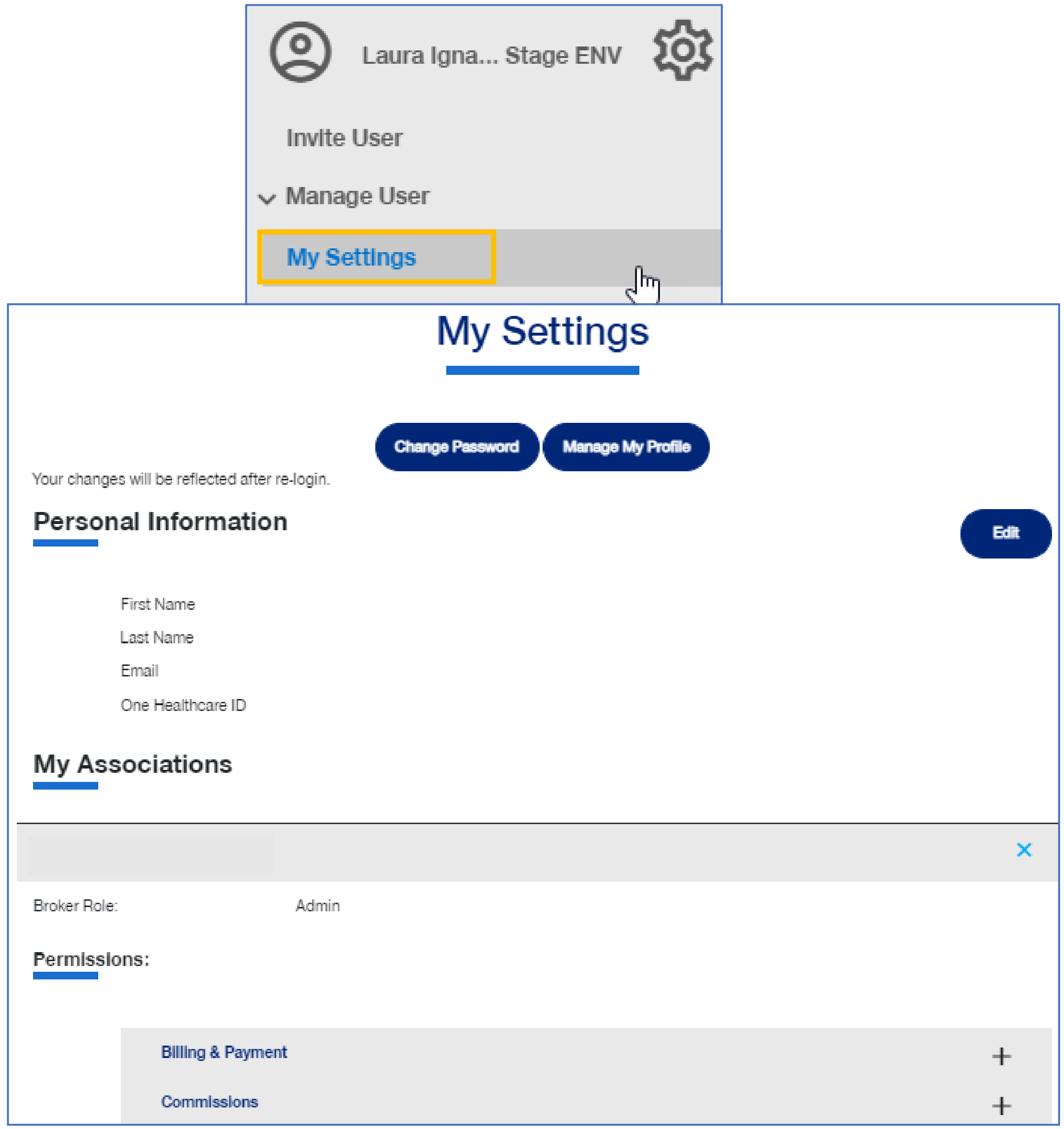
The **My Settings** page can be used to do the following:

- **Change Password**
- **Manage My Profile** – Manage your One Healthcare ID. **See more information on the next page.**
- **Personal Information** – View details or edit personal information.
- **My Associations –** Broker associations and specific permissions.
- **Platforms/Tools**
- **Contact Information –** Broker Contact information is shown with ability to edit (update).
- **Addresses –** Shows mailing addresses and telephone numbers.



# 4 | Manage Broker

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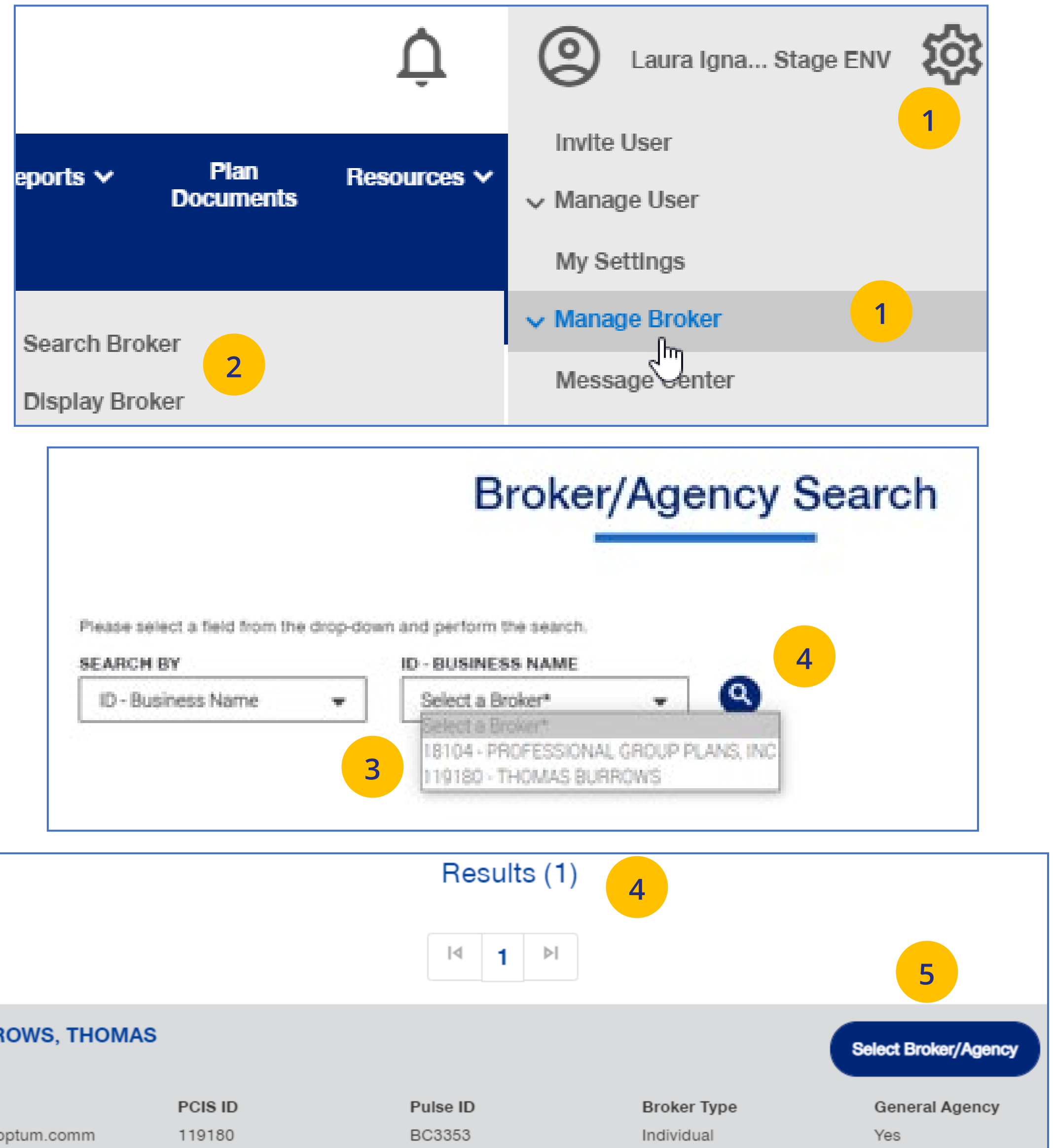
To search for a Broker, follow the steps below:

1. Click the **gear icon** and select **Manage Broker**.
2. Select either **Search Broker** or **Display Broker**. The Broker/Agency Search screen displays.
3. Select the broker from the dropdown.
4. Click the **Search** icon. The search results will be shown. Scroll down to see all the results.
5. Click **Select Broker/Agency** for the broker information you need. The **View Broker/Agency** screen displays with information on the broker.



# 4 | Manage Broker (continued)

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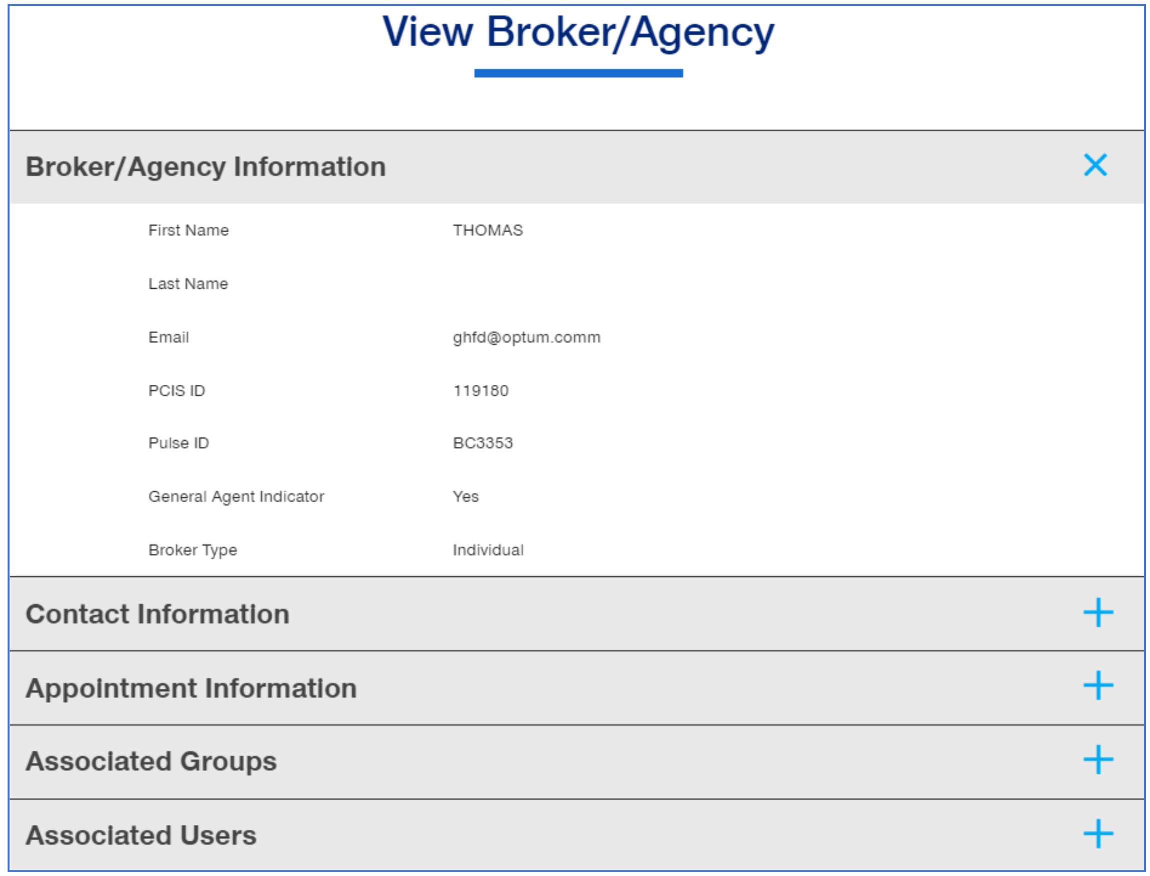
**Note:** When you view detailed information for a specific Broker, information will be shown in the following sections:

- **Broker/Agency Information** – Shows details on the broker
- **Contact Information** – Broker Contact information is shown with ability to edit (update). **See more information on the next page.**
- **Appointment Information** – Shows list of appointments.
- **Associated Groups** – Shows groups associated with the broker.
- **Associated Users** – Shows users associated with the broker.



# 4 | Manage My Profile

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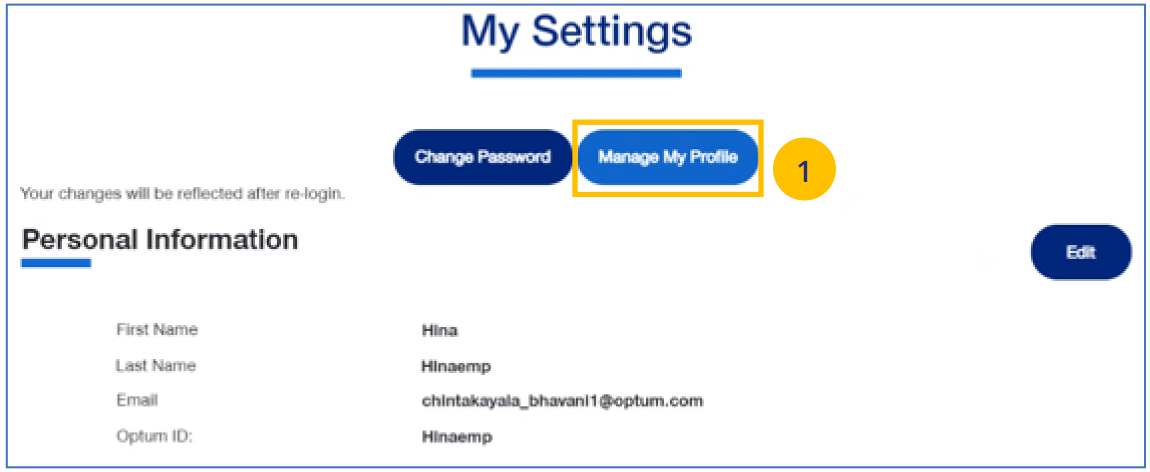
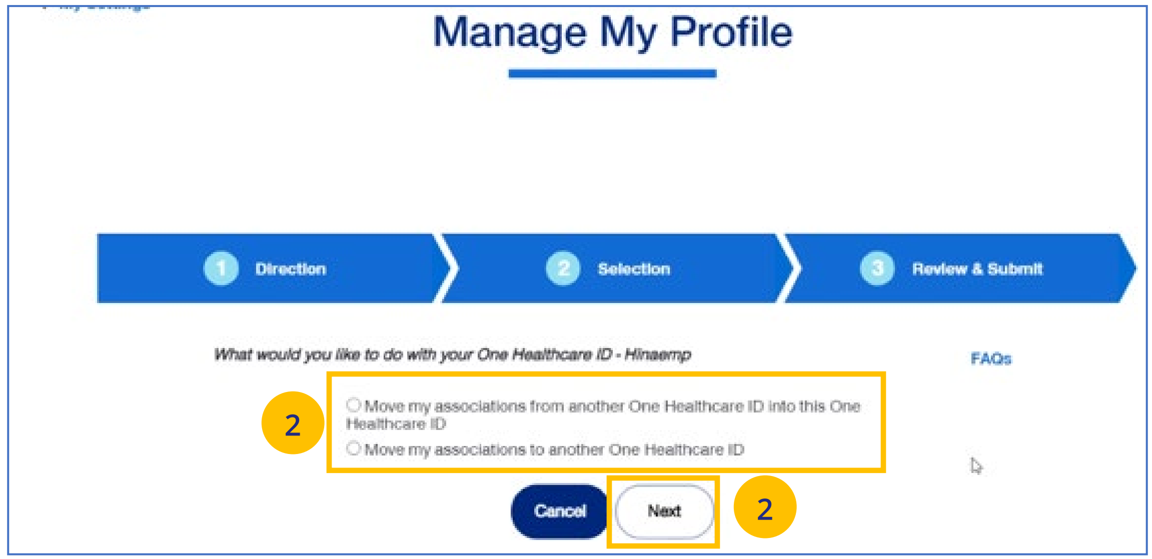
To manage your One Healthcare IDs or to move Associations, follow the steps below:

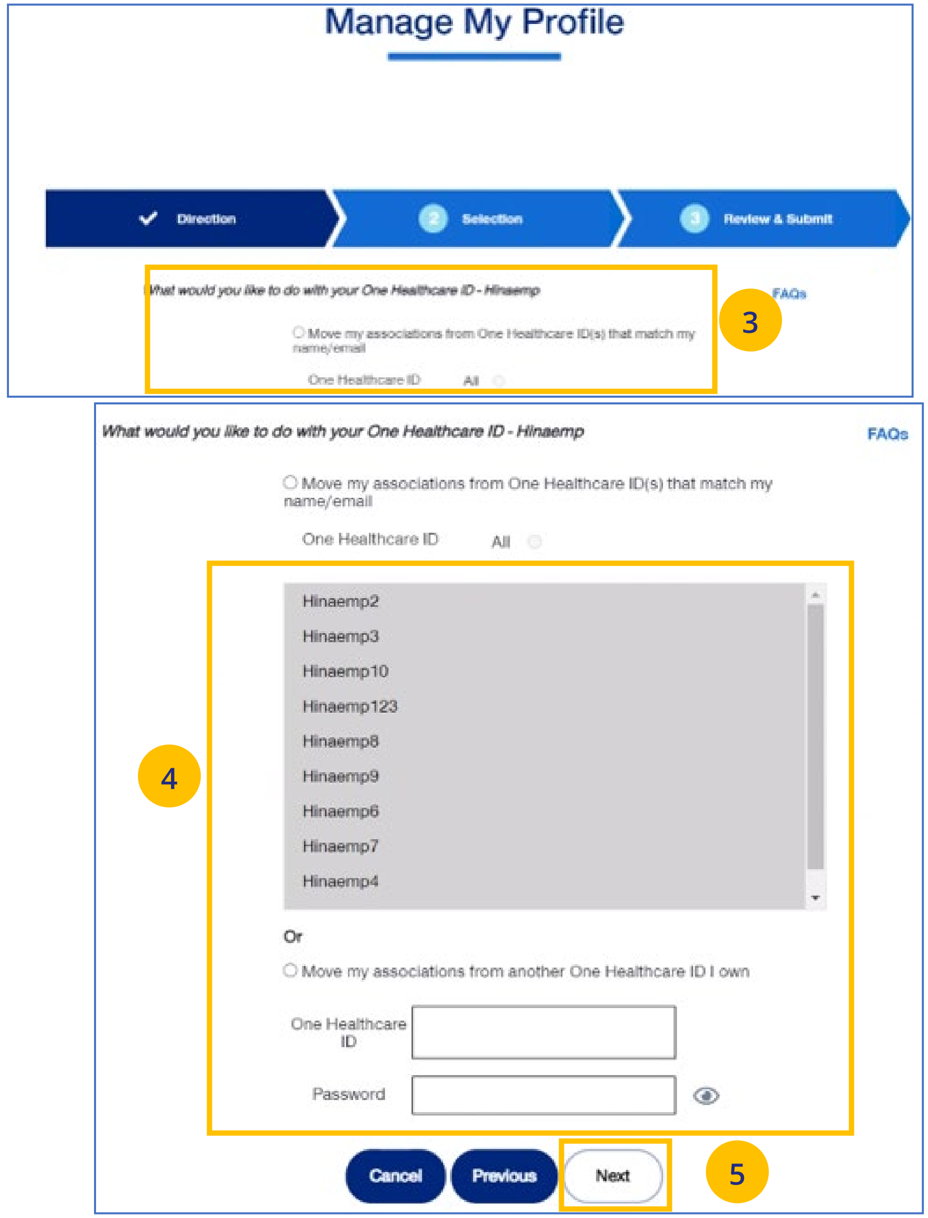
**Note:** Click [here](#) for FAQs related to this topic.

1. Click the **Manage My Profile** button.
2. You have the option to move associations from another ID to your logged-in ID, or to another ID from your this logged-in ID. Select the button that indicates what you want to do and click **Next**.



3. **Move Associations**: Choose one or more existing IDs that match their name and email, **or** manually enter the ID/password for another ID.
4. **Move Associations**: This page shows the list of associations under the ID chosen on the previous page. User will submit and get the success message.
5. Click **Next**.



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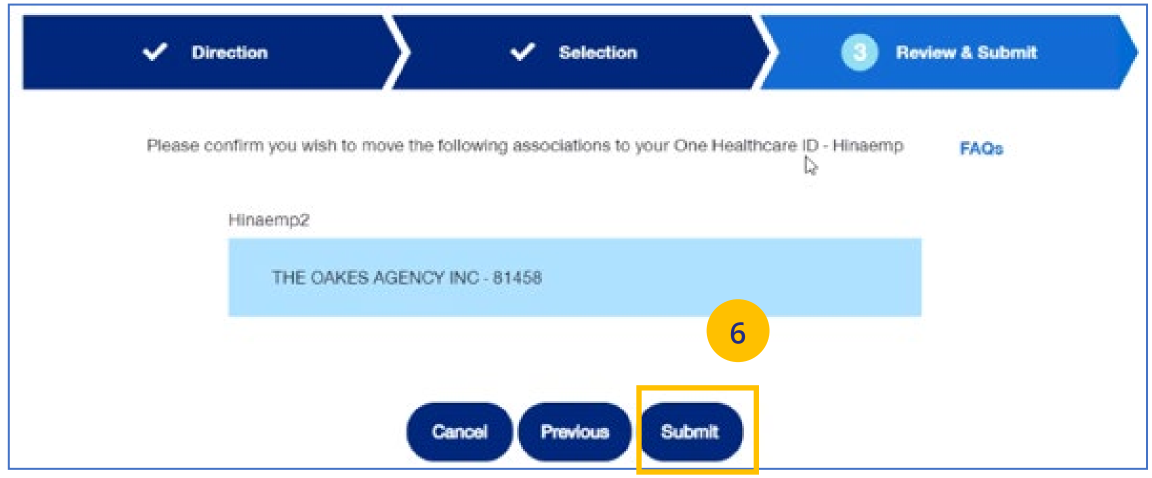
6. Click **Submit**. A success message displays.
7. Click the **Log off** button and log back in.

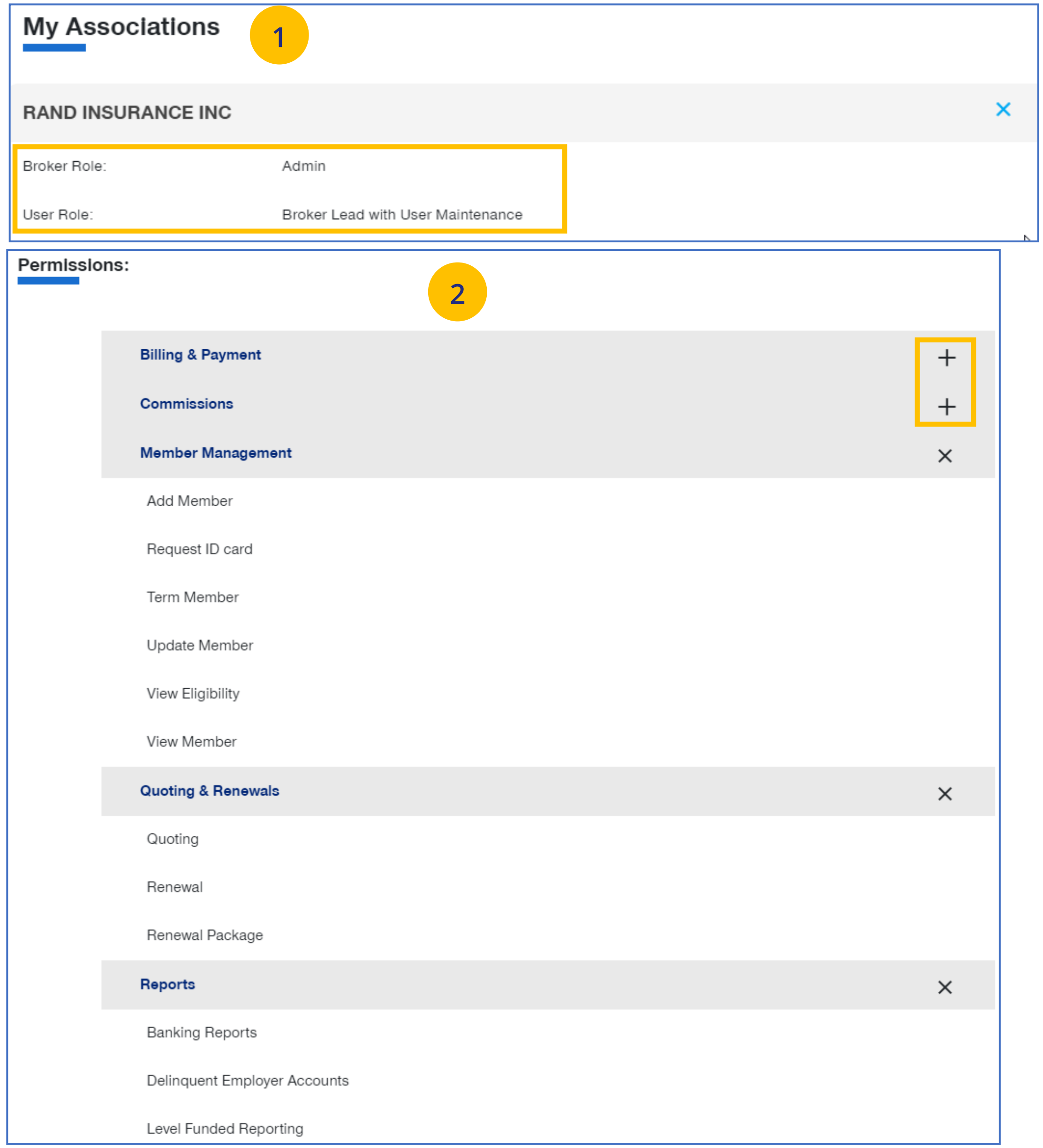



# 4 | Roles and Permissions (My Associations)

You can use **My Settings** to view your specific roles and permissions and to view what information you have access to in uhceservices.

1. Under **My Settings**, scroll down to the **My Associations** section. You will see your specific **Broker Role** (Admin or Delegate) and your **User Role**.
2. Scroll down to **Permissions** to view all the tasks you can perform in uhceservices.
    - Click the plus sign + to expand the category to view specific permissions within that category.

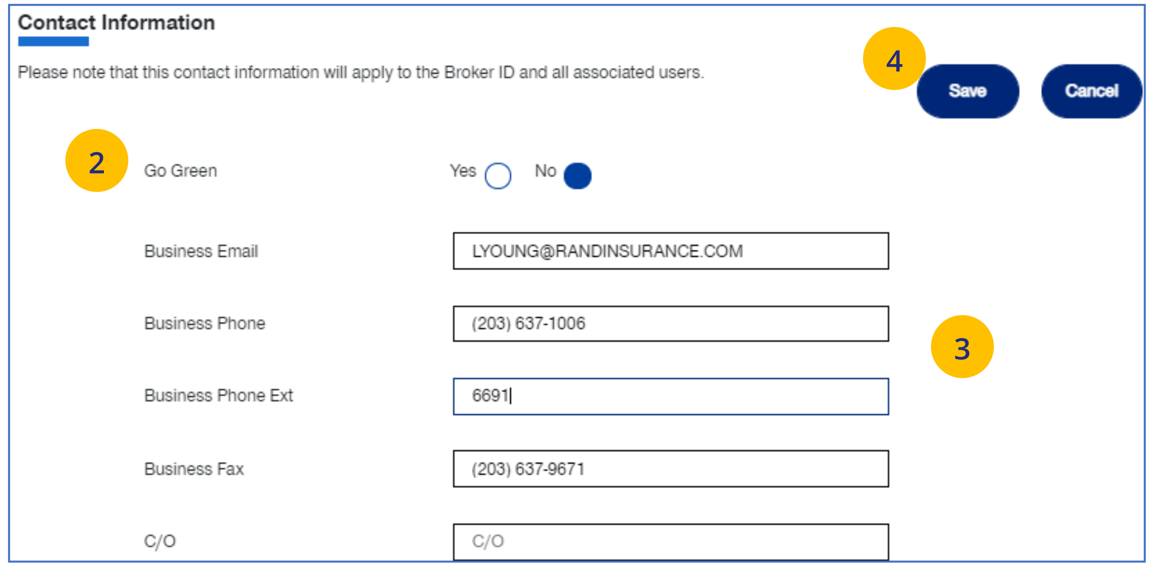
**Note: Requesting Change to User Role (Permissions):** If you need to perform a task or tasks that you do not have permission to perform, work with your Agency Administrator of call 1-866-764-7736.



# 4 | View and Update Broker Contact Information

To update broker contact information, follow the steps below:

1. Click the **Edit** button in the **Contact Information** section to display the Contact Information screens.
2. In the **Go Green** field:
   - Click **Yes** if you want the renewals you are updating for the broker accessible in online form only (paper renewals will no longer be sent).
     **Note:** Only a **Broker Admin** can update the **Go Green** indicator.
   - Click **No** if you want the information in paper form.
3. Enter information in any of the fields with the boxes.
4. Click **Save.** The following message will be shown: **"Updates have been submitted successfully. Your changes may not be reflected immediately."**

# 4 | Message Center

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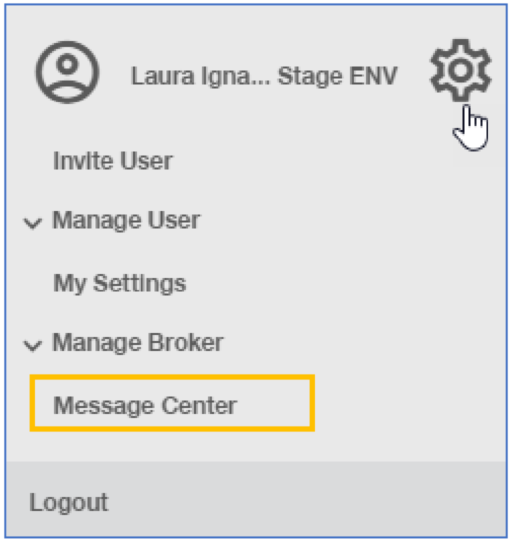
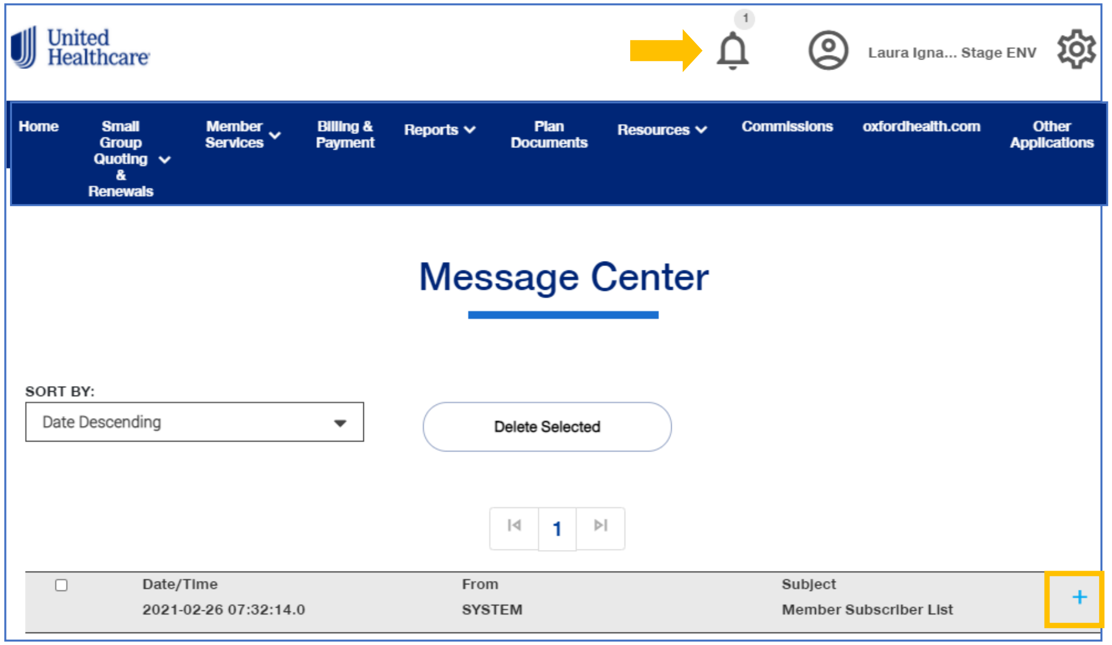
The **Message Center** displays messages and links to reports that have been generated.

The bell icon at the top of the screen indicates the number of new messages or reports you have in the Message Center.

**Note: To open a message in the Message Center**, click the Plus sign and click the link to the report or message.



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## 5 | Group Selection

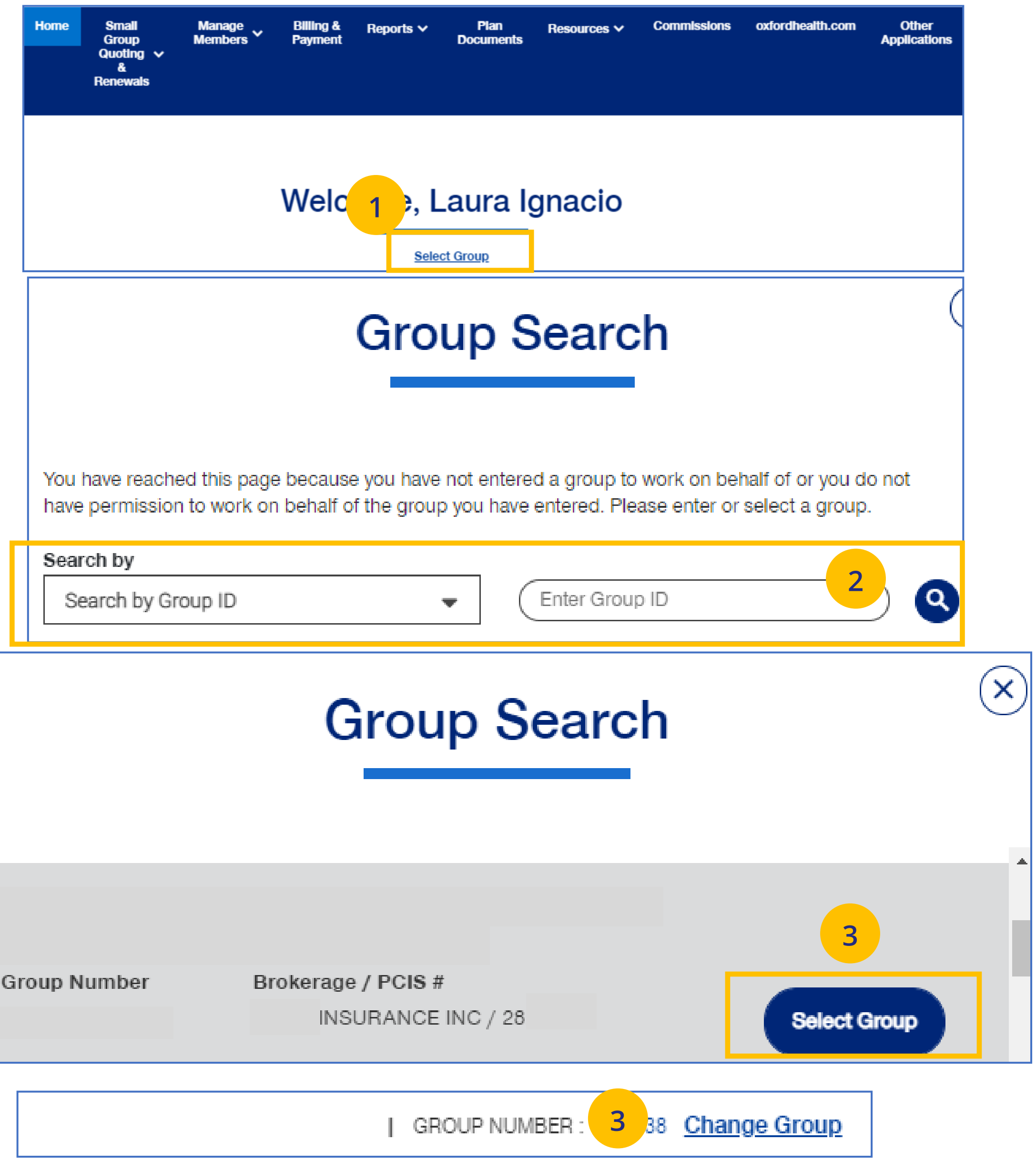
To select a group from the Home page:

1. Click the **Select Group** link. The **Group Search** screen displays.
2. Enter the **Group ID** number and click the **Search** icon . The **Search Results** display.
3. Click **Select Group**. The group will show as your default group on the Home page.
   **Note:** You can click the **Last Viewed** box to view the five most recent groups that you have displayed. The current group you searched for will be at the top.

**NOTE: Change Group** – Once a group number is selected, it will remain on the Home page until you change it. To change to a different group, click the Change Group link. Repeat steps 2 and 3 above to select your new group. (UnitedHealthcare employees have access to all groups).

**NOTE: PEO (Professional Employer Organization) Groups** – For PEO Groups, a **Select Child Group** link will display. Click this link to select the Child Group needed**. See step-by-step procedures on the following page.**

**NOTE: Level Funding Groups** – If the group you are searching for is on the **All Savers** platform, there will be a link to view the group on myallsavers.com.



# 5 | Group Selection: PEO Groups

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For PEO (Professional Employer Organization) groups, a **Select Child Group** link will display after you have selected the **Parent Group**. Follow the steps below to display **Child Group** information.

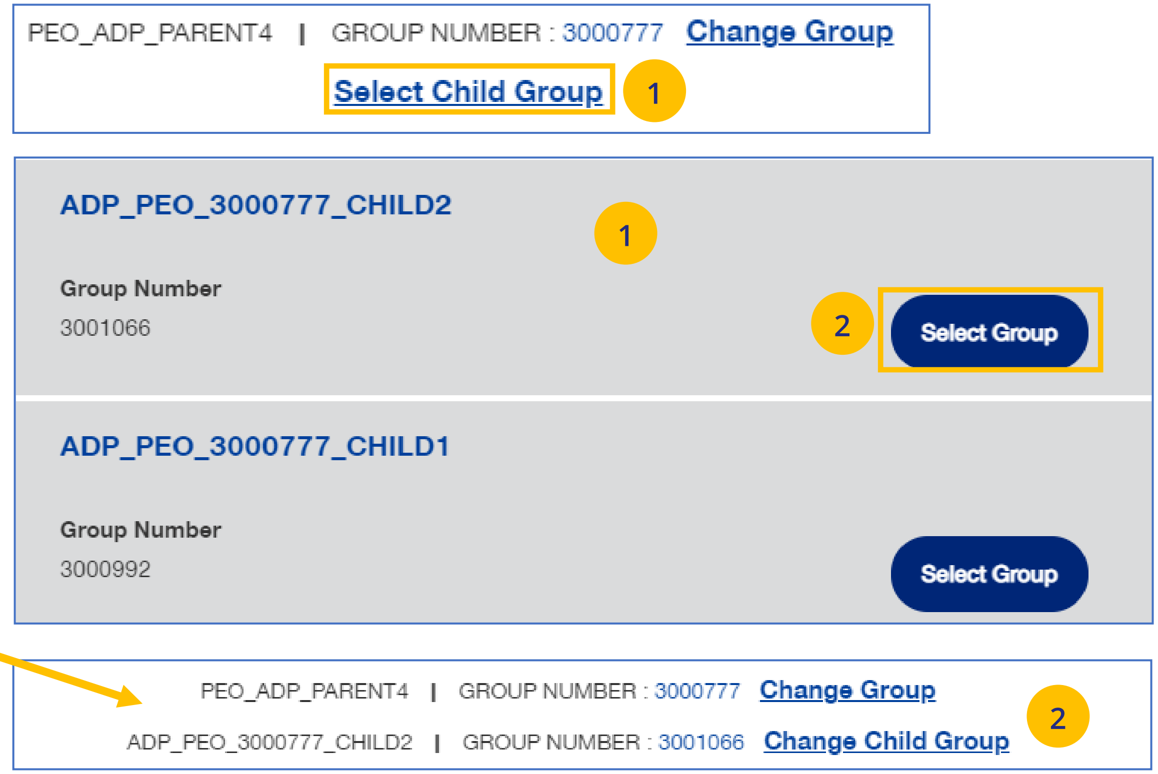
**Note**: PEO Groups do not apply to **UnitedHealthcare HMO**.

1. When you select a **PEO Group**, **the Select Child Group** link displays under the **Parent Group** name and number. Click **Select Child Group.** The **Child Group Names** and **Group Numbers** will be shown.

   **Note:** A Parent Group can have one or mire Child Groups.

2. Find the **Child Group** you need and click **Select Group.** The Parent Group and **Child Group** information will both show as your defaults Groups on the home page.

**Note:** You can click **Change Child Group** and select another child group if more than one are available. To display another group, you must click **Change Group** instead of **Change Child Group**.



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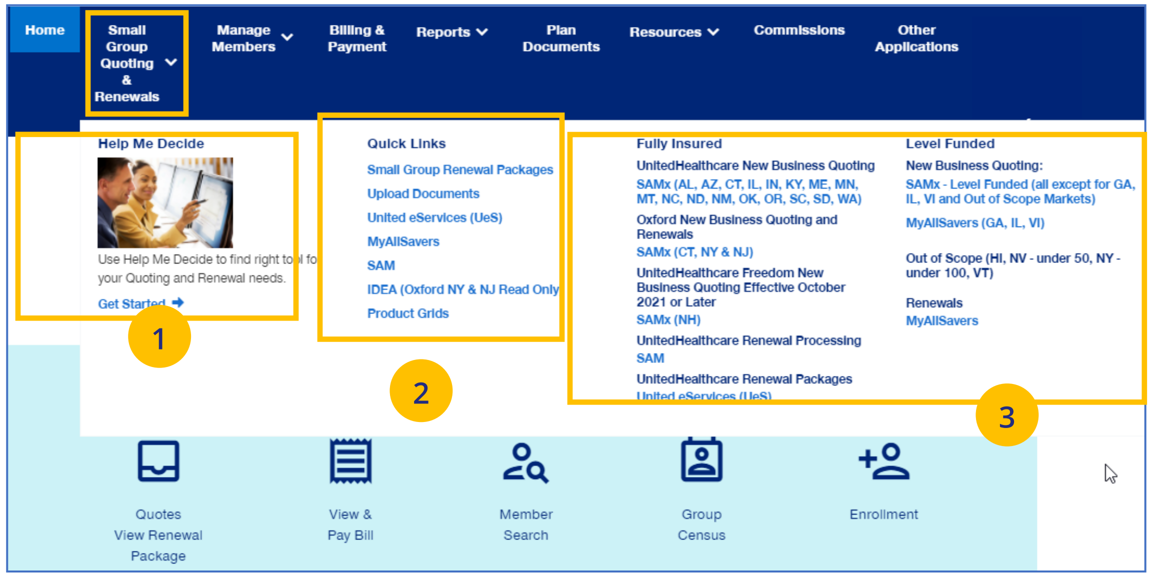
# 6 | Small Group Quoting & Renewals

The **Small Group Quoting & Renewals** tab will direct you to the correct quoting/enrolling and renewal tool, depending on funding, market, etc. Other common tools are provided under Quick Links.

1. **Help Me Decide** allows you to answer questions that will help you select the right tool for your Quote or Renewal.
2. **Quick Links** provides access to the following:
   - Small Group Renewal Packages
   - Upload Documents
   - United eServices (UeS)
   - MyAllSavers
   - SAM (Oxford CT Read Only)
   - IDEA (Oxford NY & NJ Read Only)
   - Product Grids
3. **Small Group Quoting and Renewal** provides links to quoting and enrolling (for Fully Insured and Level Funded) in the following applications:
   - SAMx
   - SAM
   - MyAllSavers



# 6 | Help Me Decide

The **Help Me Decide** link allows you to answer questions that will help you select the right tool for your Quote or Renewal.

To do this, follow the steps below.

1. Click the **Small Group Quoting & Renewals** tab. The **Small Group Quoting & Renewal** screen displays.
2. Under **Help Me Decide**, click **Get Started**. The **Help Me Decide** screen displays.

# 6 | Help Me Decide (continued)

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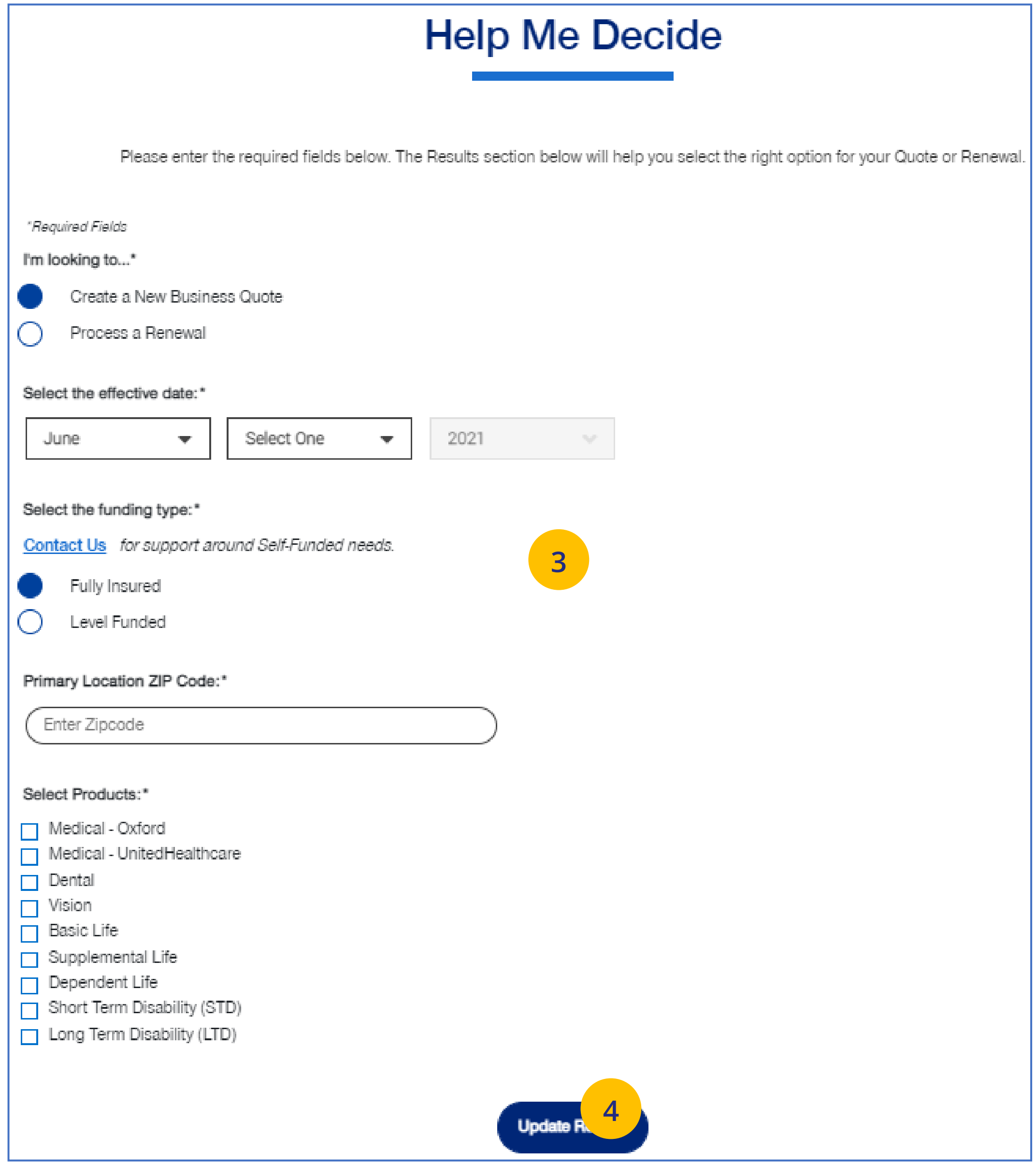
3. Enter the information to narrow your options. Required fields are indicated by an asterisk.

   **Note**: The **Products** listed will change depending whether you select **Create the New Business Quote** or **Process a Renewal.**

4. Click **Update Results**. The **Results** screen displays with a link to the request that fit the criteria you entered.



5. Click the link to go to the application to complete your task.

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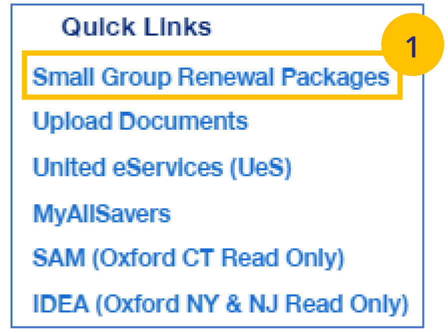
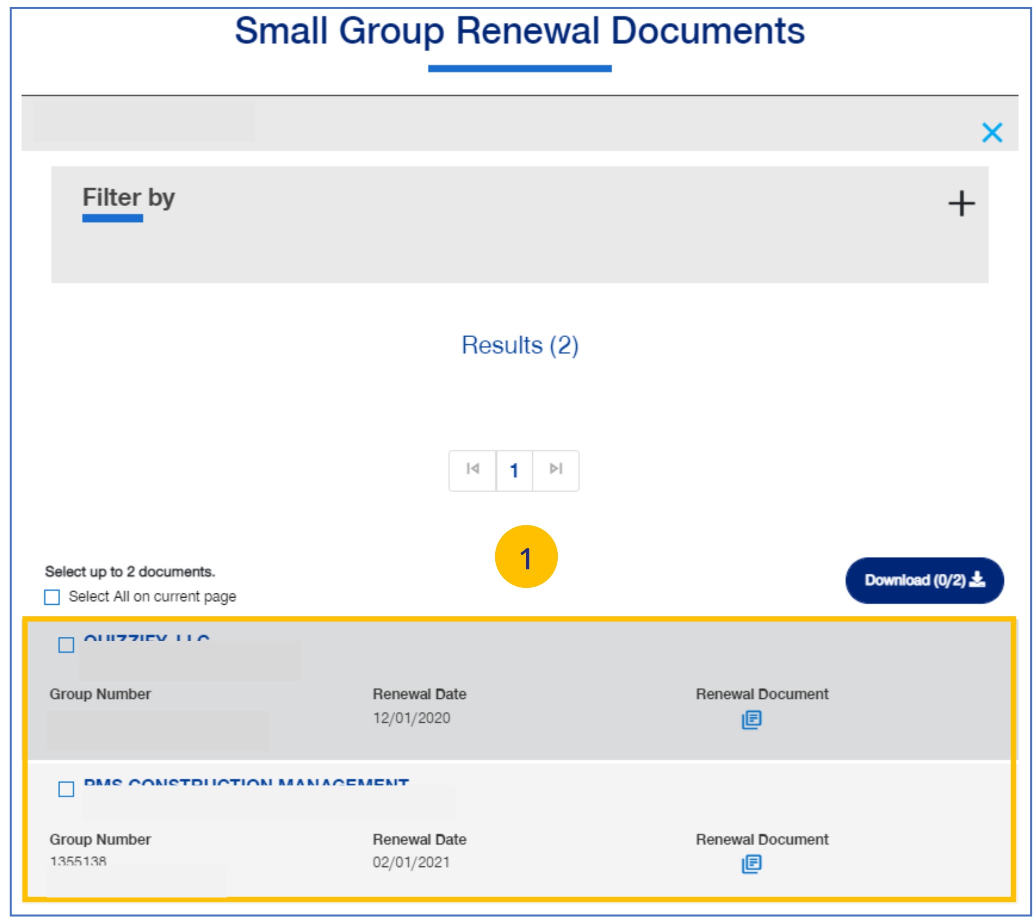
# 6 | Quick Links: Small Group Renewal Packages

The **Small Group Renewal Packages** link is used to view the renewal documents for groups or brokers.

1. Click **Small Group Renewal Packages**. The **Small Group Renewal Documents** screen displays with the groups listed. You can scroll down to view all the groups.

**Note:** General Agents will see groups eligible for renewal 75 days before the group's renewal date. Non-General Agent brokers will see groups eligible for renewal 72 days before the group's renewal date. Employers will see groups eligible for renewal 60 days before the group's renewal date.

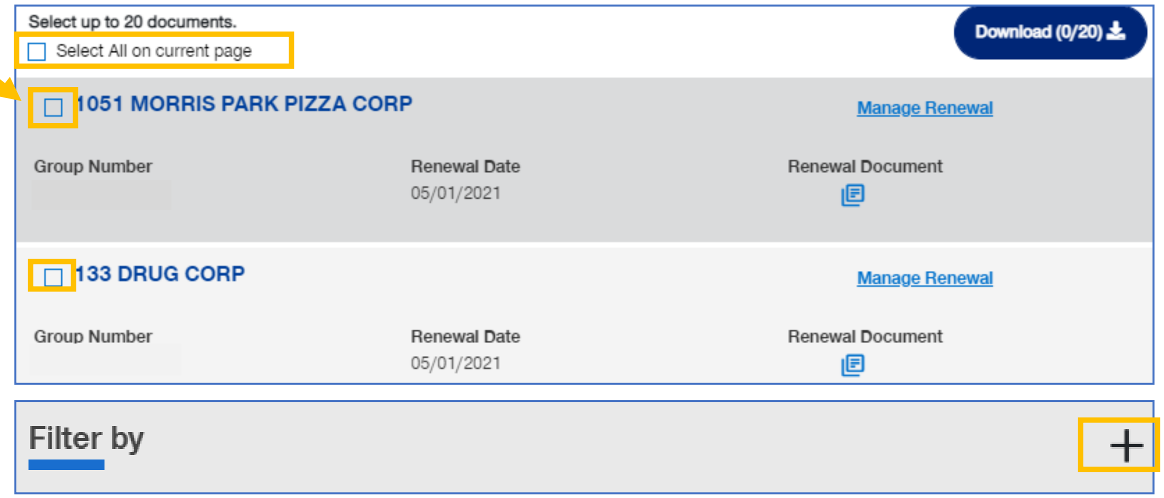


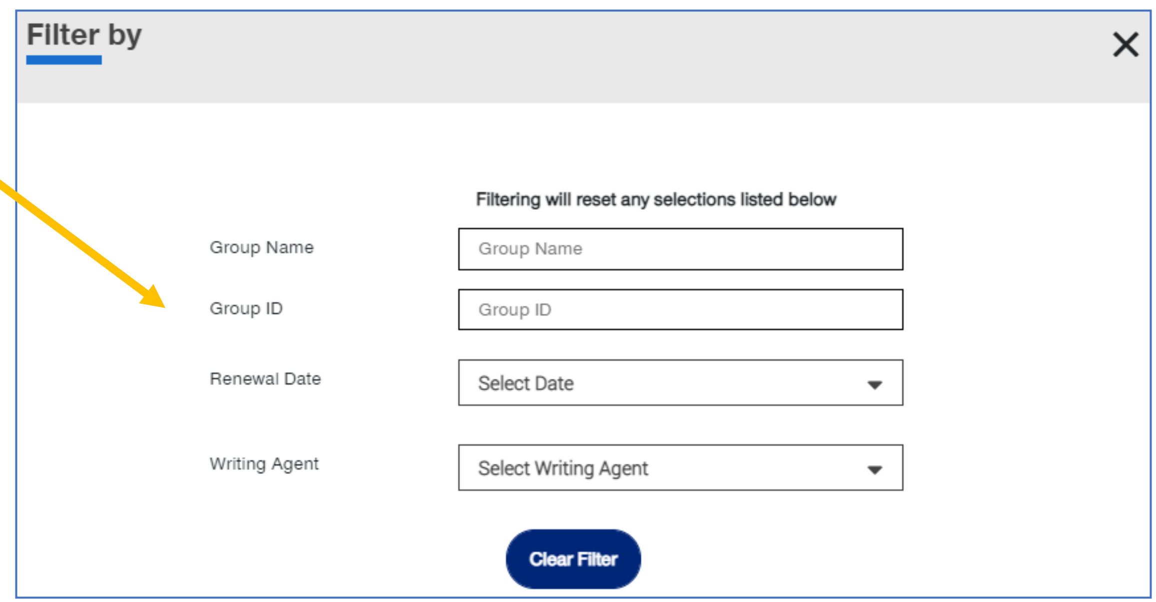



# 6 | Quick Links: Small Group Renewal Packages (continued)

**Note: Multiple Packages** – When you search by **Broker ID**, multiple packages can return. Place a checkmark in the boxes for the renewal documents you need to view. You can also put a checkmark in the “Select” box at the top of the window to view all the renewal documents shown on the page. There is a limit of 20 groups per page. You must upload the groups listed on one page at a time.

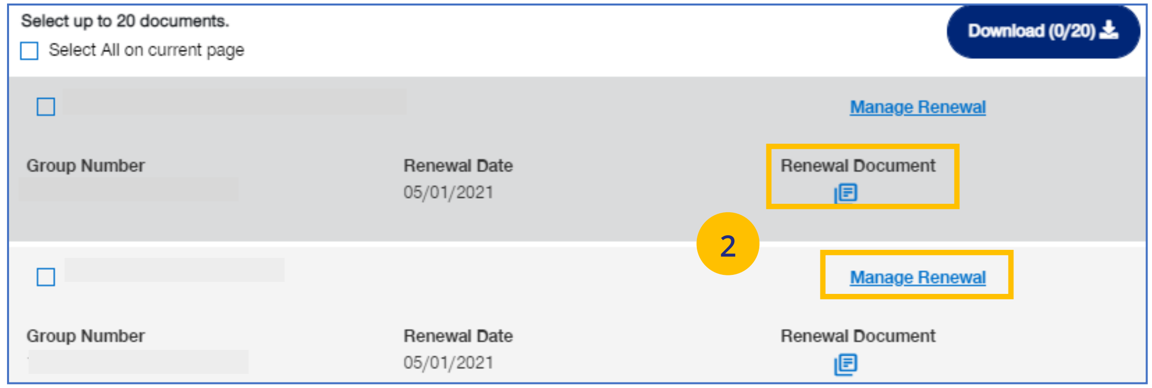
**Note: Filter Results** - You can also “filter” the results to narrow the groups you have listed. Using filters is recommended for agencies with many renewals. Click on the Plus sign in the Filter by area. You can filter by **Group Name**, **Group ID**, **Renewal Date** or **Writing Agent.**

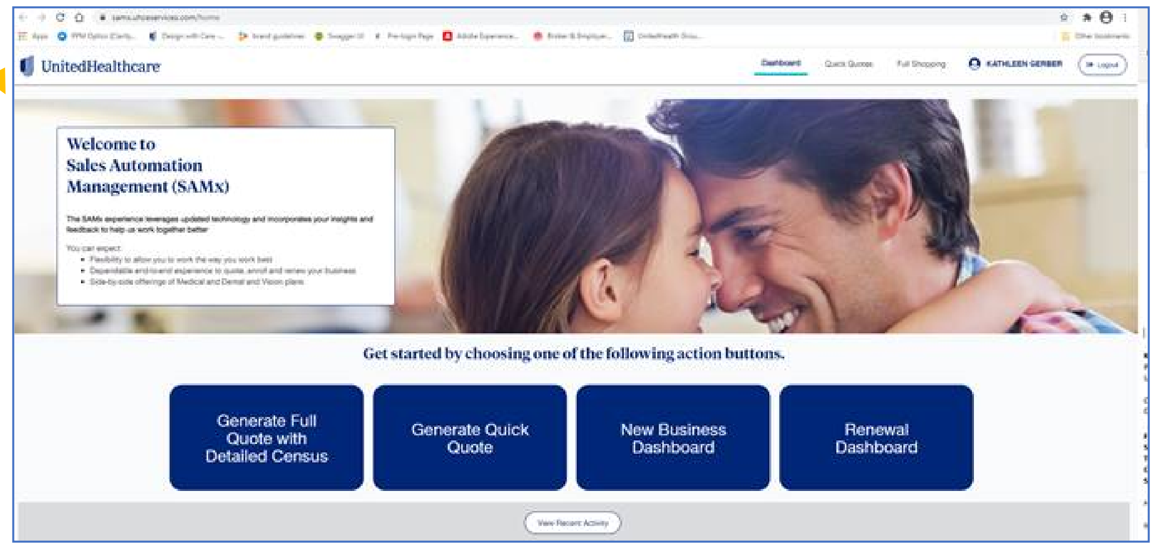


2. You can click on the **Renewal Document** link to display the document **or** click the **Manage Renewals** link. When you click the **Manage Renewals** link, you will be directed to SAMx.

**Note:** You will not find the renewal package in SAMx. You will find information on the renewal and you can also run a new quote in SAMx.



# 6 | Quick Links: Upload Documents

The **Upload Documents** tab allows you to select and upload a specific document. **This only applies if you have permission to upload documents.**

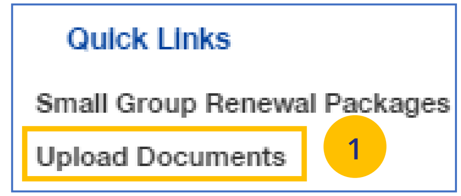
**Note**: **Upload Documents** is not applicable to **UnitedHealthcare HMO**.

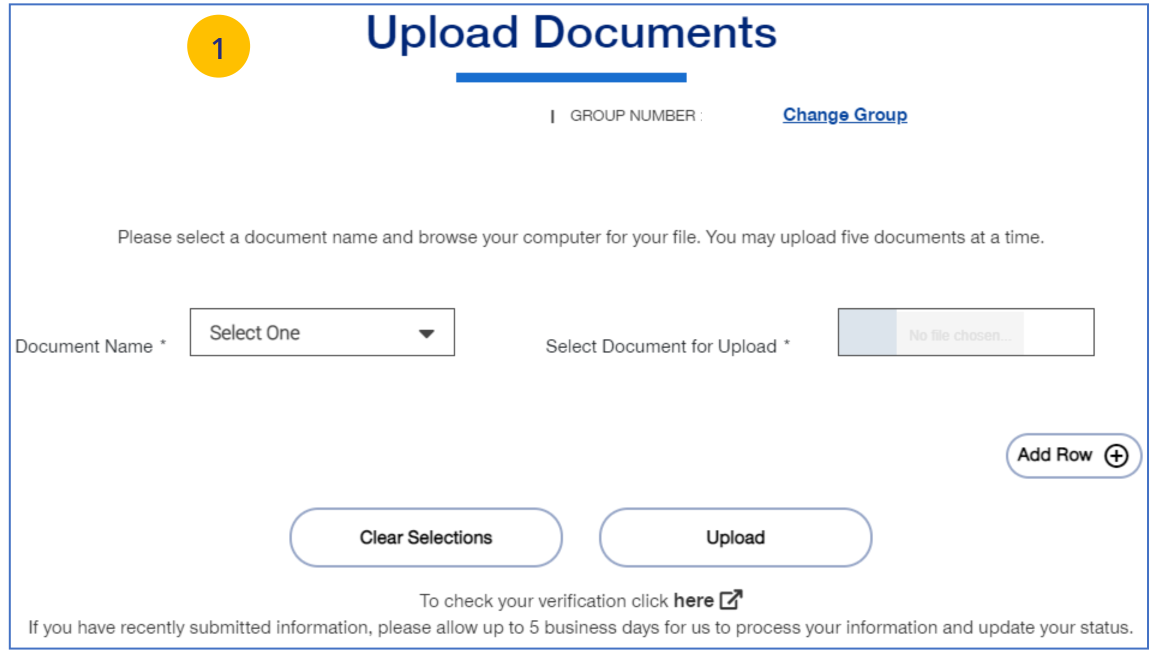
**Note:** Access to **Upload Documents** is available only to users with the following roles:

- Internal Portal Admin
- Internal Risk Management
- Internal SAMx Admin
- Internal Service
- Internal Underwriting
- Internal Sales
- Employer Lead
- Employer User
- Broker Lead with User Maintenance
- Standard Broker without Commissions
- Broker View Only
- Standard Broker with Commissions

**Note:** If you have not entered a Group Number previously, you will be asked to search for and find your Group prior to selecting the document to upload.

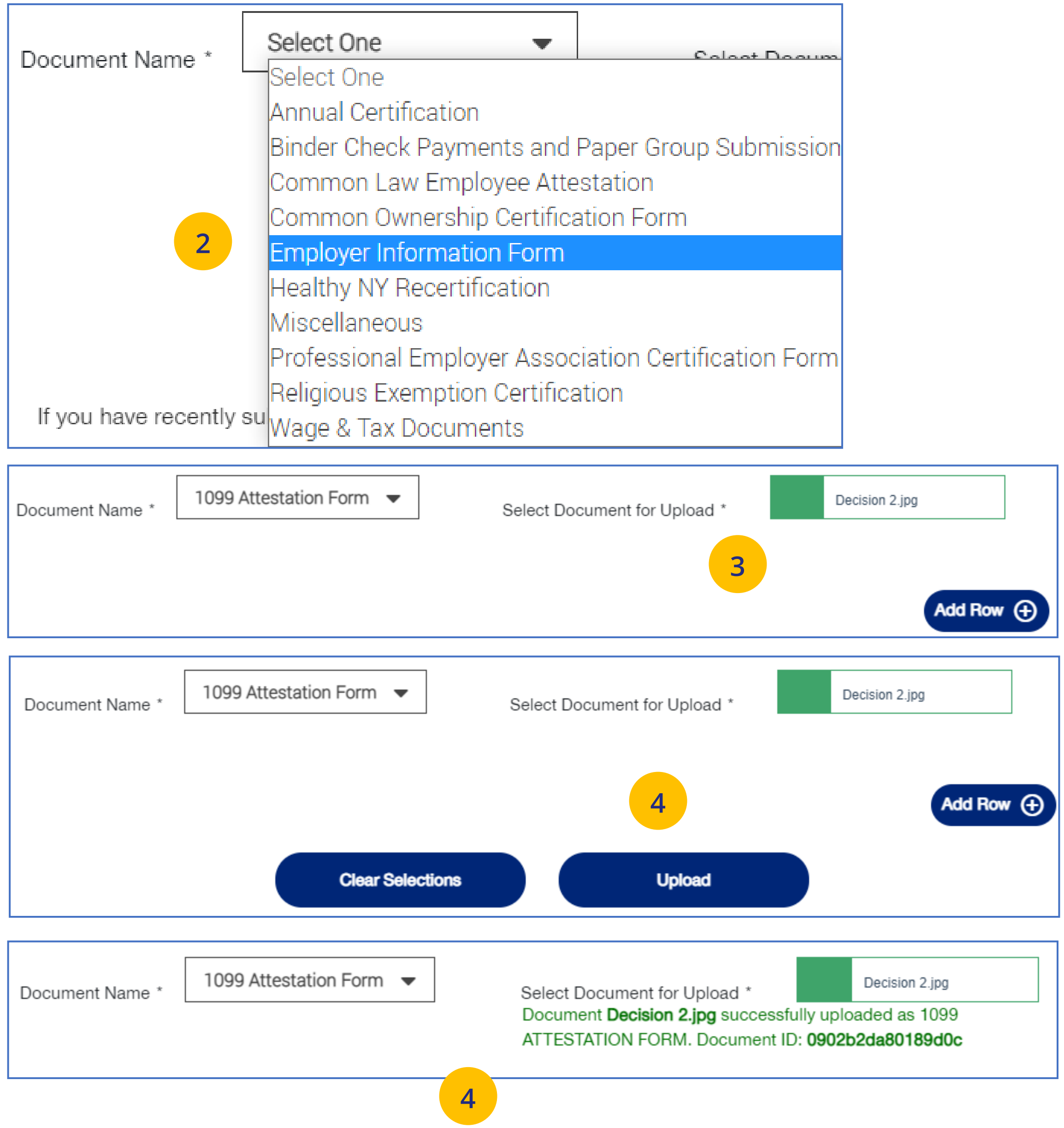
1. Click the **Upload Documents** link. The **Upload Documents** screen displays.



# 6 | Quick Links: Upload Documents (continued)

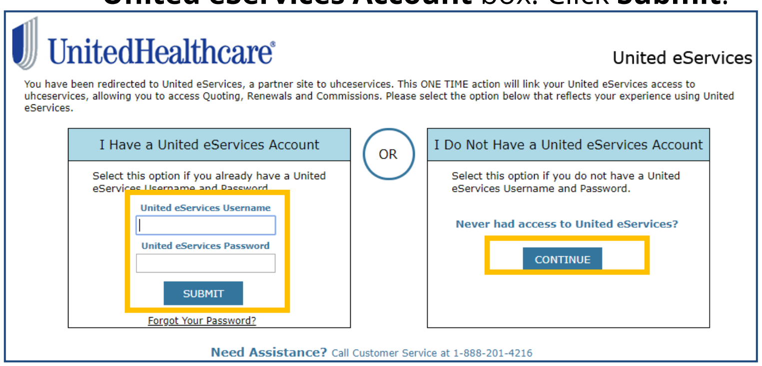
2. Use the **Document Name** drop-down to select the document you need to upload.
3. Click the **Select Document for Upload** box and attach the document for upload. Repeat this if needed by clicking **Add Row**. You can upload up to five documents at one time.
4. Click **Upload**. A "successfully uploaded" confirmation message will display.

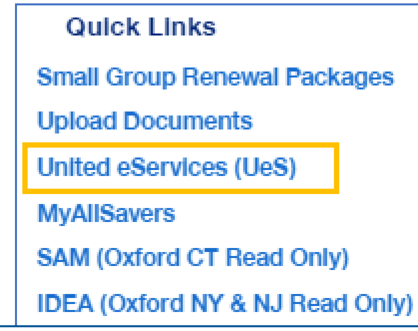


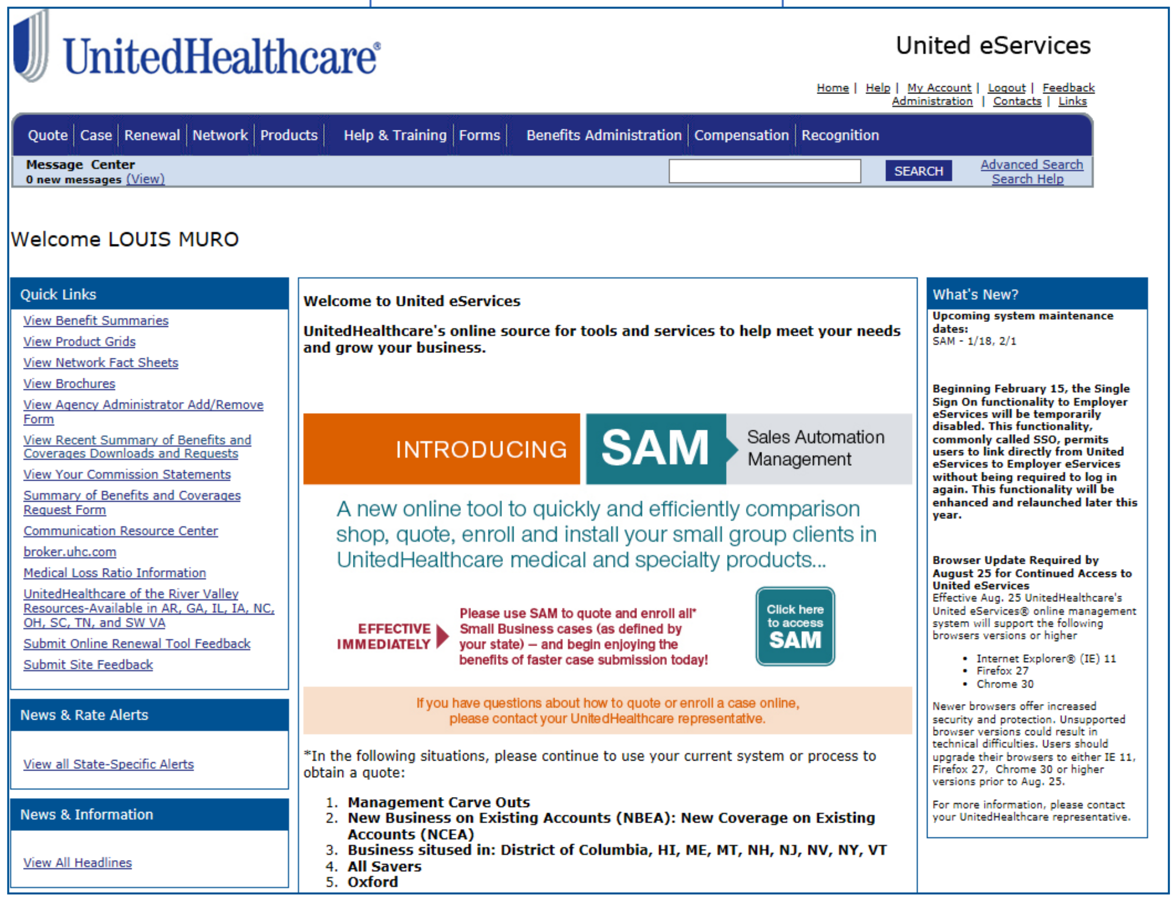
When you click the **United eServices (UeS)** link, you will be taken to the **United eServices** home page.

**Note: First Time Access to UeS for Brokers:**

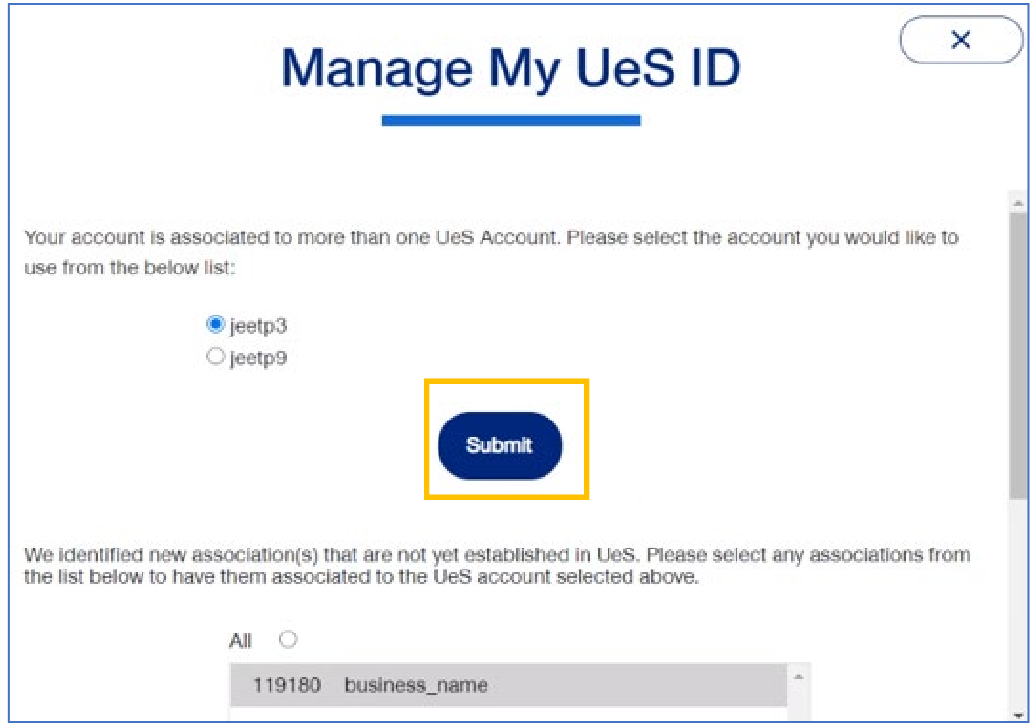
- **If you are not registered with United eServices**, click the **Continue** button in the **I Do Not Have a United eServices Account** box. You will then be directed to the home page. After your first access, you will go to the SAM automatically.
- **If you already have a UeS Username and Passwod,** enter information in the **I Have a United eServices Account** box. Click **Submit**.



**Note: Manage My UeS ID** – If your UeS account is associated to more than one account, a pop-up screen displays asking you to select the account you want to use. Select the account you need or select All. Then click **Submit**.



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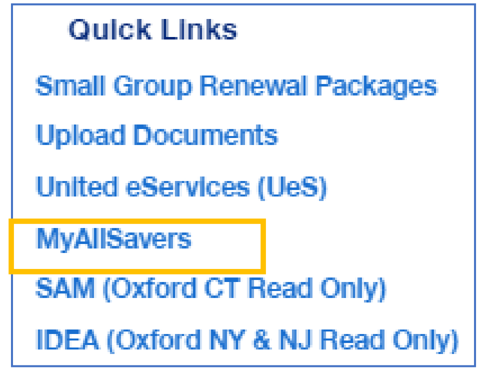
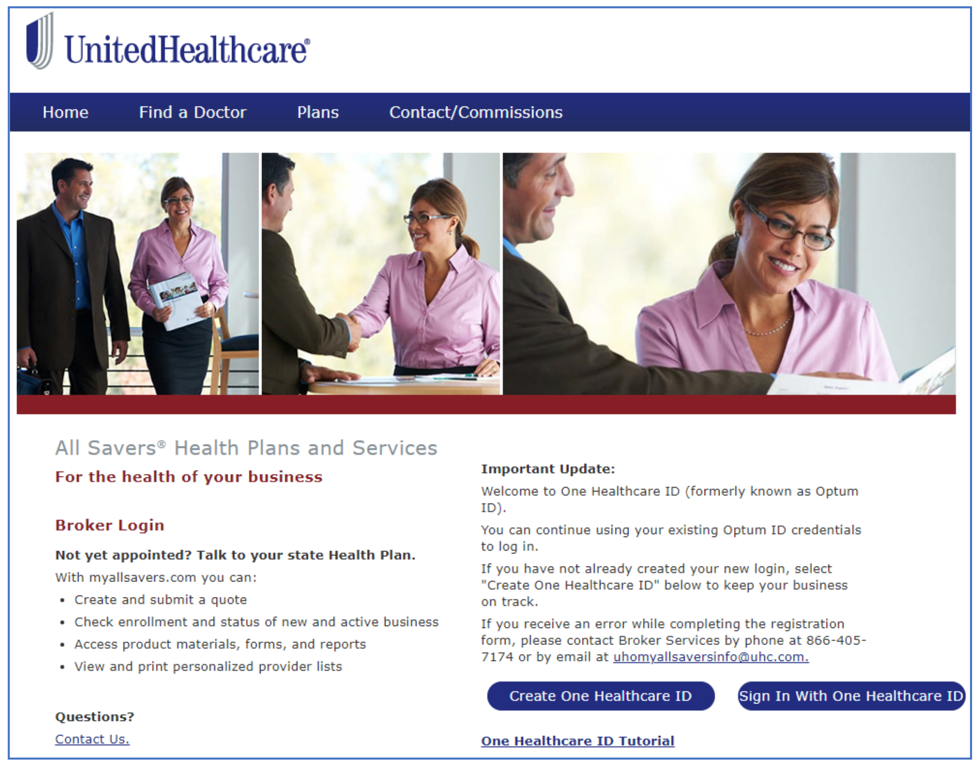
# 6 | Quick Links: MyAllSavers (Level Funded)

When you click the **MyAllSavers** link, the **All Savers Health Plans and Services** page displays. This is used for all who have Level Funded groups on All Savers.

**Note: First Time Access** – When you click the **Level Funded** tab the first time, you will have to complete a registration form to link your One Healthcare ID with uhcesservices.com and myallsavers.com. Once you do this you will enjoy the benefits of single sign-on.



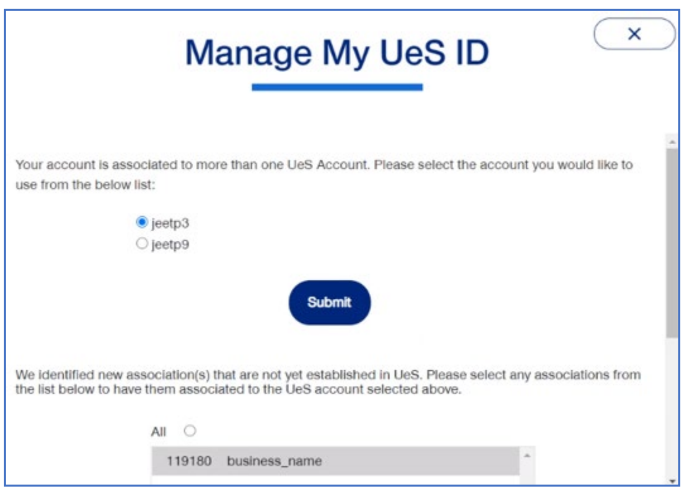



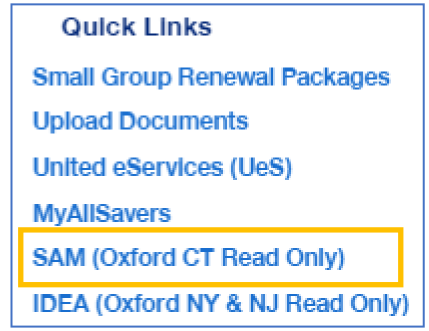
# 6 | Quick Links: SAM

The **SAM** link allows you to sign on and access United eServices (UeS) to go into the SAM (Sales Automation Management) application.

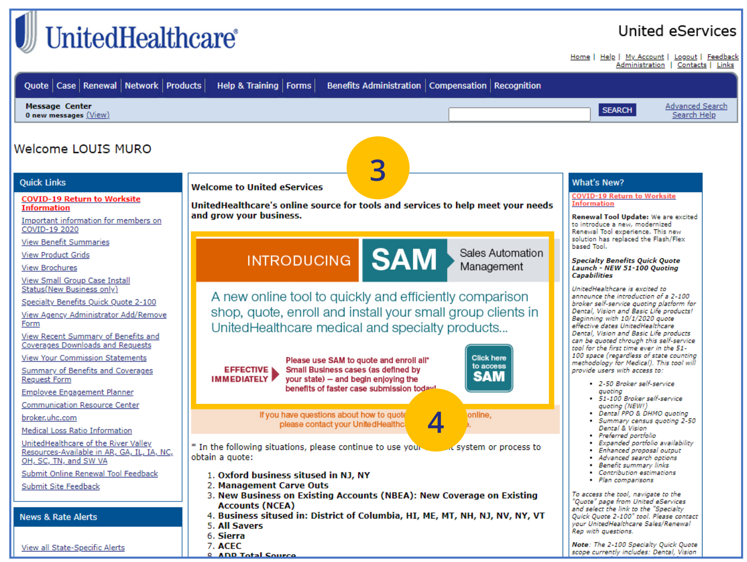
1. Click the **SAM** link. The **United eServices** sign on screen displays.
2. Enter your UeS **Username** and **Password**.
3. Click **Submit**. The UeS Home Page displays.
4. Click on the **SAM** button to access SAM.

   **Note: Manage My UeS ID** – If your UeS account is associated to more than one account, a pop-up screen displays asking you to select the account you want to use. Select the account you need or select All. Then click **Submit**.



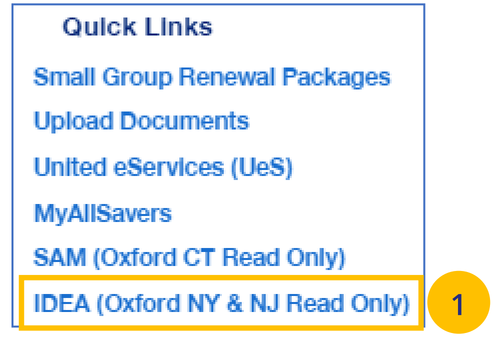




# 6 | Quick Links: IDEA

The **IDEA** allows you to sign on and access the UnitedHealthcare Oxford application.

1. Click the **IDEA** link. The **UnitedHealthcare Oxford** home page displays.
2. Click the **Login** button. Log in using your One Healthcare ID.

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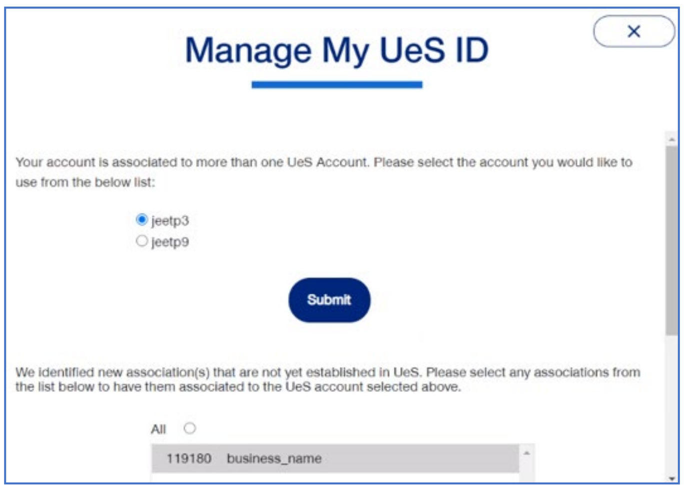
# 6 | Quick Links: Product Grids

The **Product Grids** link allows you to access UeS to view marketing materials used at the state level that show available products and other related materials.

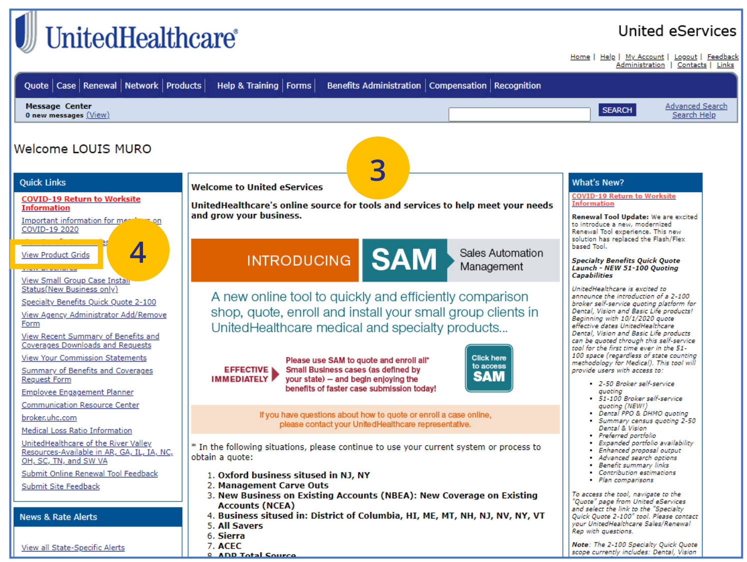
1. Click the **Product Grids** link. The **United eServices** sign on screen displays.
2. Enter your UeS **Username** and **Password**.
3. Click **Submit**. The UeS Home Page displays.

   **Note: Manage My UeS ID –** If your UeS account is associated to more than one account, a pop-up screen displays asking you to select the account you want to use. Select the account you need or select All. Then click **Submit**.




4. Click the **View Product Grids** link on the UeS home page.





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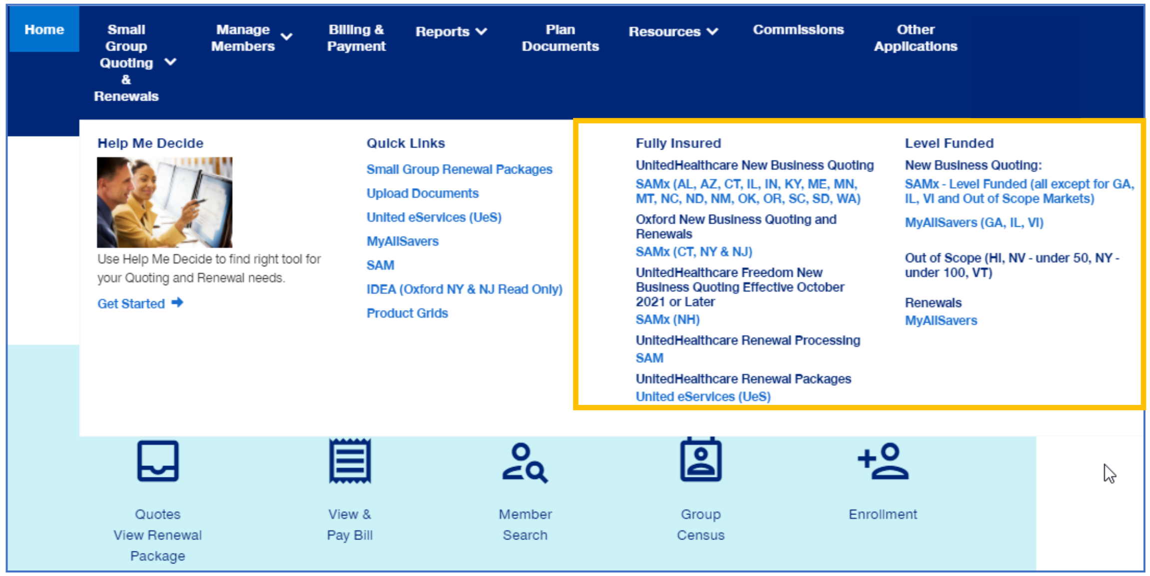
The **Small Group Quoting & Renewal** section directs you to the correct quoting/enrolling and renewal tool, depending on market, funding, etc.



# 7 | Manage Members

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The **Member Services** tab gives you access to the following:

- Member Search
- View Member
- Enroll Member
- Update Member
- Terminate Member
- Request ID Card
- Reinstate Member

# 7 | Member Search

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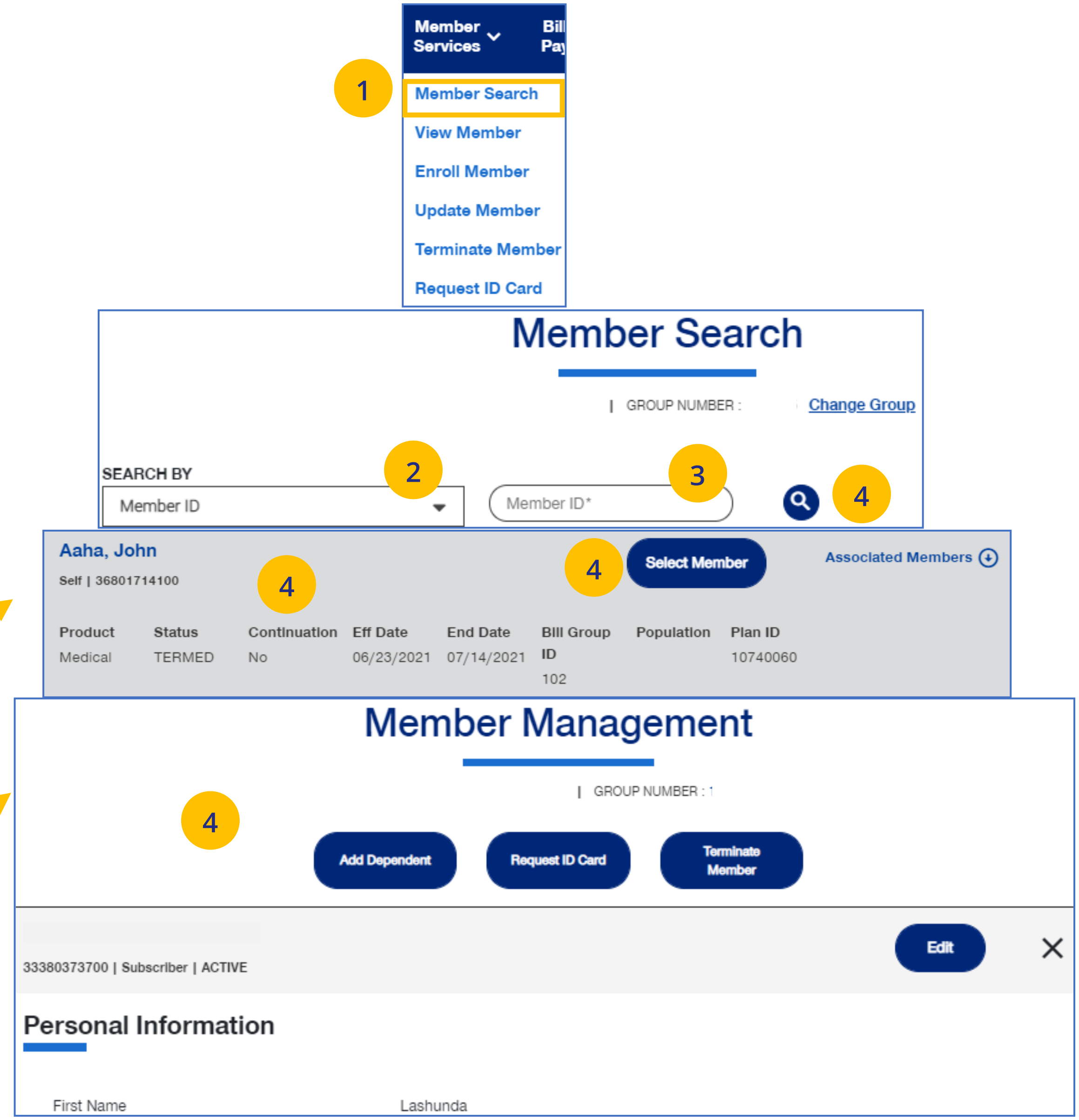
The **Member Search** tab is used to search for a specific member record. You can search for a member using one of the following options:

- Member ID
- First and Last Name
- First Name and Last Four Digits of the Social Security Number (SSN)
- Last Name and Last Four Digits of the SSN

To search for a member:

1. Click the **Member Services** tab and select **Member Search**.
2. Select the search criteria from the **Search By** drop-down.
3. Enter the search criteria.
4. Click the **Search** icon.
    - **If you search using any of the Name options**, the search results will be shown. Click **Select Member**. The **Member Management** screen displays with detailed information on the member.
    - **If you search using Member ID**, the **Member Management** screen displays with detailed information on the member.

**Note:** The **Member Management** screen shows personal, contact and coverage information, including links to Plan Documents (if available).



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# 7 | View Member

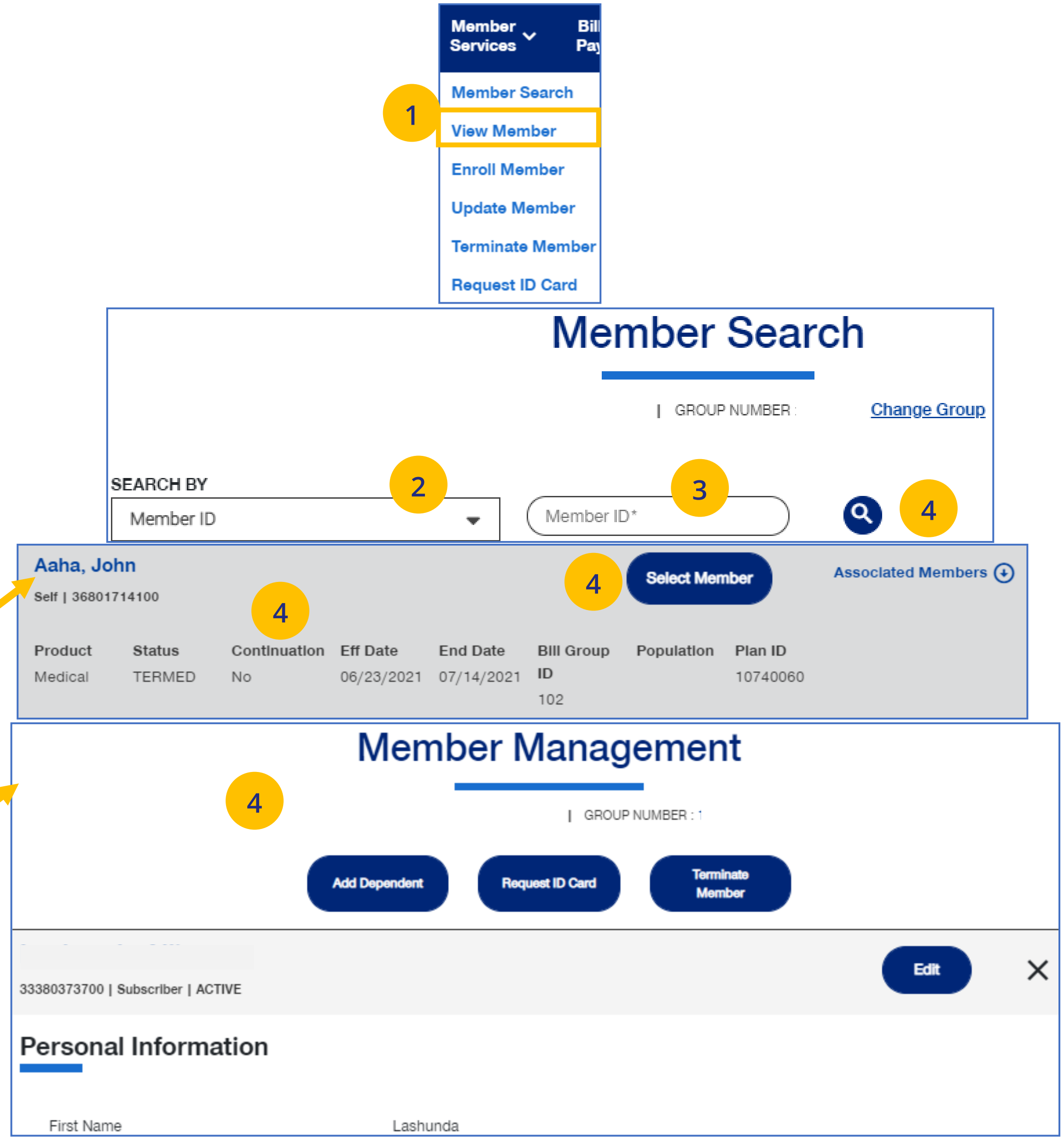
**View Member** is used to search for a specific member record. You can search for a member using one of the following options:

- Member ID
- First and Last Name
- First Name and Last Four Digits of the Social Security Number (SSN)
- Last Name and Last Four Digits of the SSN

To search for a member:

1. Click the **Member Services** tab and select **View Member**.
2. Select the search criteria from the **Search By** drop-down.
3. Enter the search criteria.
4. Click the **Search** icon.
   - **If you search using any of the Name options**, the search results will be shown. Click **Select Member**. The **Member Management** screen displays with detailed information on the member.
   - **If you search using Member ID**, the **Member Management** screen displays with detailed information on the member.

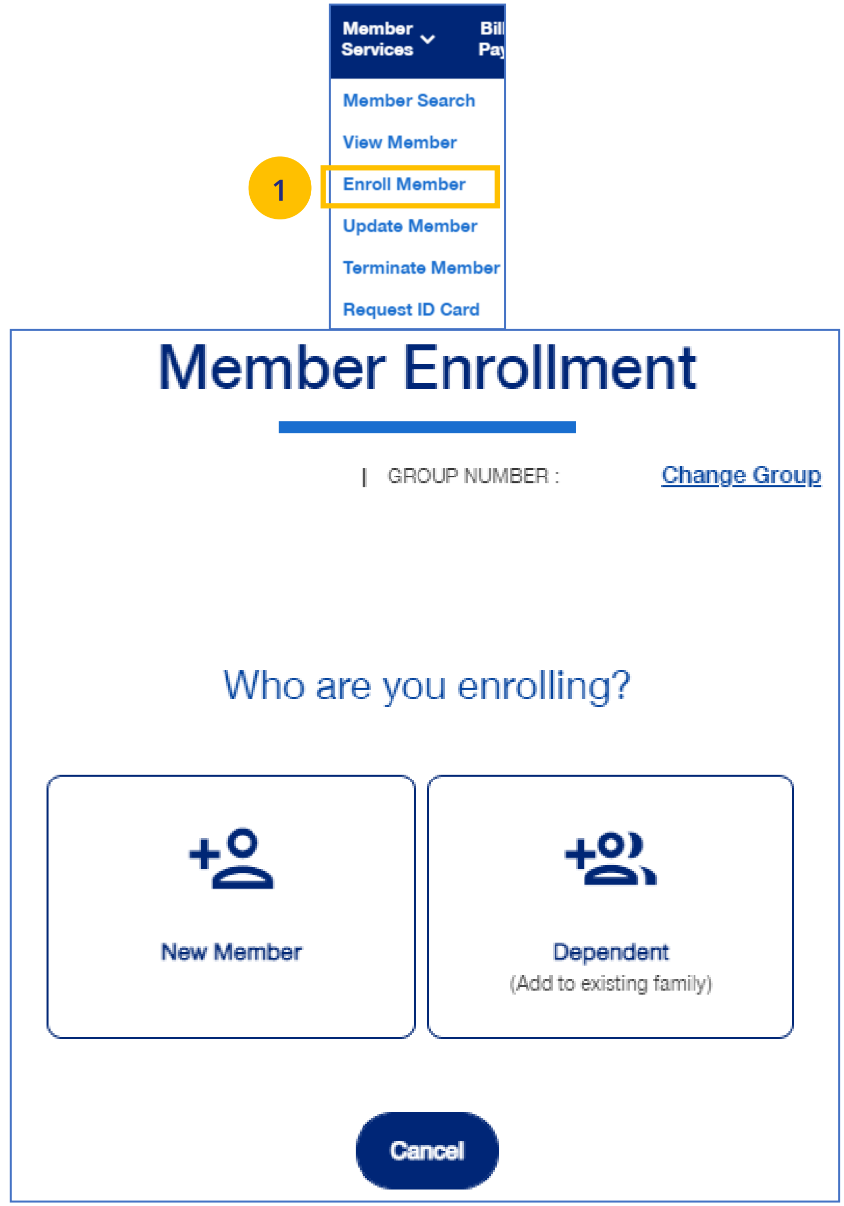
**Note**: The **Member Management** screen shows personal, contact and coverage information, including links to Plan Documents (if available).



# 7 | Enroll Member

The **Enroll Member** menu item is used to add a new member or new dependent members to a group.

1. Select **Enroll Member**. The **Member Enrollment** screen displays.



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# 7 | Enroll Member (continued)

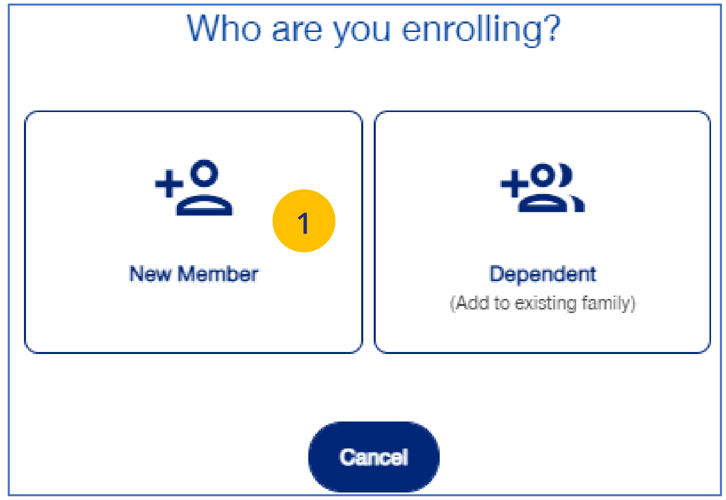
The enroll member process walks you through the **Demographics** and **Coverage** sections, then ask you to **Review & Submit** the new member information.

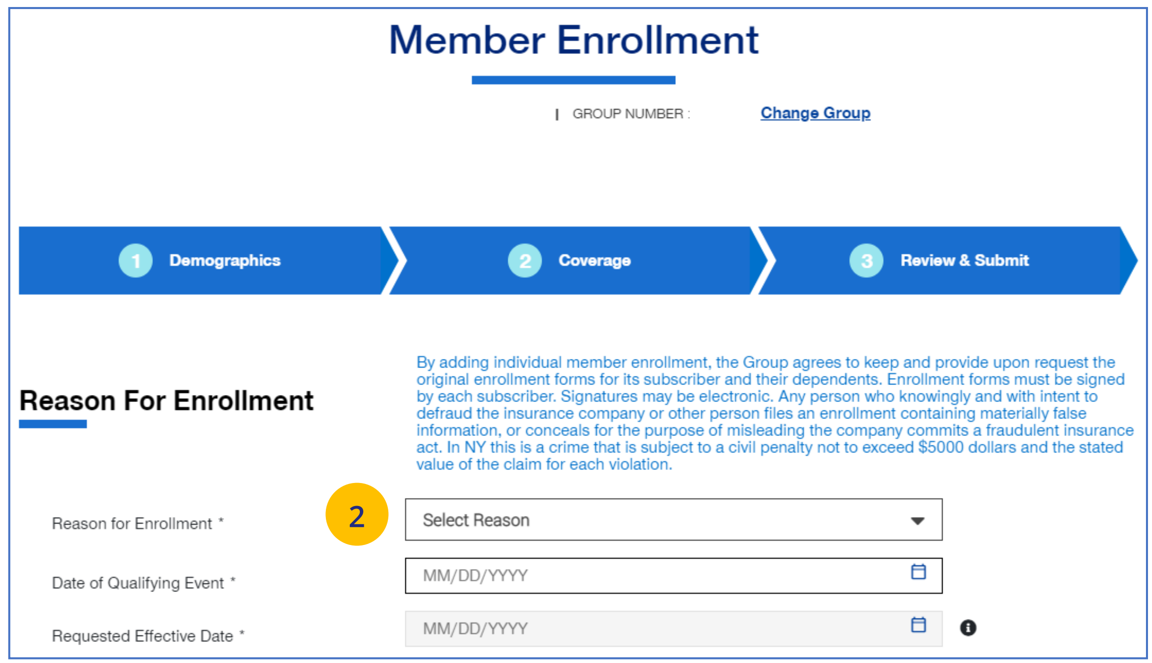
To enroll a new member:

1. Click the **New Member** box. The **Member Enrollment** detail screen displays.
2. Select the **Reason for Enrollment** using the dropdown.

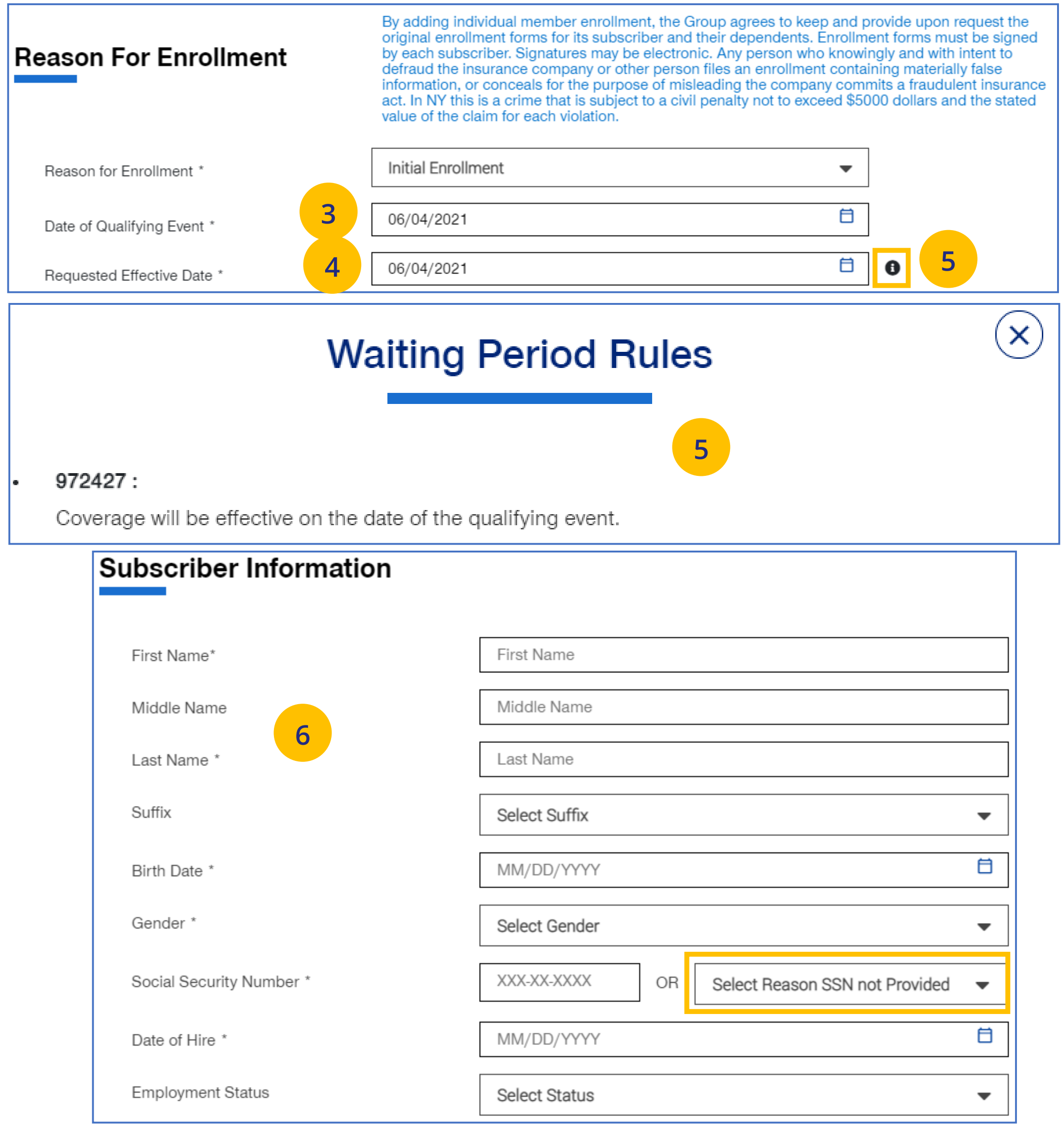
   **Note: COBRA Enrollment** – If you are enrolling a member into **COBRA**, select **Continuation. IMPORTANT:** An active member must be **terminated** from their current enrollment before being enrolled in COBRA. The member's COBRA coverage will automatically be terminated at the end of their coverage period unless the member terminates coverage earlier.

   **Note**: **For UnitedHealthcare HMO**, an information icon will display at the end of the **Reason for Enrollment** field. Click the icon to display a **Reason for Enrollment** pop-up box that shows more information on active enrollment and COBRA enrollment.



3. Enter the qualifying event date in the **Date of Qualifying Event** field. **Note: For UnitedHealthcare HMO** – If one of the COBRA options is selected for **Reason for Enrollment**, the **Date of Qualifying Event** can go back up to 36 months.
4. Enter the effective date in the **Requested Effective Date** field. Follow your state guidelines applicable to effective dates. **Note:** If no plans are available for the **Qualifying Event** and **Requested Effective Date**, the message “There are no plans available at this time” displays.
5. Click the information icon at the end of the **Requested Effective Date** field. A **Waiting Period Rules** pop-up box indicates the specific rules that will apply for effective dates based on the group contract. Click the **X** in the upper-right corner to return to the **Demographics** screens.
6. Enter information in the fields in the **Subscriber information** section. **Note: Social Security Number -** For **UnitedHealthcare HMO** users, the **Select Reason SSN Not Provided** dropdown will not be available. **Note: Custom Attributes** – If a Group has requested it, custom attribute fields will be shown. Entry in these fields is required.



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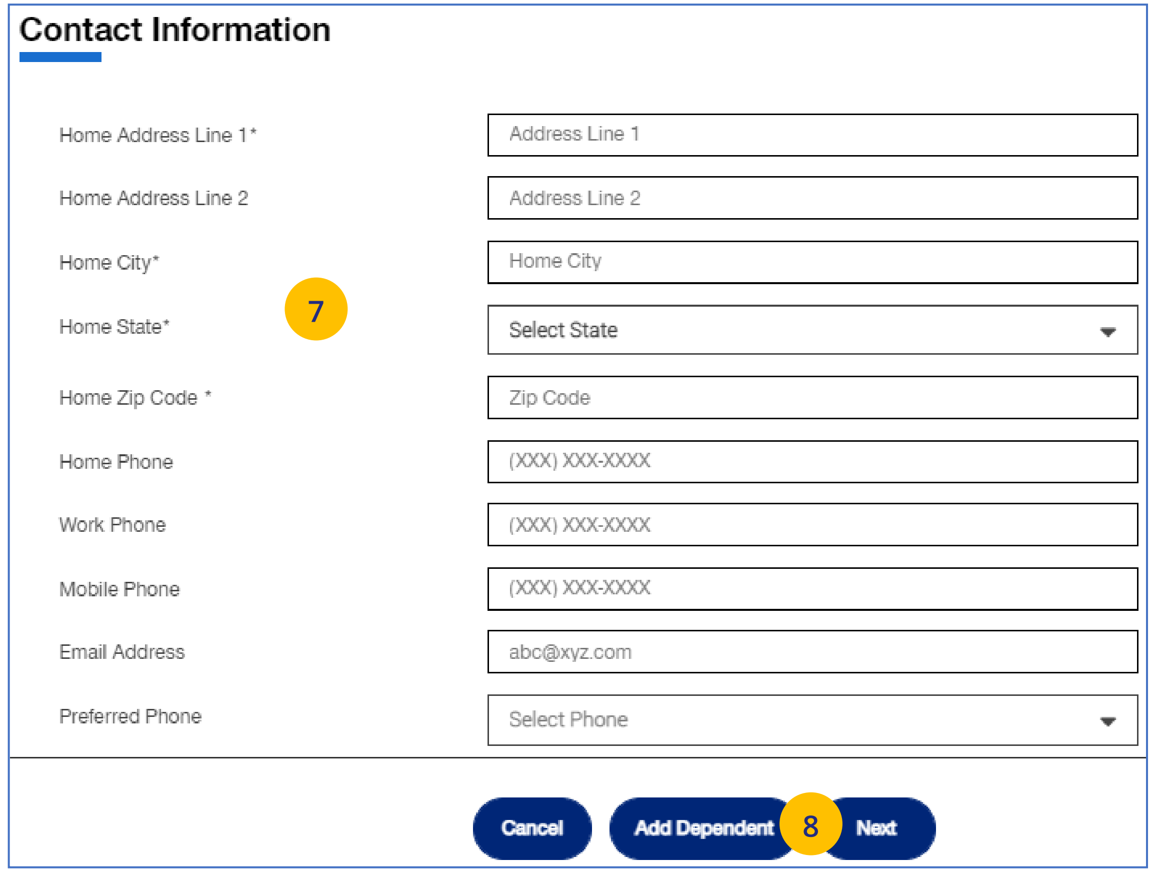
7. Enter the enrollee's contact information in the **Contact Information** fields.
8. Click **Add Dependent** or **Next.**



# 7 | Enroll Member (continued)

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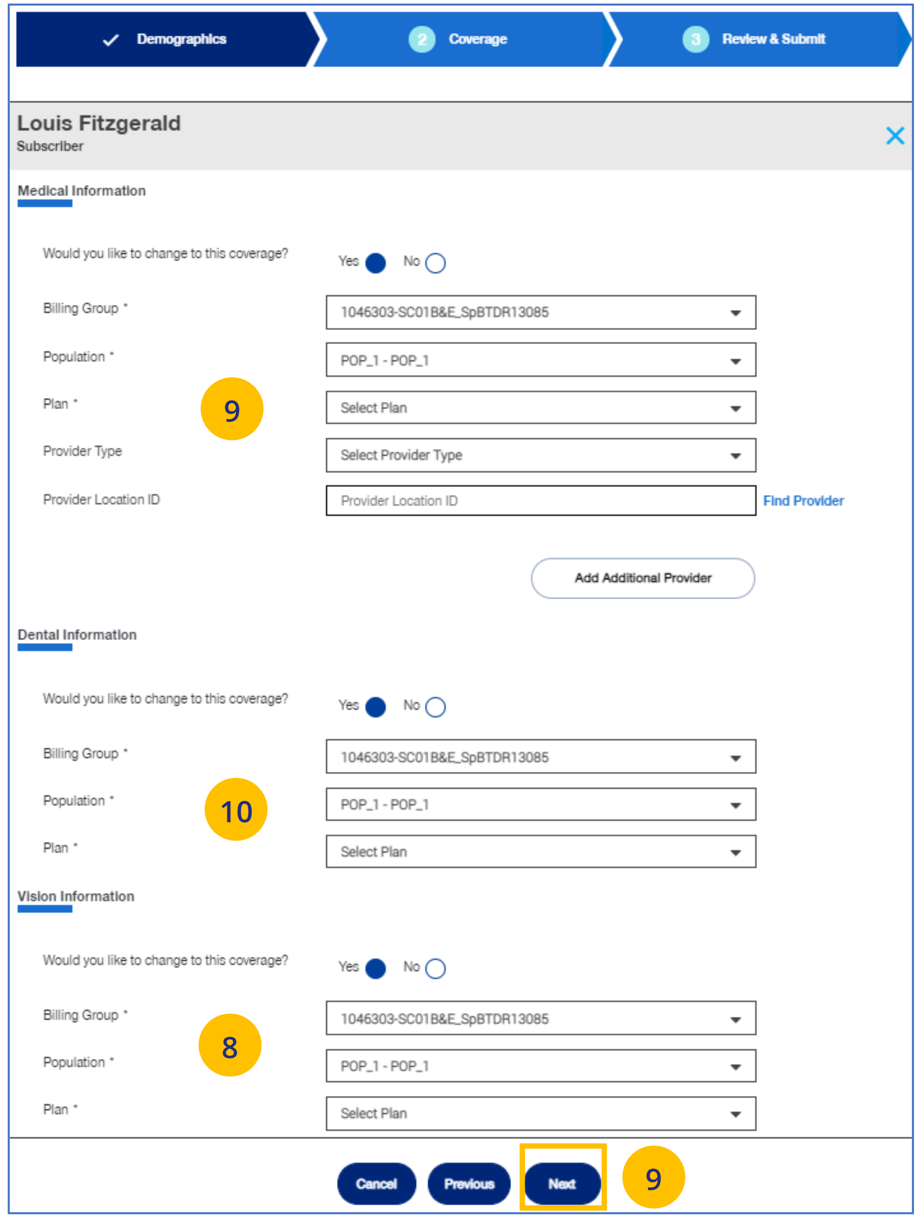
9. Enter the **Coverage** information in the **Medical Information**, **Dental Information** (if applicable) and **Vision Information** (if applicable) areas.

   **Note:** For **UnitedHealthcare HMO**, fields displayed under **Medical Information** will be **Plan**, **HMO Provider ID** and **Current Patient Indicator**. **Plan** and **HMO Provider ID** are required fields.

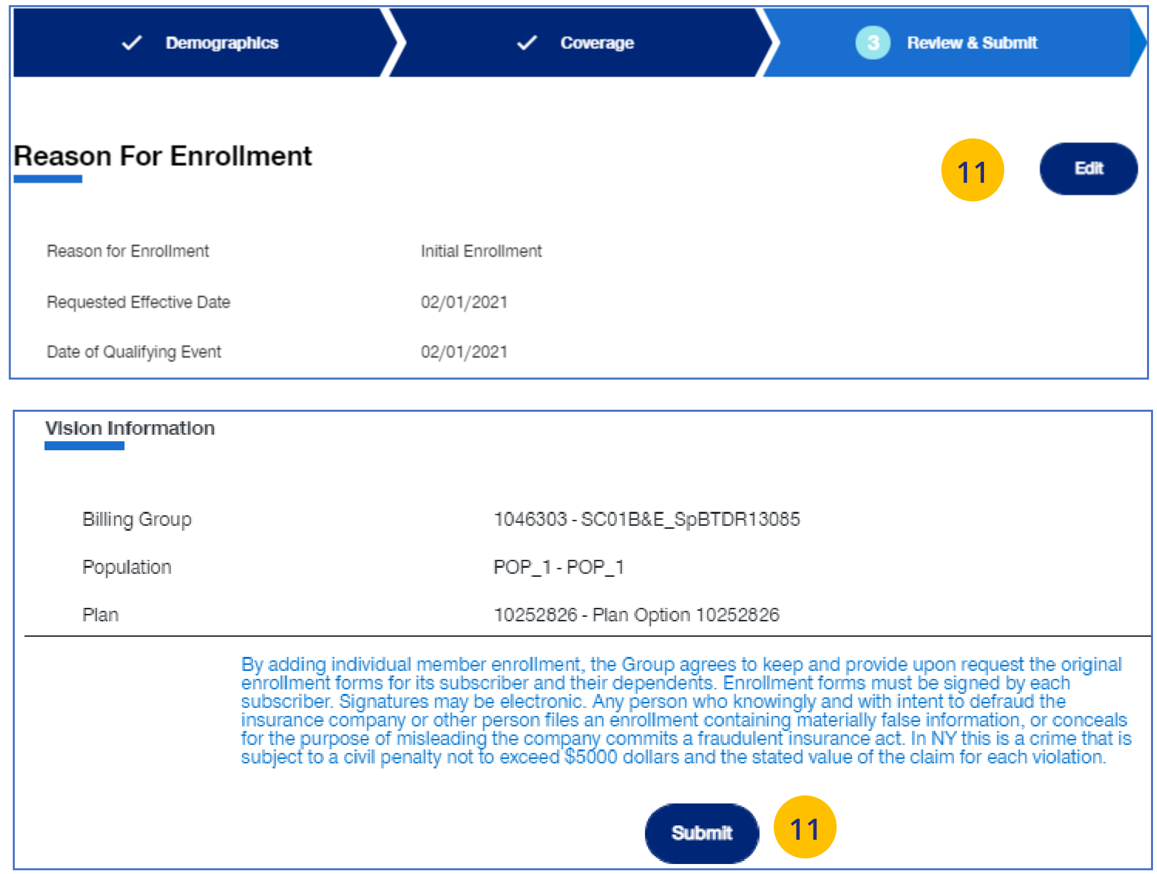

10. Click **Next.**

**Note**: Dental and Vision are currently not applicable to **UnitedHealthcare HMO**.

**Note:** The **Billing Group** and **Population** fields are not available for **UnitedHealthcare HMO** users.



11. Review the information.
    - If you need to edit any of the information shown, click the **Edit** button.
    - If all the information is correct, scroll down and click **Submit**. A confirmation message displays telling you that **“Member Enrollment is successful**.”



# 7 | Update Member

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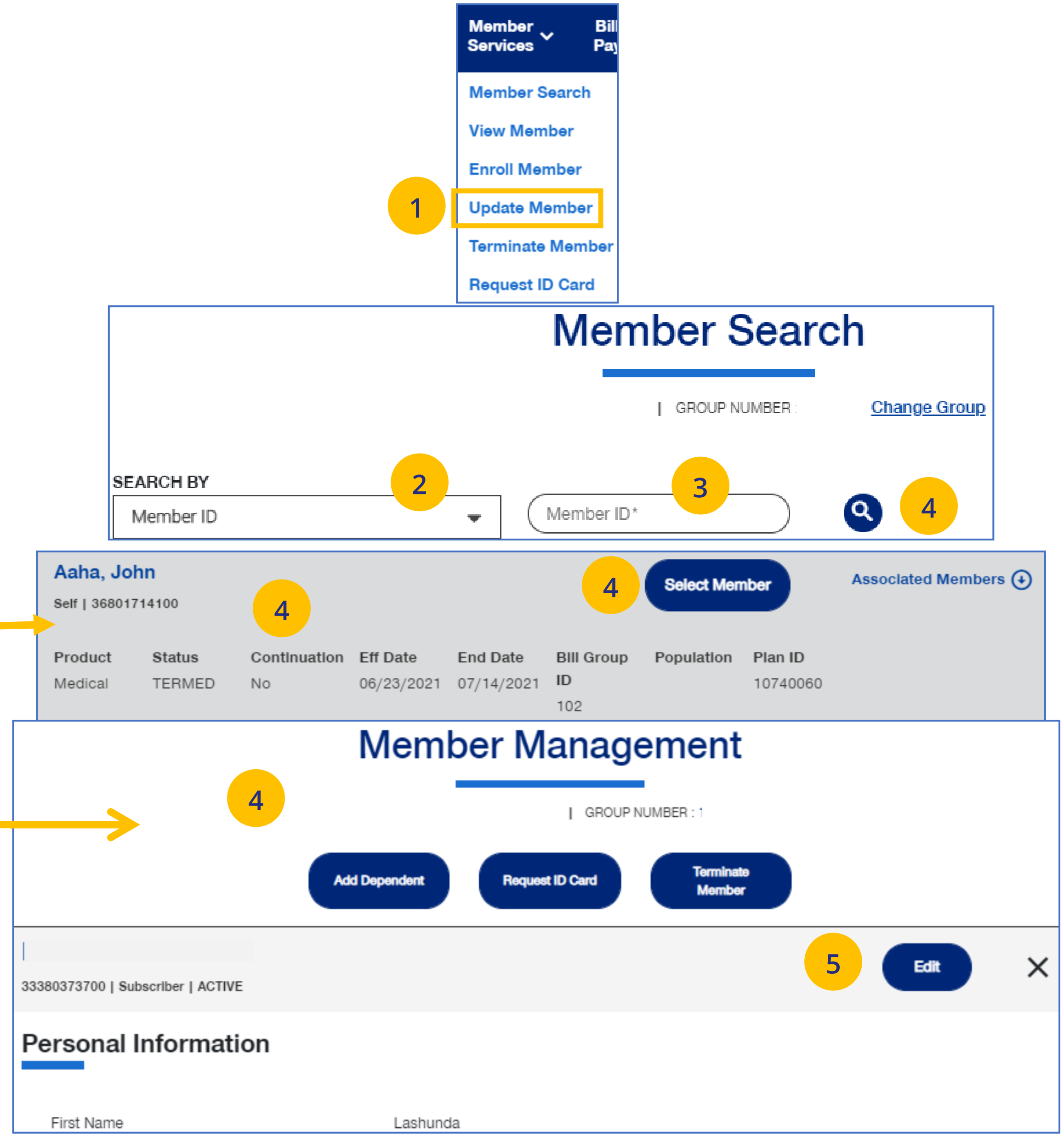
**Update Member** is used to search for and edit a specific member record. You can search for a member using one of the following options:

- Member ID
- First and Last Name
- First Name and Last Four Digits of the Social Security Number (SSN)
- Last Name and Last Four Digits of the SSN

To search for and edit member information:

1. Select **Update Member**.
2. Select the search criteria from the **Search By** drop-down.
3. Enter the search criteria.
4. Click the **Search** icon.
   - **If you search using any of the Name options**, the search results will be shown. Click **Select Member**. The **Member Management** screen displays with detailed information on the member.
   - **If you search using Member ID**, the **Member Management** screen displays with detailed information on the member. **Note**: The **Member Management** screen shows personal, contact and coverage information, including links to Plan Documents (if available).
5. Click the **Edit** button.



# 7 | Update Member (continued)

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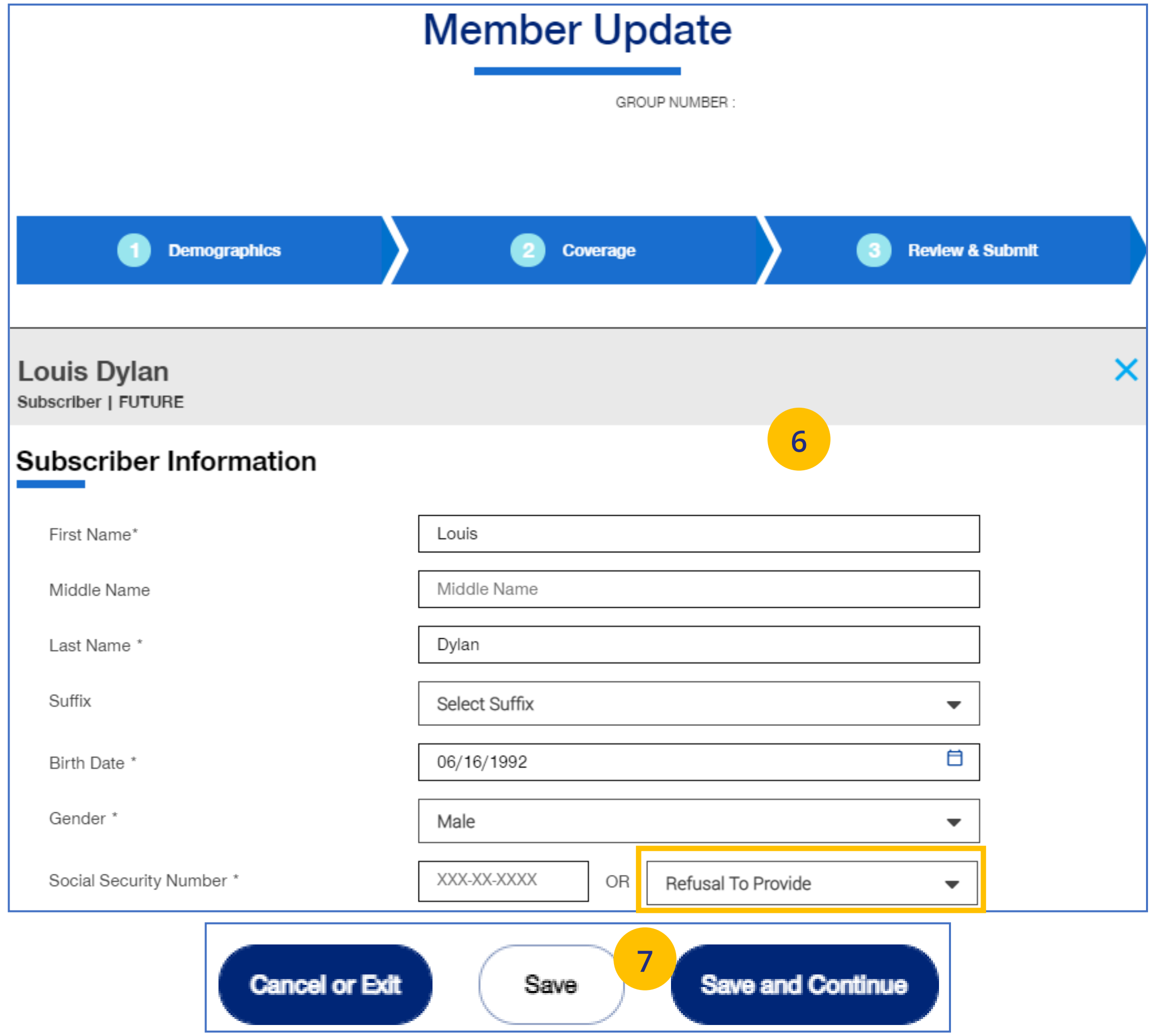
6. Update the needed information in the **Demographics** section if needed. You will have to scroll to see all fields.

   **Note: Updating SSN**: If you previously did not include a Social Security Number with a Reason Code, you can now update this number and remove the Reason Code. Once you save the updated Social Security Number, you will not be able to edit. If you entered the wrong social security number when editing, contact Client Services for help.

   **Note: Social Security Number -** For **UnitedHealthcare HMO** users, the **Refusal to Provide** dropdown will not be available.

7. Click **Save & Continue**. The message “Updates saved successfully” will be shown and the **Coverage** screens will display.



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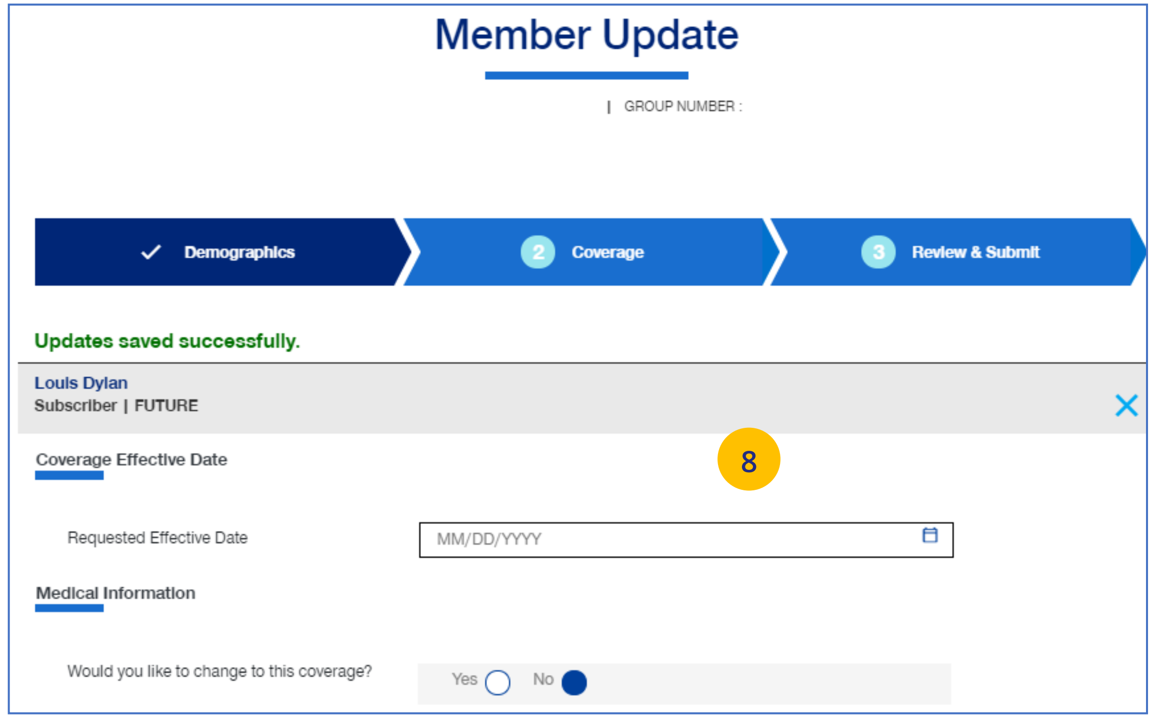
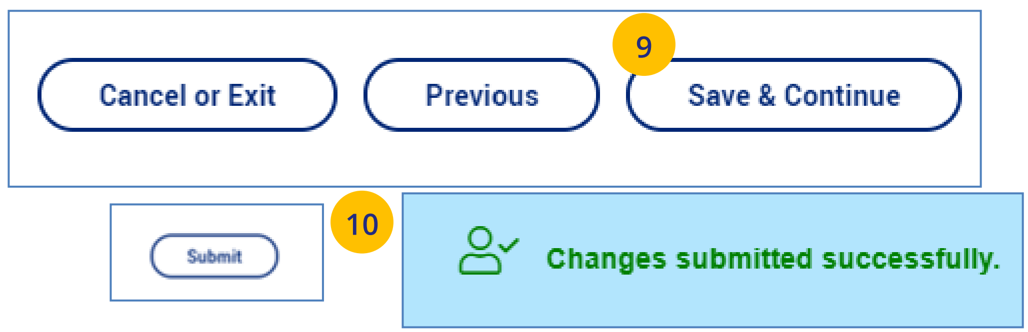
8. Update the needed information in the **Coverage** section if needed. You will have to scroll to see all fields.

   **Note: Billing Group** – In the Billing Group area, you can narrow your search for a billing group by typing in the first few letters or number in the billing group.


   **Note: Billing Group** – For **UnitedHealthcare HMO** users, **Billing Group** is not available.

9. Click **Save & Continue**.
10. When you have completed your updates, review your information and click **Submit**. A “Changes submitted successfully“ message will display, telling you the member information has been updated successfully.



# 7 | Terminate a Member's Coverage

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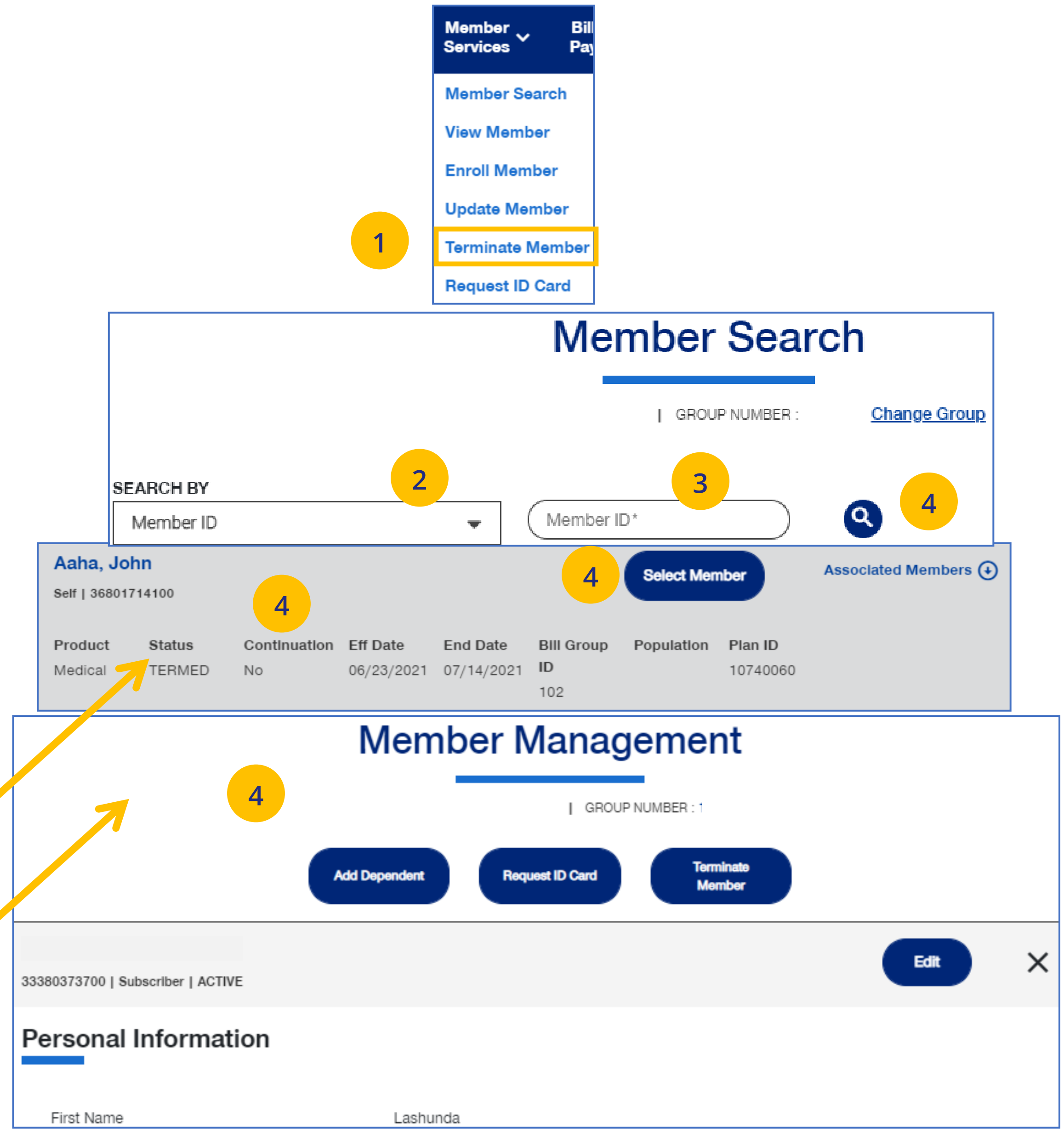
The **Terminate Member** tab is used to search for and terminate a specific member record. You can search for a member using one of the following options:

- Member ID
- First and Last Name
- First Name and Last Four Digits of the Social Security Number (SSN)
- Last Name and Last Four Digits of the SSN

**To search for and terminate a member:**

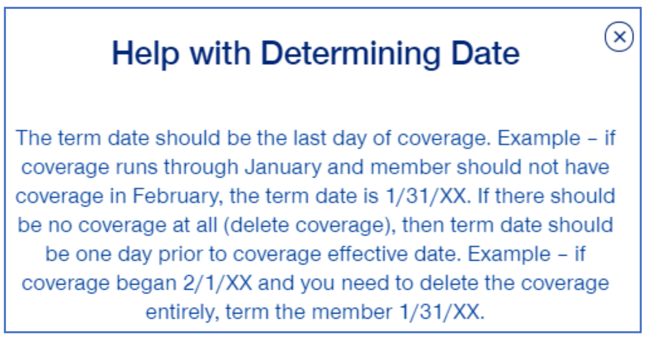
1. Select **Terminate Member**.
2. Select the search criteria from the **Search By** drop-down.
3. Enter the search criteria.
4. Click the **Search** icon.
   - **If you search using any of the Name options**, the search results will be shown. Click **Select Member**. The **Member Management** screen displays with detailed information on the member.
   - **If you search using Member ID**, the **Member Management** screen displays with detailed information on the member.



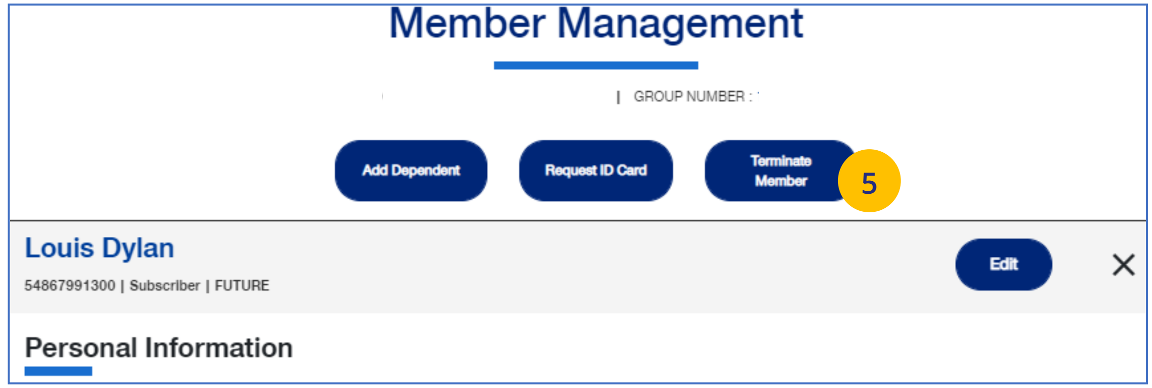
5. Click **Terminate Member**. The **Terminate Member Benefits** screen displays.
6. In the **Termination Reason** section, use the **Select Reason** dropdown to enter the reason for the termination.

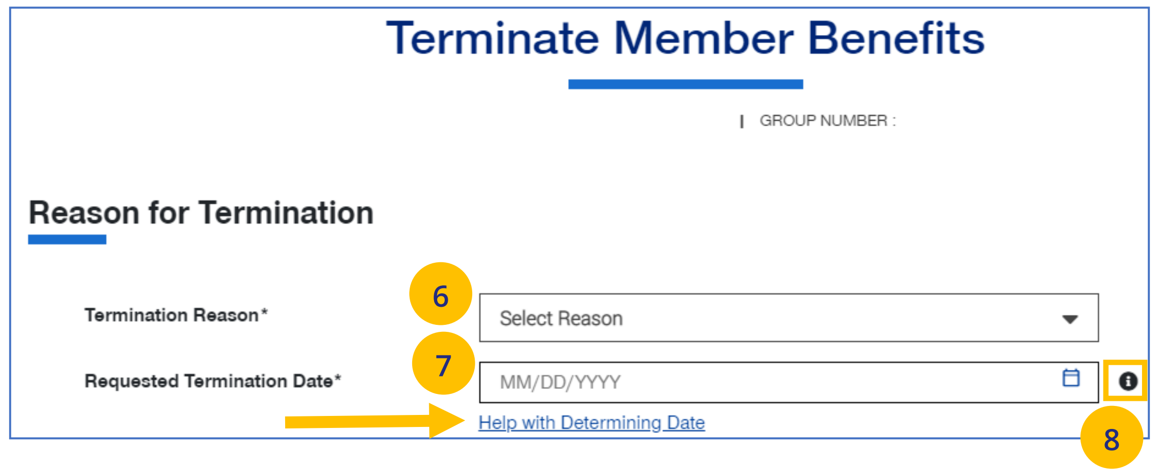
   **Note: COBRA Termination** – For COBRA Terminations, select **Discontinue COBRA** for the **Termination Reason**.
7. Enter the requested termination date in the **Requested Termination Date** field.

   **Note: Help with Determining Date** – When you click the **Help with Determining Date** link, the following pop-up box displays:




8. Click the information icon ℹ after **Requested Effective Date**. A **Waiting Period Rules** box indicates rules that apply for termination dates based on the group contract. Click the **X** in the upper-right corner to return to the **Terminate Member Benefits** screen.

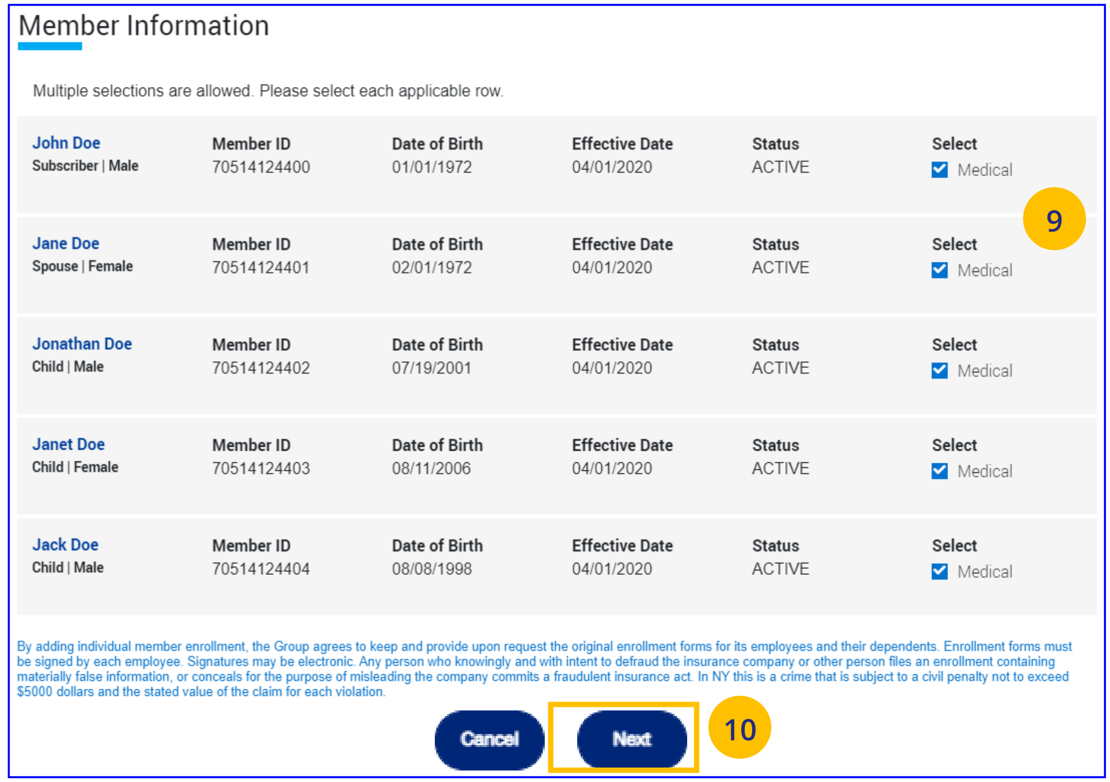



9. Scroll down to the **Member Information** section and click the **Select** box for each member whose coverage is being terminated.

10. Click **Next**. The **Terminate Member Benefits** screen displays, asking you to confirm that the information is correct.

    **Note:** If you terminate the coverage for the subscriber, the system will also select all dependents for termination.

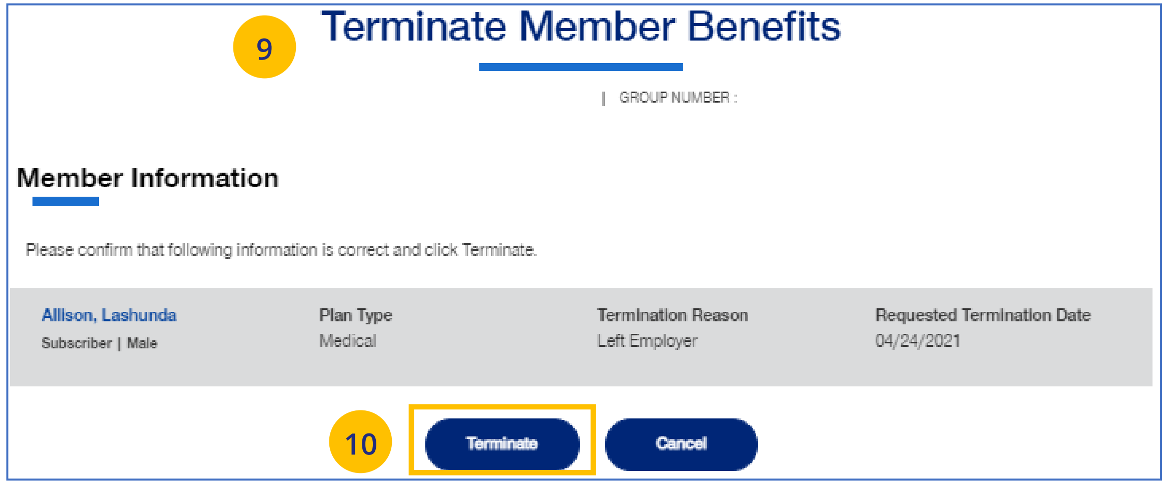


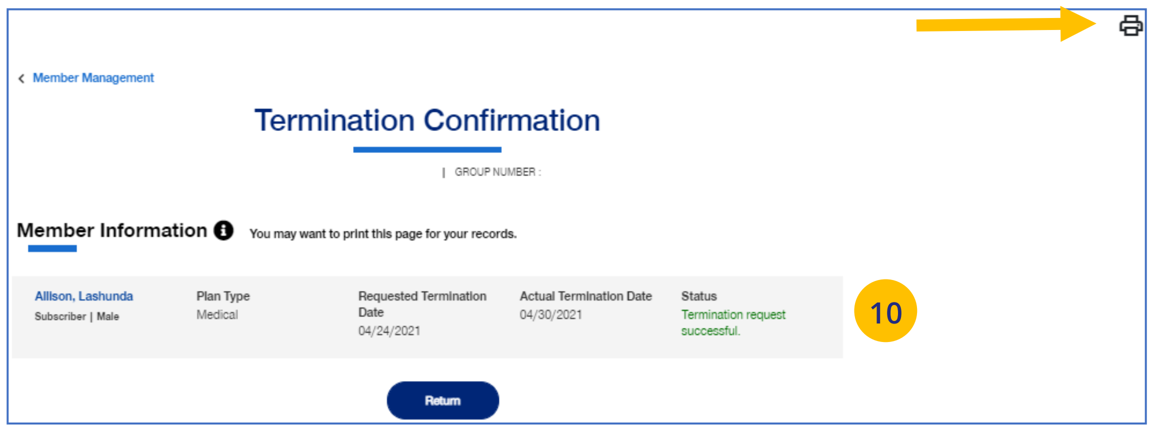
## 7 | Terminate a Member's Coverage (continued)

11. Click **Terminate**. A message displays telling you the member has been terminated successfully.

    **Note: Print Termination Confirmation Option** – If you want paper confirmation when the Termination Confirmed message displays, click the Print icon to print the termination confirmation.

**Note: Group Termination**: When a Group is terminated, Broker and UHC Employee access to the Group is no longer available from the uhceservices.com website (as of the Group termination date).



# 7 | Request a Health Plan ID Card

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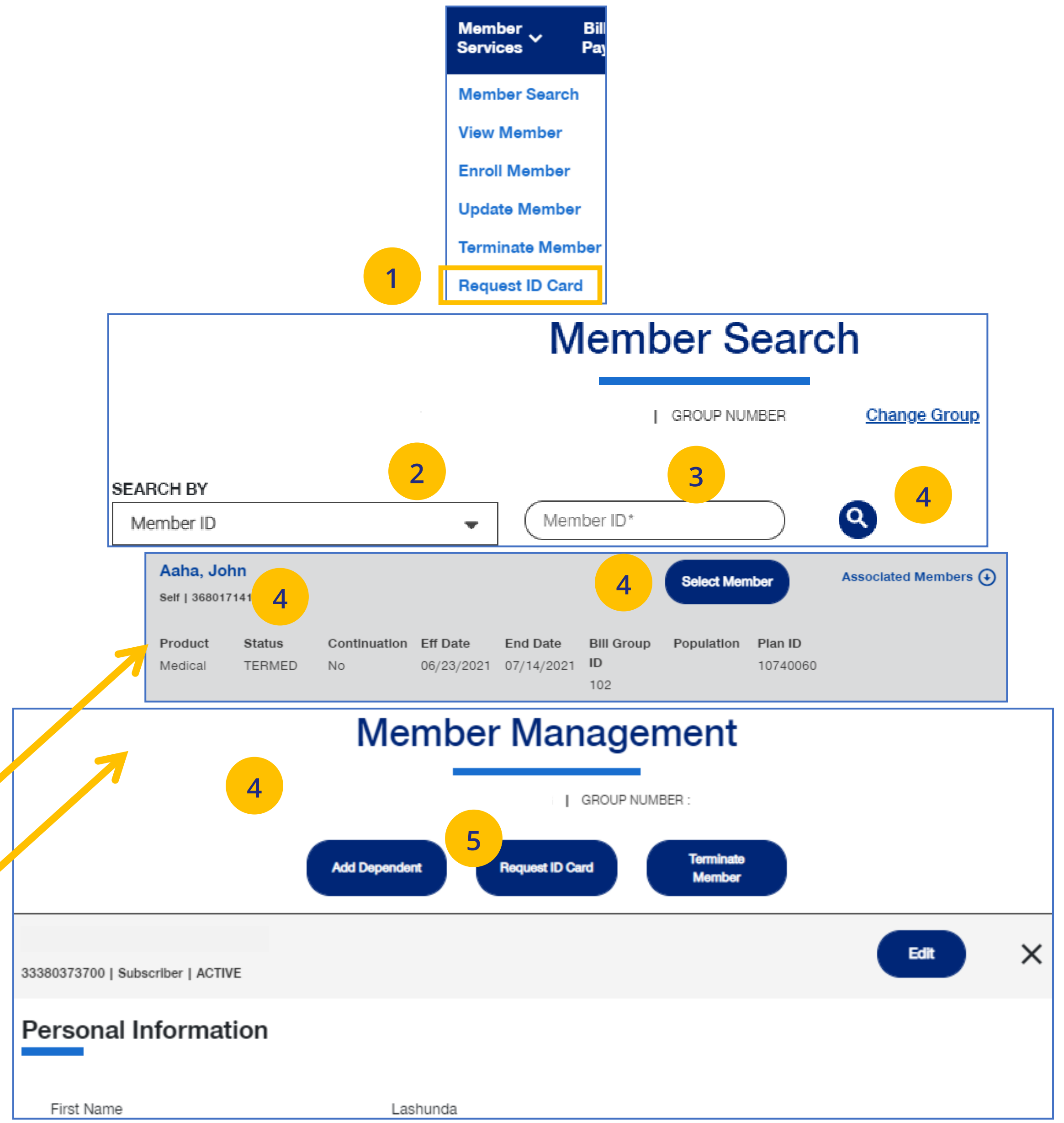
The **Request ID Card** tab is used to search for a member and then (1) request an ID card be mailed to that member, or (2) print an ID card. You can search for a member using one of the following options:

- Member ID
- First and Last Name
- First Name and Last Four Digits of the Social Security Number (SSN)
- Last Name and Last Four Digits of the SSN

**To Request an ID Card:**

1. Select **Request ID Card**.
2. Select the search criteria from the **Search By** drop-down.
3. Enter the search criteria.
4. Click the **Search** icon.
    - **If you search using any of the Name options**, the search results will be shown. Click **Select Member**. The **Member Management** screen displays with detailed information on the member.
    - **If you search using Member ID**, the **Member Management** screen displays with detailed information on the member.
5. Click **Request ID Card**.



# 7 | Request a Health Plan ID Card (continued)

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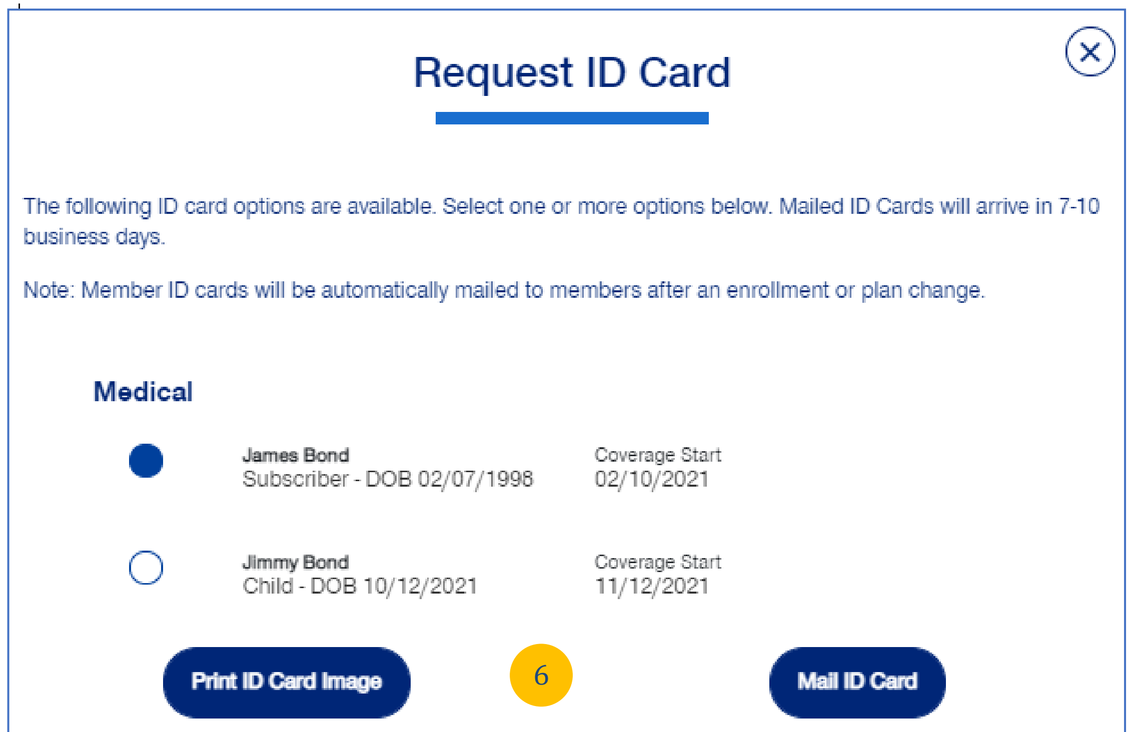
6. Select the member and (1) click **Print ID Card** to print the card or save it as a pdf, **or** (2) click **Order ID Card** to order the card. For **Dental** cards, only **Print ID Card** is available.

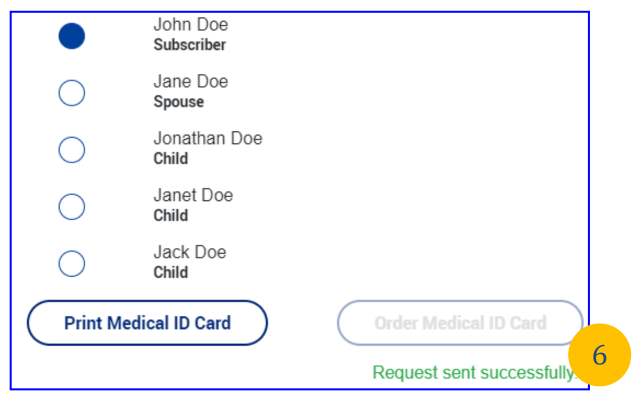
   The message “Request sent successfully” displays. Repeat this for other members or dependents if needed.

**Note:** If any dependent is classified as “infant,” their status must be changed to “Child” before a Health Plan ID card can be ordered or printed.

**Note:** If there is a member change, it will take 24 to 48 hours for a new ID card to be available.

**Note:** Only **Medical ID Cards** are available for **UnitedHealthcare HMO** users.



# 7 | Reinstate Member

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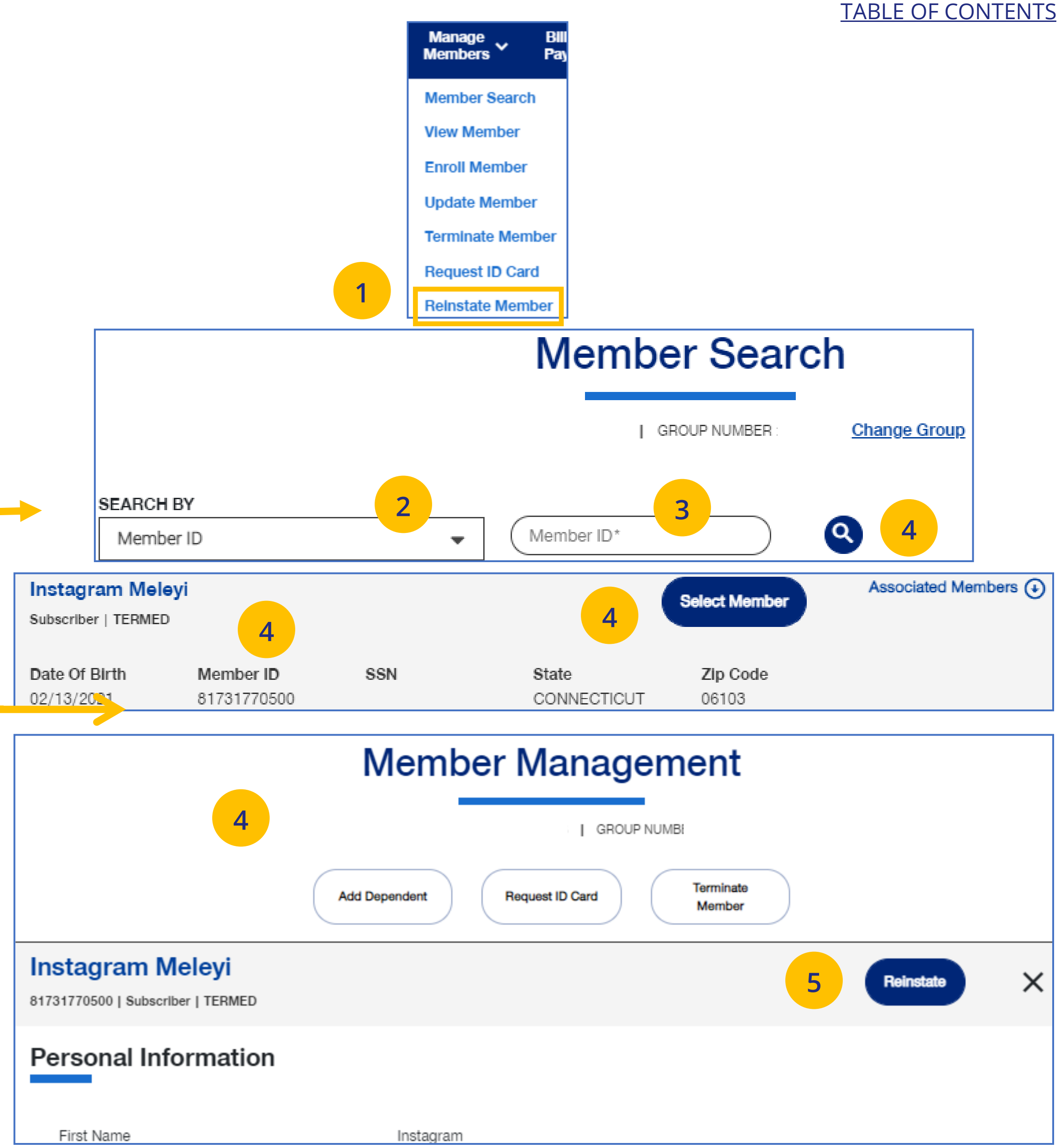
**Reinstate Member** is used to reinstate a member, and dependents if needed, who were previously terminated. The reason can be for COBRA and non-COBRA reasons.

To search for and reinstate a termed member:

1. Select **Reinstate Member**.
2. Select the search criteria from the **Search By** drop-down.
3. Enter the search criteria.
4. Click the **Search** icon .
    - **If you search using any of the Name options**, the search results will be shown. Click **Select Member**. The **Member Management** screen displays with detailed information on the member.
    - **If you search using Member ID**, the **Member Management** screen displays with detailed information on the member. **Note**: The **Member Management** screen shows personal, contact and coverage information, including links to Plan Documents (if available).
5. Click the **Reinstate** button.

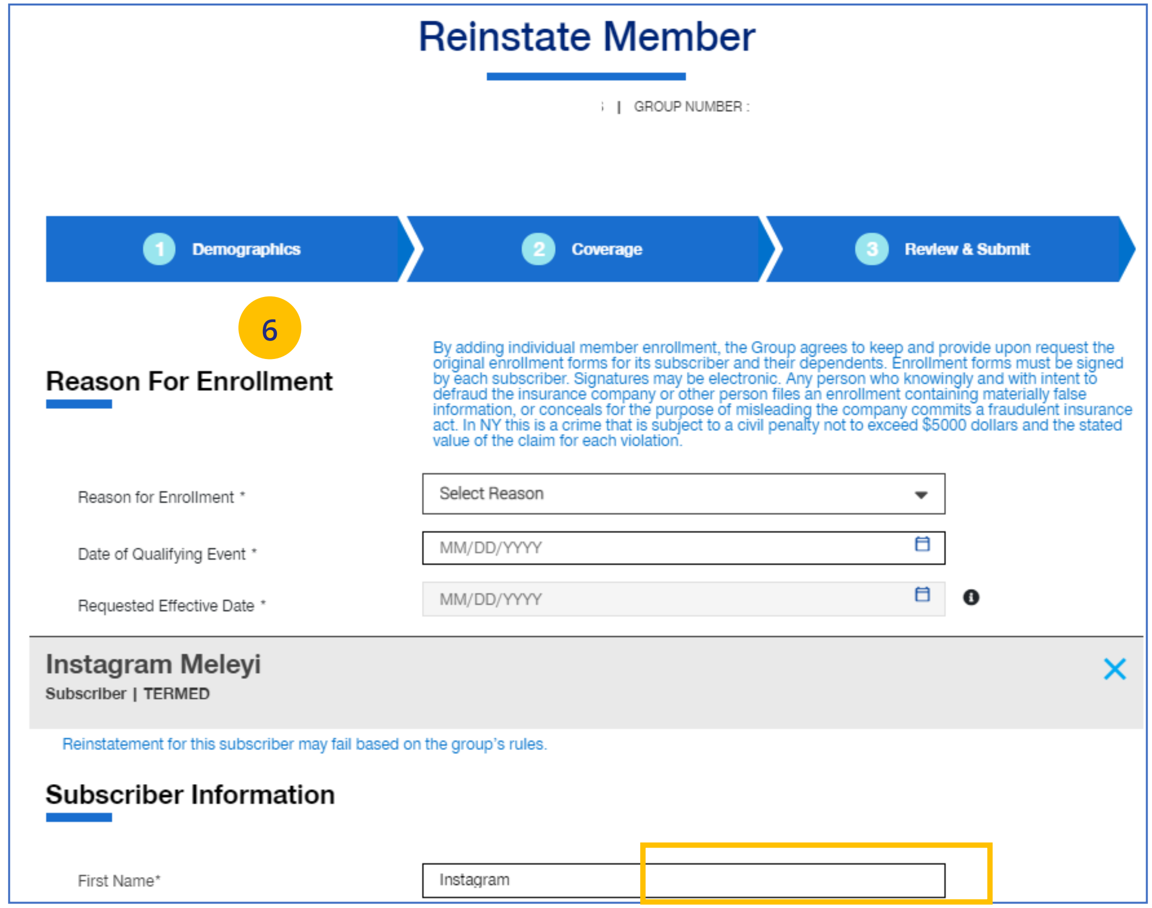


6. Update the needed information for the reinstatement in the **Demographics** sections: **Reason for Enrollment**, **Subscriber Information**, **Contact Information**, **Dependent** and **Contact Information**. You will have to scroll down to see all fields.

   **Note: Updating SSN**: If you previously did not include a Social Security Number with a Reason Code, you can now update this number and remove the Reason Code. Once you save the updated Social Security Number, you will not be able to edit. If you entered the wrong social security number when editing, contact Client Services for help.

   **Note: Social Security Number -** For **UnitedHealthcare HMO** users, the **Refusal to Provide** dropdown will not be available.

7. Click **Save and Continue**. The message “Updates saved successfully” will be shown and the **Coverage** screens will display.



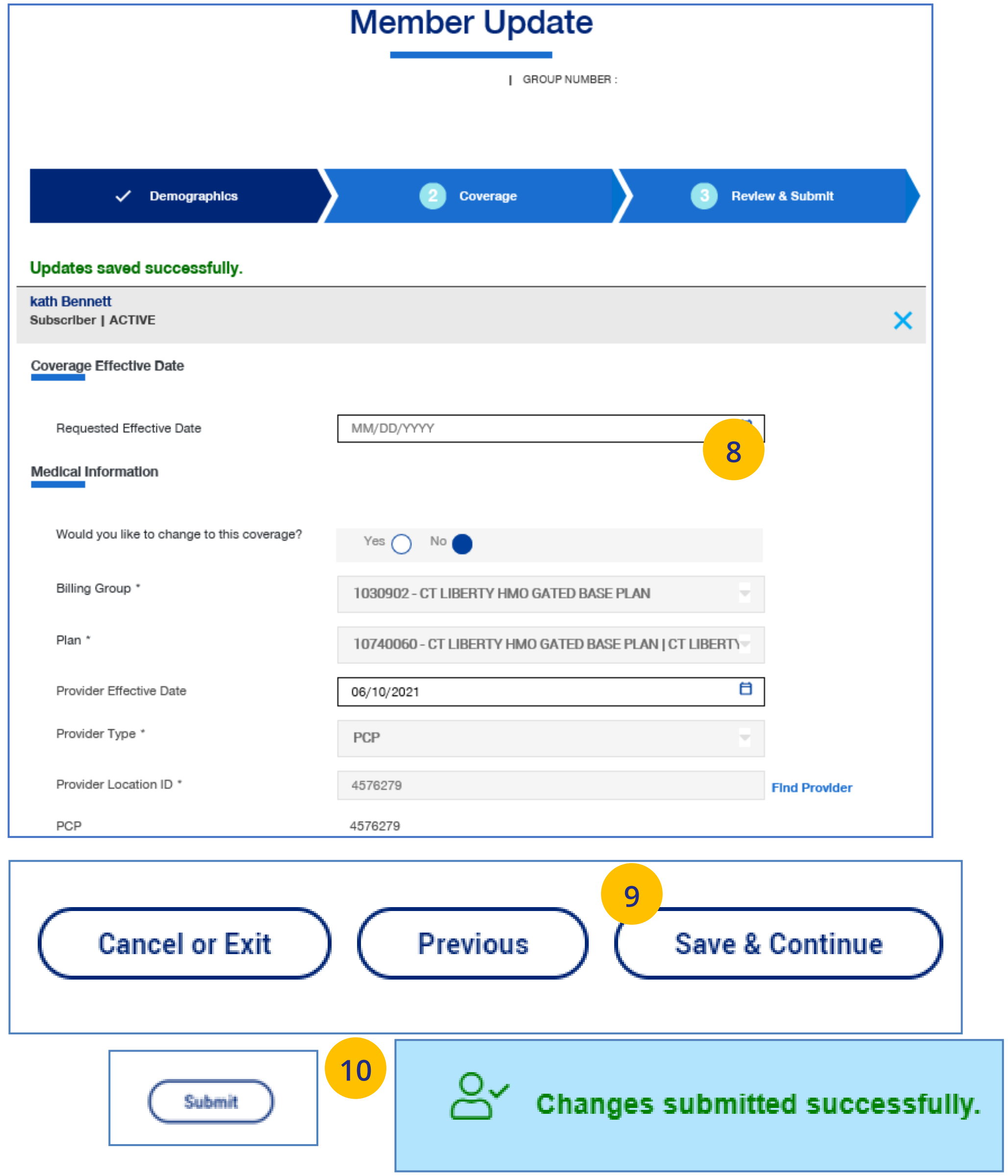

8. Update the needed information in the **Coverage** section if needed. You will have to scroll to see all fields.

   **Note: Billing Group** – In the Billing Group area, you can narrow your search for a billing group by typing in the first few letters or number in the billing group.


   **Note: Billing Group** – For **UnitedHealthcare HMO** users, Billing Group is not available.

9. Click **Save & Continue**.
10. When you have completed your updates, review your information and click **Submit**. A “Changes submitted successfully“ message will display, telling you the member information has been updated successfully.

**Newborn to Child Status** – If a child dependent is in temporary **newborn** status, the coverage will terminate unless the child is enrolled as a new dependent. Once the newborn is enrolled, the status will change to **child**. If the child dependent has already been terminated, go through the reinstatement process, if needed, to reinstate the child dependent. **Note:** Twins with the same last name and date of birth cannot be enrolled. Call Client Services at 1-866-908-5940.



# 8 | Billing & Payment

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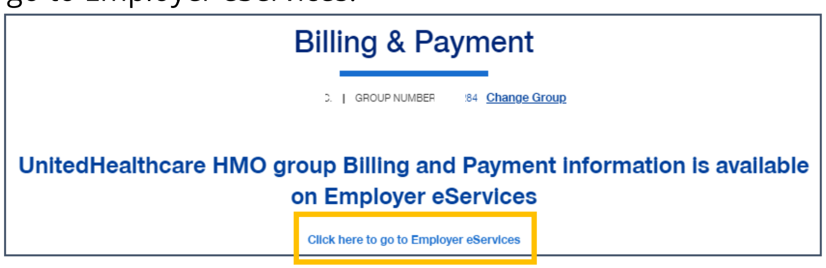
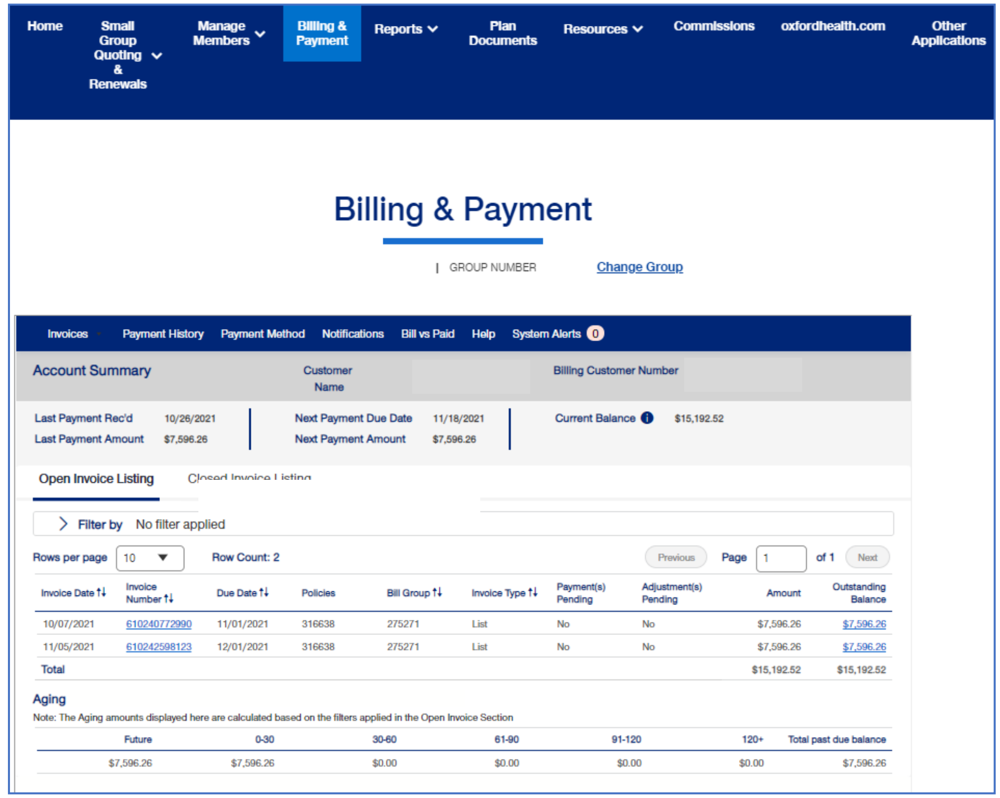
The **Billing & Payment** tab displays billing and payment information related to a specific group. This information comes directly from our internal billing system BRMS (Billing and Receivable Management Solution).

Information shown includes:

- Invoices (Open and Closed Invoices)
- Payment History
- Payment Method
- Notifications
- Billed vs. Paid Data
- Help (Help files related to each menu item)
- System Alerts

**Note:** Billing and Payment information for UnitedHealthcare HMO users is available on Employer eServices. Click the link on the Billing & Payment screen to go to Employer eServices.



# 9 | Reports

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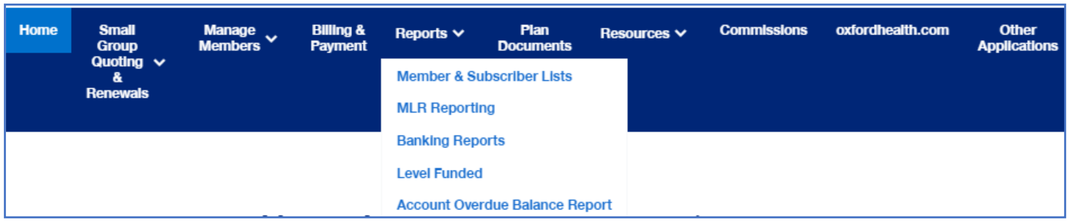
You can use the **Reports** tab to generate specific reports including:

- **Member & Subscriber Lists** that shows all subscribers or members affiliated with the Group.
- **MLR Reporting** tab used to access the annual report on rebates as mandated by the Medical Loss Ratio provision of the health care reform.
- **Banking Reports** that show daily, monthly and historical banking reports for the Group.
- **Level Funded** reports that show the Monthly Executive Summary, the IRS Documents 6055 and IRS documents 1095 B reports.
- **Account Overdue Balance Report** reports show groups with (1) late payments, or (2) terminations due to lack of payment.

**Note: Member & Subscriber Lists** is the only report option currently available for **UnitedHealthcare HMO** users.



# 9 | Member & Subscriber Lists

To generate the Member or Subscriber List:

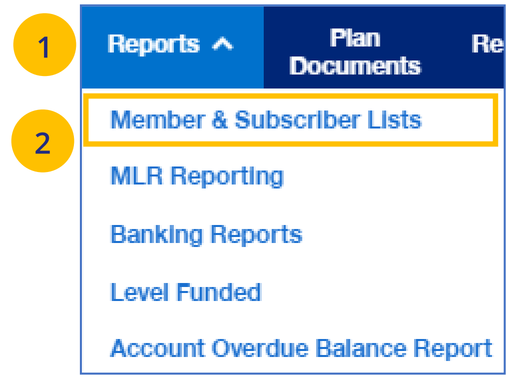
1. Click the **Reports** tab.
2. Select **Member & Subscriber Lists**. The **Member & Subscriber Lists** screen is shown.

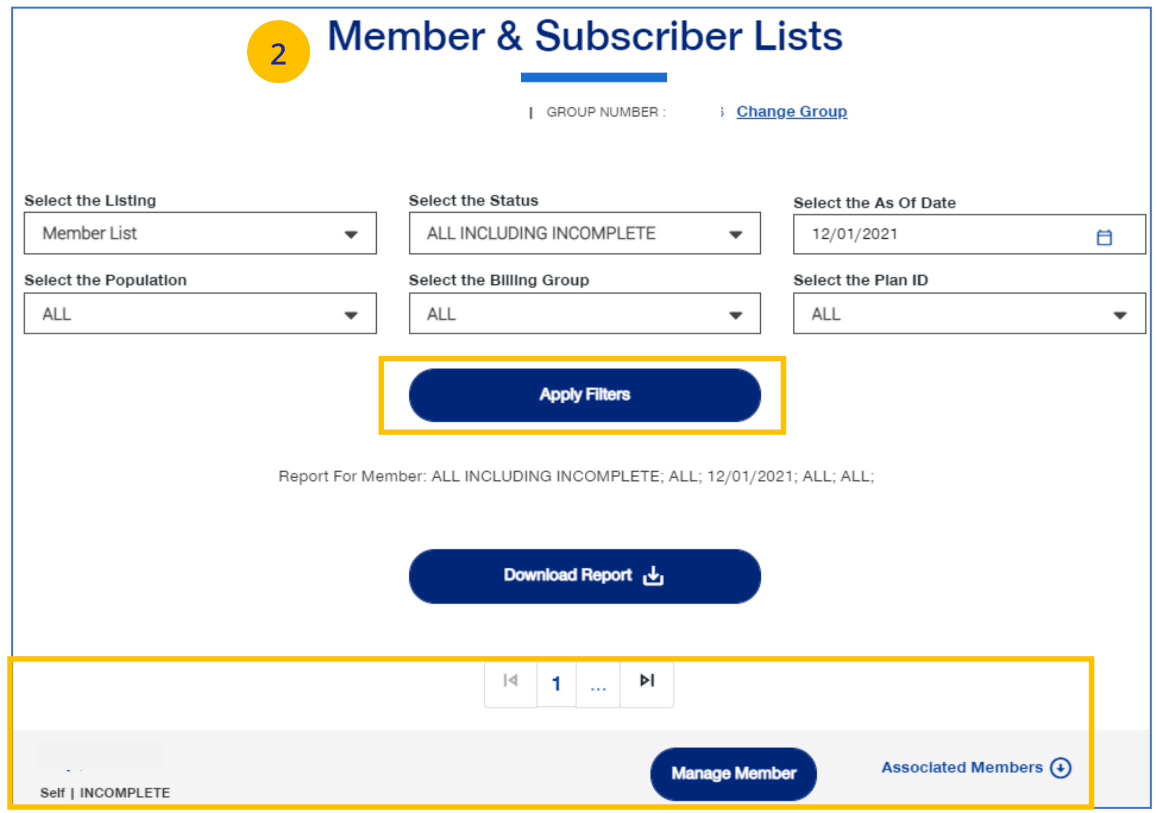
   **Note: Member List** is the default and the default report will be shown when the screen displays. Just scroll down to view members in the report who met the default search criteria.

   **Note**: The **Select the Billing Group** and **Select the Plan** ID fields are not available for **UnitedHealthcare HMO** users.

   **To Change the Search Criteria:** Use the dropdowns in each field to enter the needed information. Fields include:
   - Member List or Subscriber List
   - Status (All Including Complete, All Excluding Complete, Active, Pending, Termed, Incomplete)
   - As of Date
   - Population
   - Billing Group
   - Plan ID

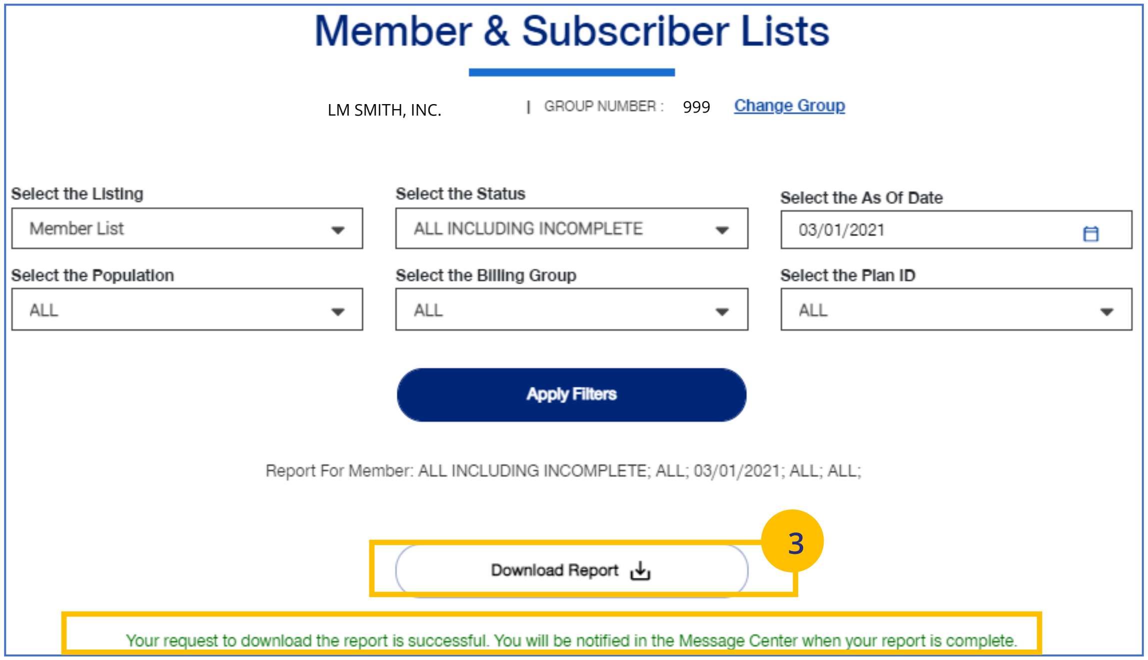
   After selecting your search criteria, click **Apply Filters**. Scroll down to view the members or subscribers that met your search criteria.

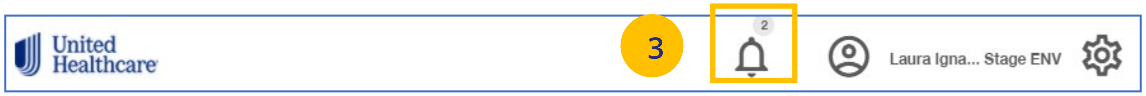


To generate the Member or Subscriber List:

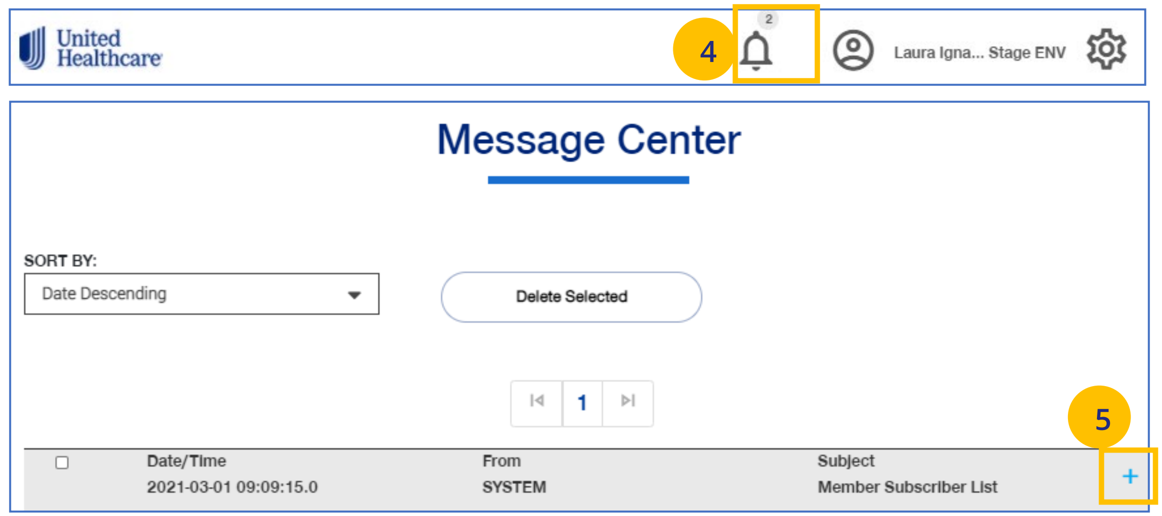
3. Click **Download Report**. A message indicates that you will be notified in the **Message Center** when your report is ready. When the report is ready a number will be displayed next to the bell icon.

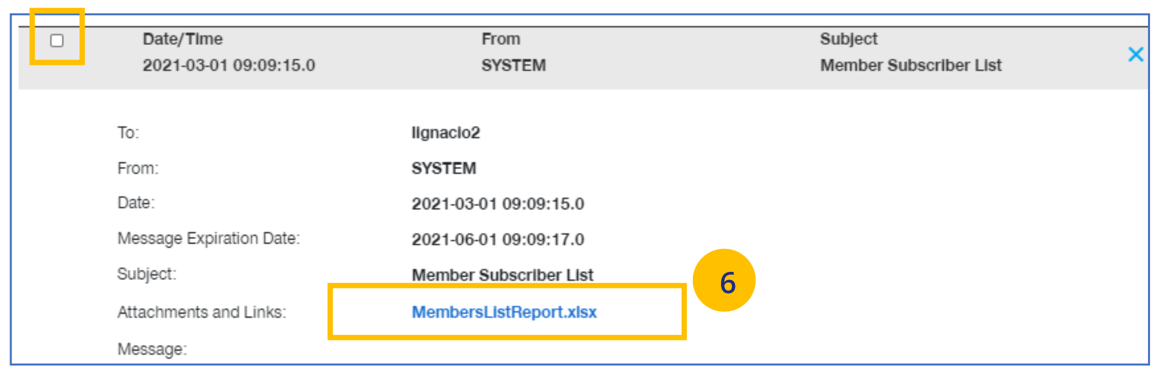


4. Click on the bell icon to open **Message Center**.
5. Click on the plus sign.
6. Click on the attachment link to display the report.

   **Note:** After you have finished using the report, you can delete it from the **Message Center** by checking the box and clicking the **Delete Selected** button.



# 9 | MLR Reporting

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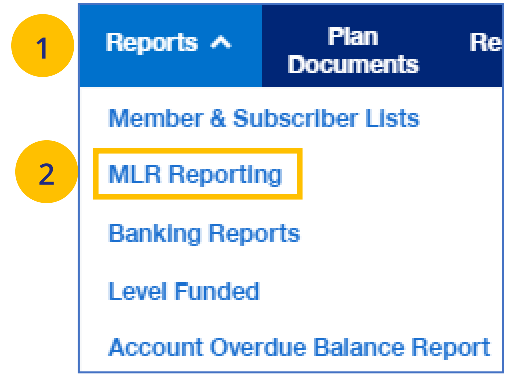
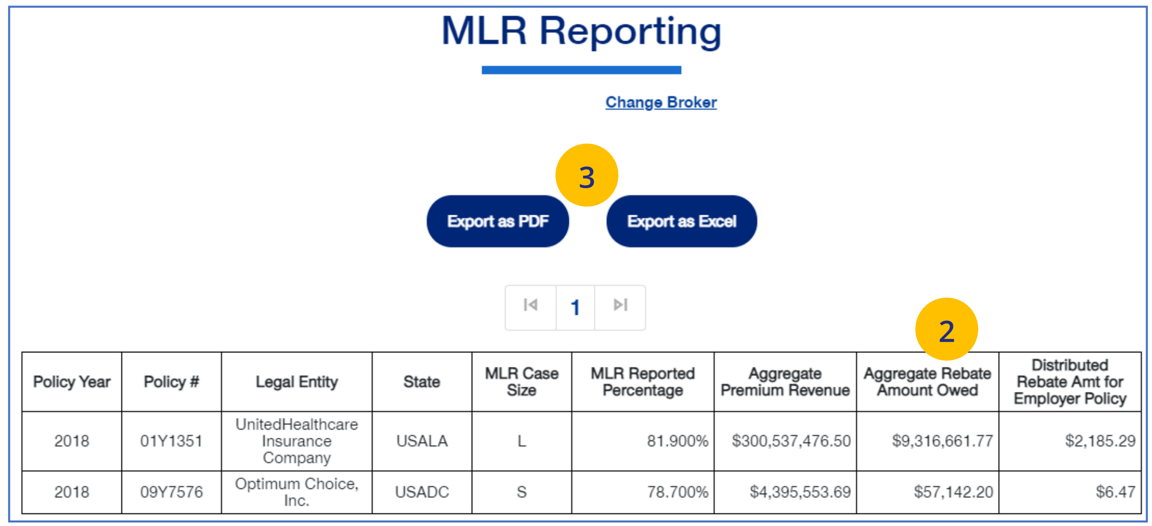
The **MLR Reporting** tab allows you to generate the Medical Loss Ratio (MLR) Information report. You can download the report as a pdf document or as an Excel file.

**Note:** This report is not available for **UnitedHealthcare HMO** users.

1. Click the **Reports** tab.
2. Select **MLR Reporting**. The **MLR Reporting** screen displays with the report. Brokers will see a list of associations to pick from.
3. You can view a snapshot of the report in the window or click Export to PDF to generate a pdf file or Export as Excel to download an Excel report.




| Policy Year | Policy # | Legal Entity | State | MLR Case Size | MLR Reported Percentage | Aggregate Premium Revenue | Aggregate Rebate Amount Owed | Distributed Rebate Amt for Employer Policy |
|---|---|---|---|---|---|---|---|---|
| 2018 | 01Y1351 | UnitedHealthcare Insurance Company | USALA | L | 81.900% | $300,537,476.50 | $9,316,661.77 | $2,185.29 |
| 2018 | 09Y7576 | Optimum Choice, Inc. | USADC | S | 78.700% | $4,395,553.69 | $57,142.20 | $6.47 |

# 9 | Banking Reports

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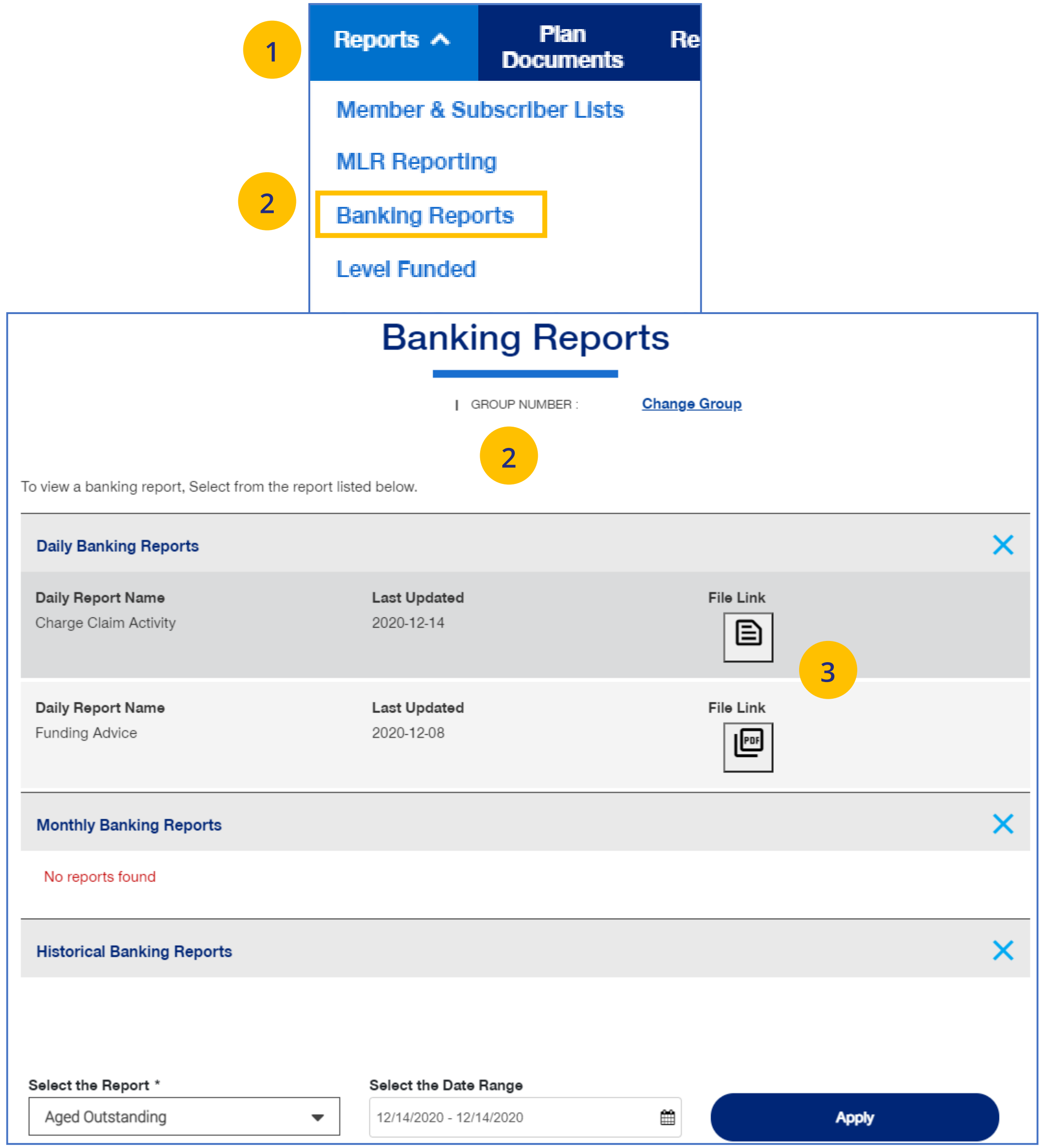
The **Banking Reports** tab allows you to generate the daily, monthly and historical banking reports for a specific Group.

**Note:** This report is not available for **UnitedHealthcare HMO** users.

**Note:** The banking reports are for ASO groups only. The reports will be either a pdf document or an Excel file.

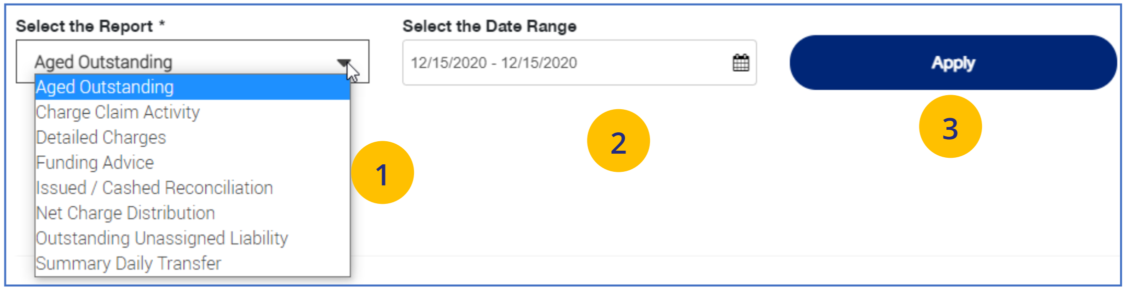
1. Click the **Reports** tab.
2. Click the **Banking Reports** tab. The **Banking Reports** window displays with the Daily, Monthly and Historical Banking reports.
3. Click the **File Link** to view the report.



## Selecting Other Reports

You can generate and view different reports using the dropdown.

1. Select the report you need from the **Select the Report** dropdown list.
2. Select the date range you need in the **Select the Date Range** field.
3. Click **Apply** to display the report.




Below is a list of available reports and descriptions.

| Report Name | Report Description | Frequency |
|---|---|---|
| **Notification of Amount of Request (aka Funding Advice)** | Reports amount being charged against the customer bank account or request/advise of funding amounts due | Daily |
| **Charged Claim Activity Report** | Daily listing of claim charge activity by check/item and member/dependent | Daily |
| **Summary Report for Daily Transfer Evaluation** | Displays the claim activities for each bank day in a calendar month | Monthly |
| **Outstanding Report (Section 1 & 2)** | Section 1- Lists drafts less than 90 days old that have not cashed; Section 2-Lists members and affected draft items greater than 90 days old that have not cashed | Monthly |
| **Aged Outstanding with Stop Payment Placed** | Details in-house stop payments automatically placed on items that remain uncashed 12 months from issuance. *The aged items are reported to the customer to include in their unclaimed property filing/escheatment process* | Monthly |
| **Issued/Cashed Reconciliation Report** | Issued claim payment items vs. cashed items in a policy month | Monthly |
| **Monthly Report of Net Charge Distribution** | Displays the charge allocations to the bank account by claim structure | Monthly |
| **Detailed Report for Transfer Evaluation** | Details all claim charge items at the member level on a daily basis | Monthly |

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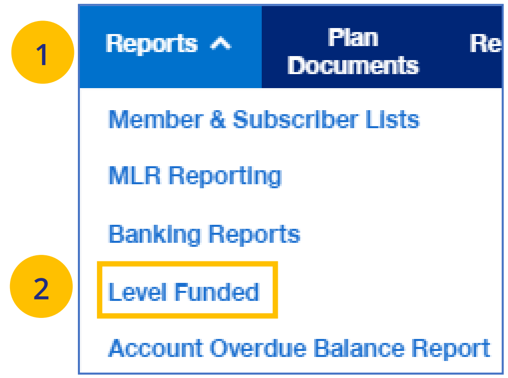
# 9 | Level Funded

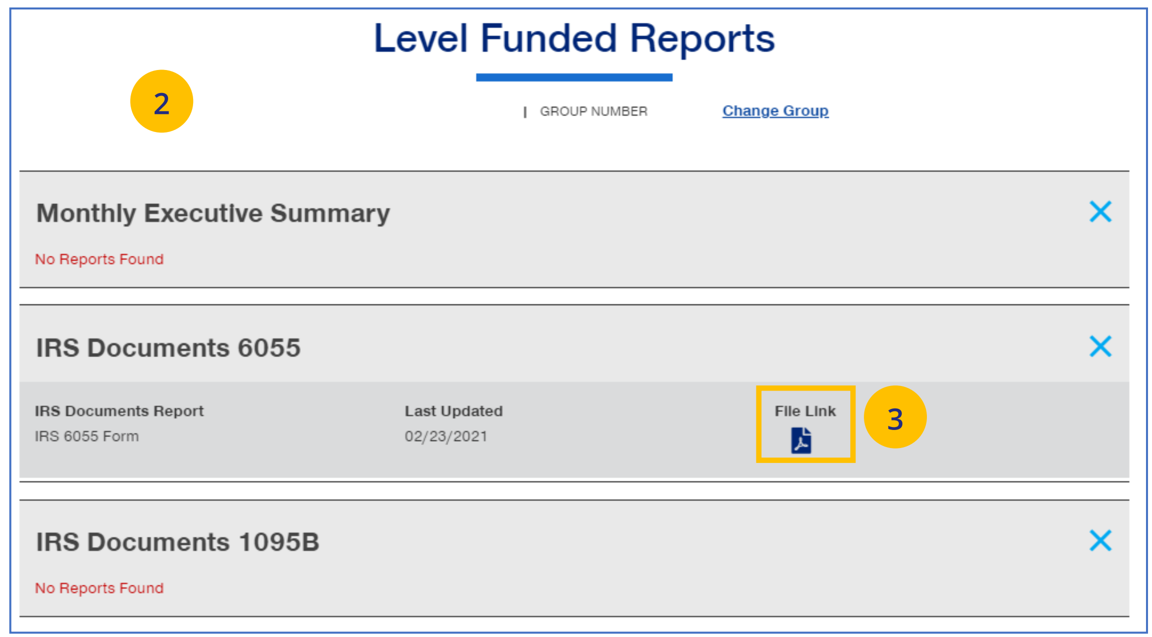
The Level Funded reports show the Monthly Executive Summary, the IRS Documents 6055 and IRS documents 1095 B reports.

**Note:** This report is for Level Funded groups only. The Monthly Executive Report will not display for groups with 0-4 members.

**Note:** This report is not available for **UnitedHealthcare HMO** users.

1. Click the **Reports** tab.
2. Select **Level Funded**. The **Level Funded Reports** window displays with the available reports for level Funded groups.
3. Click the specific **File Link** to view the report you need.



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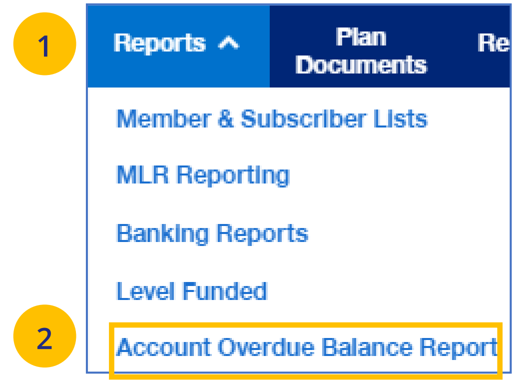
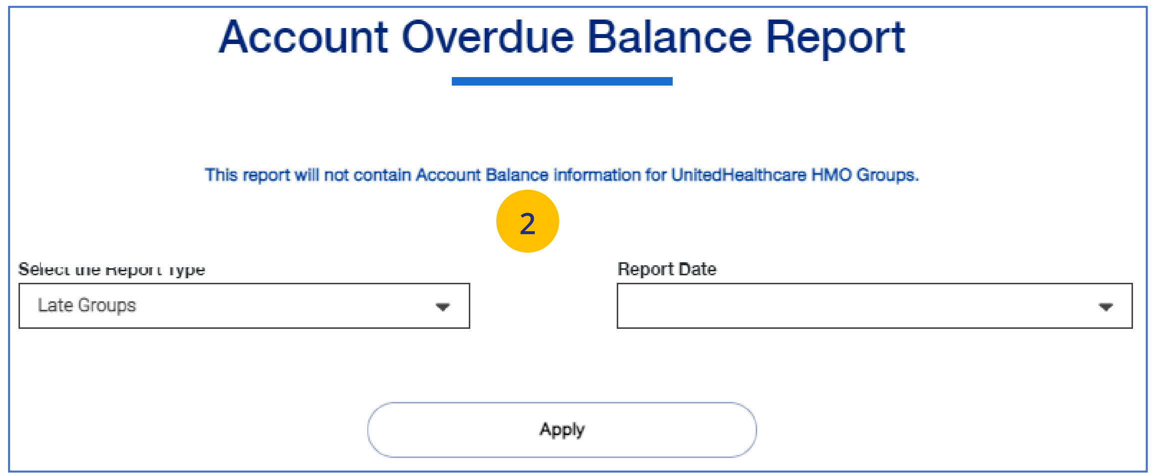
# 9 | Account Overdue Balance Report

The **Account Overdue Balance Report** shows account balances for a specific date for both late groups and terminated groups.

**Note:** This report is not available for **UnitedHealthcare HMO** users.

1. Click the **Reports** tab.
2. Select **Account Overdue Balance Report**.



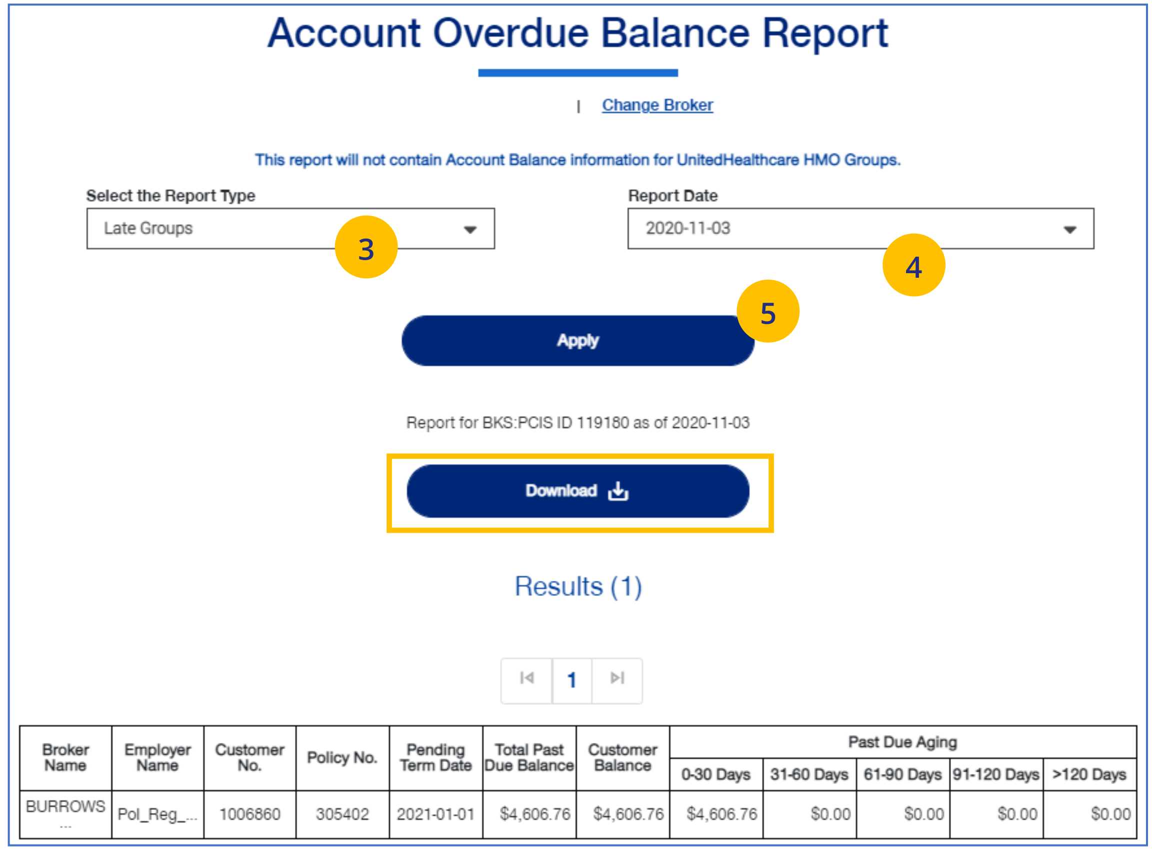



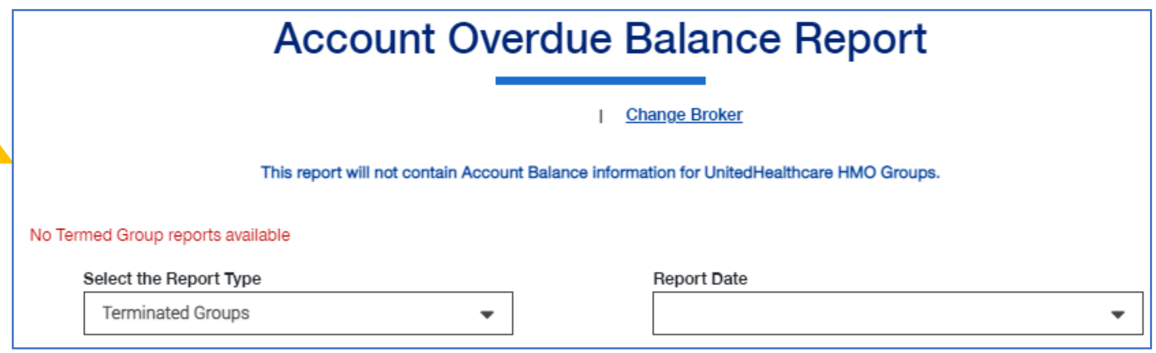
3. In the **Select the Report Type** field, select either **Late Groups** or **Terminated Groups**.
4. In the **Report Date** field, select the report date. **Note:** At this time, you must select the exact date that a report ran on the current UI.
5. Click **Apply**.

   **Note:** The system will look for and display the five most recent late groups or terminations reports for each group the broker is associated.

   **Note: Download Report** – To download the report, click **Download Report**. An alert displays on the message icon when the report is ready.

   **Note:** If no reports are available for the group, a message displays.



# 10 | Plan Documents

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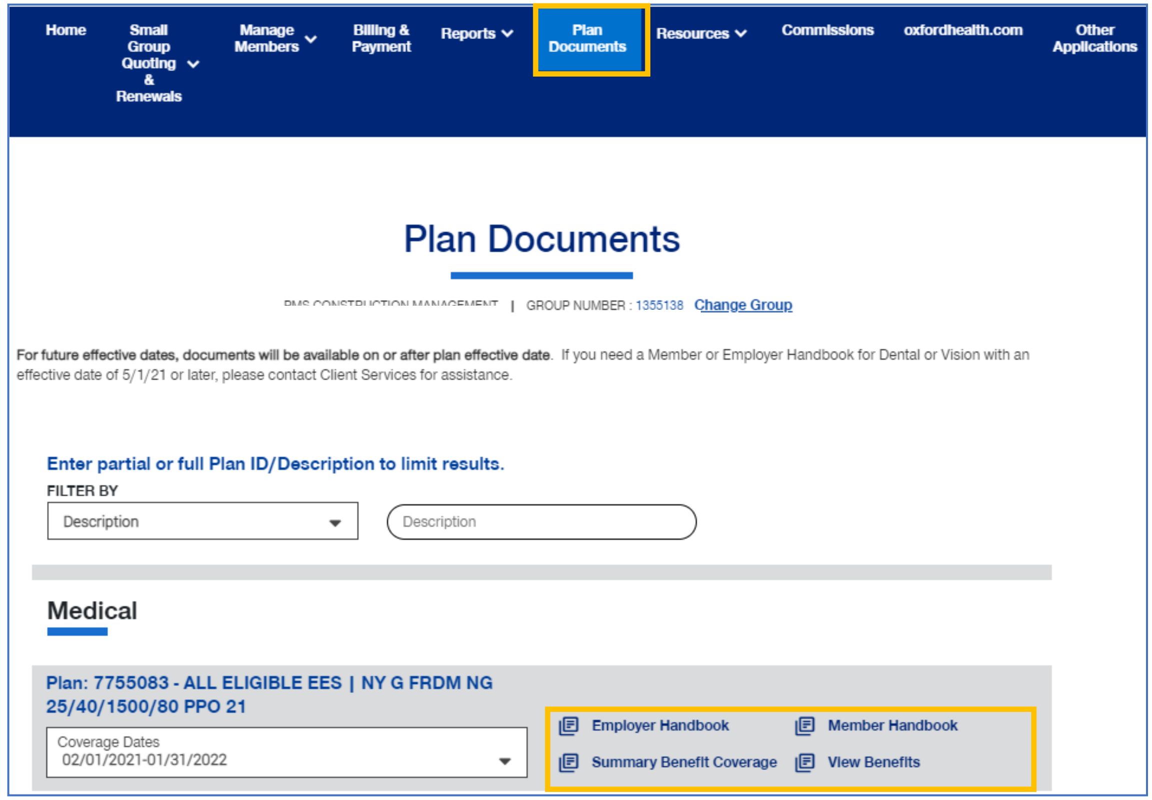
The **Plan Documents** gives you access to the following:

- Employer Handbook
- Member Handbook
- Summary Benefit Coverage (SBC)
- View Benefits

Click on the specific link to view the documents.

**Note:** The documents available for **UnitedHealthcare HMO** users are **Summary of Benefit Coverage (SBC)** and **Schedule of Benefits**.



# 10 | View Benefits

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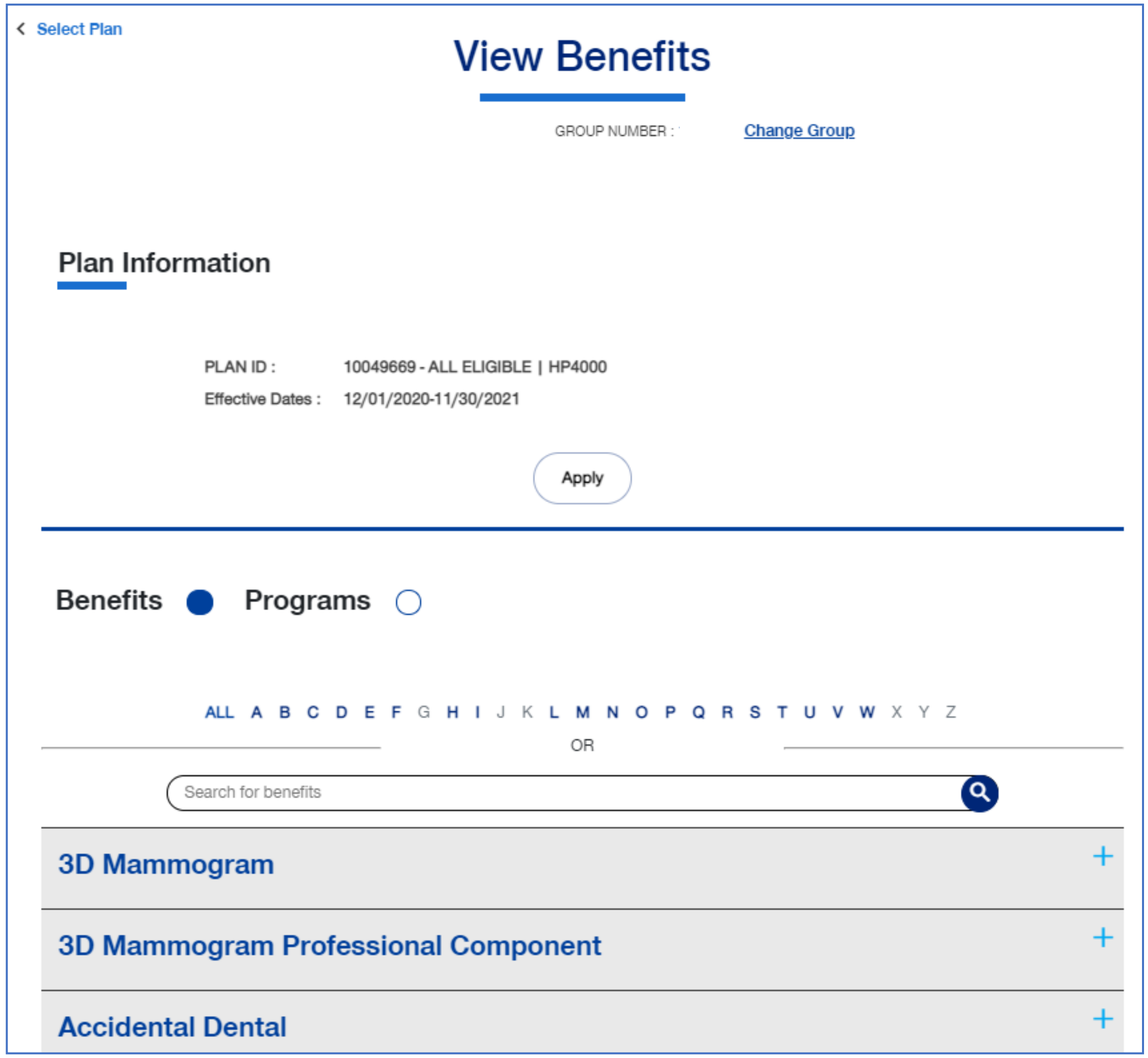
The **View Benefits** link allows you to view benefits for a specific plan.

The benefits are listed in alphabetical order. Click on a letter to go to benefits beginning with that letter.

**Note:** For **Level Funded** groups, you will be able to view the detailed benefits of the plan as well as the programs they offer.

**Note:** This is not available for **UnitedHealthcare HMO** users.



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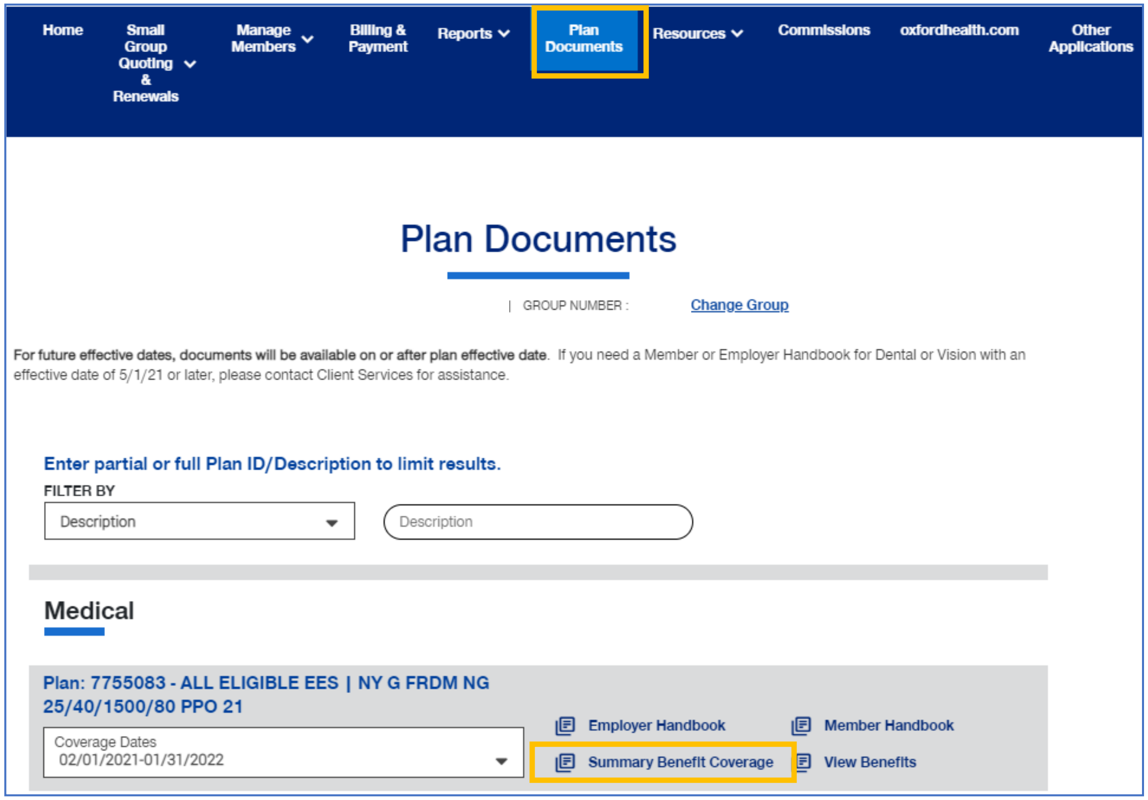
# 10 | Summary Benefit Coverage

The **Summary Benefits Coverage** link allows you to view the **Summary of Benefits and Coverage** for each plan.

You can filter the report to show only specific plans or all plans.



# 10 | Member Handbook

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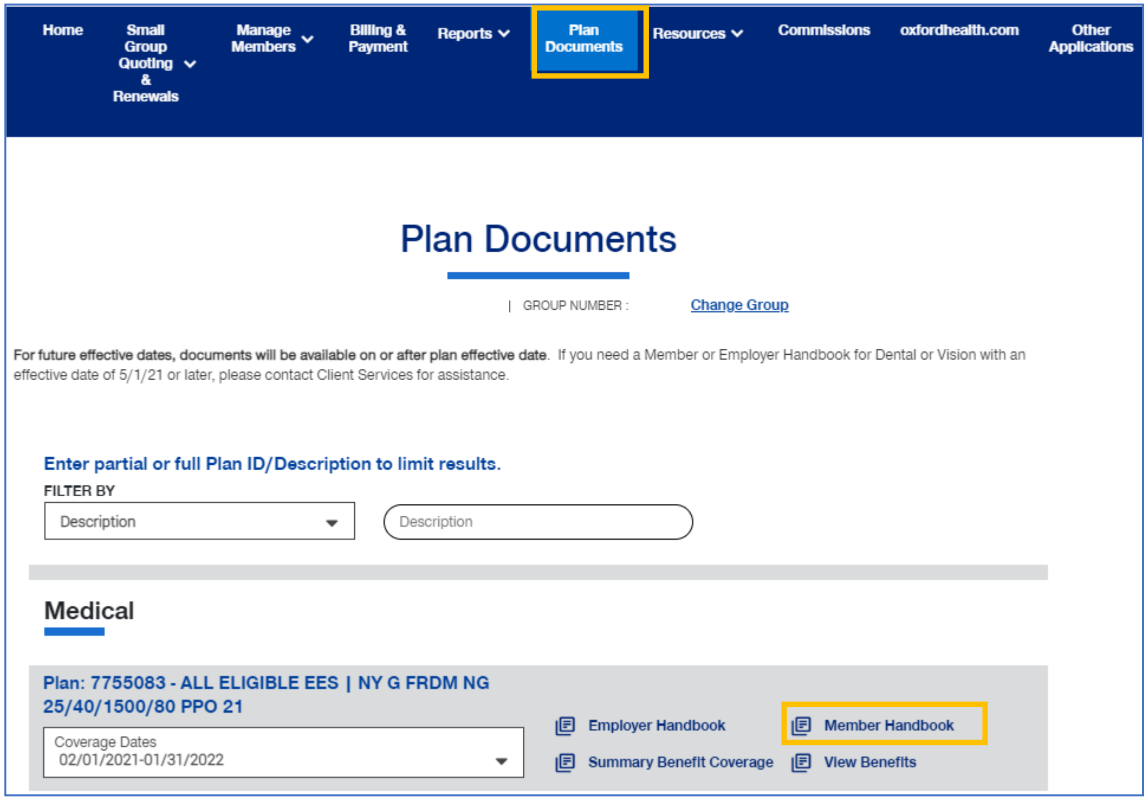
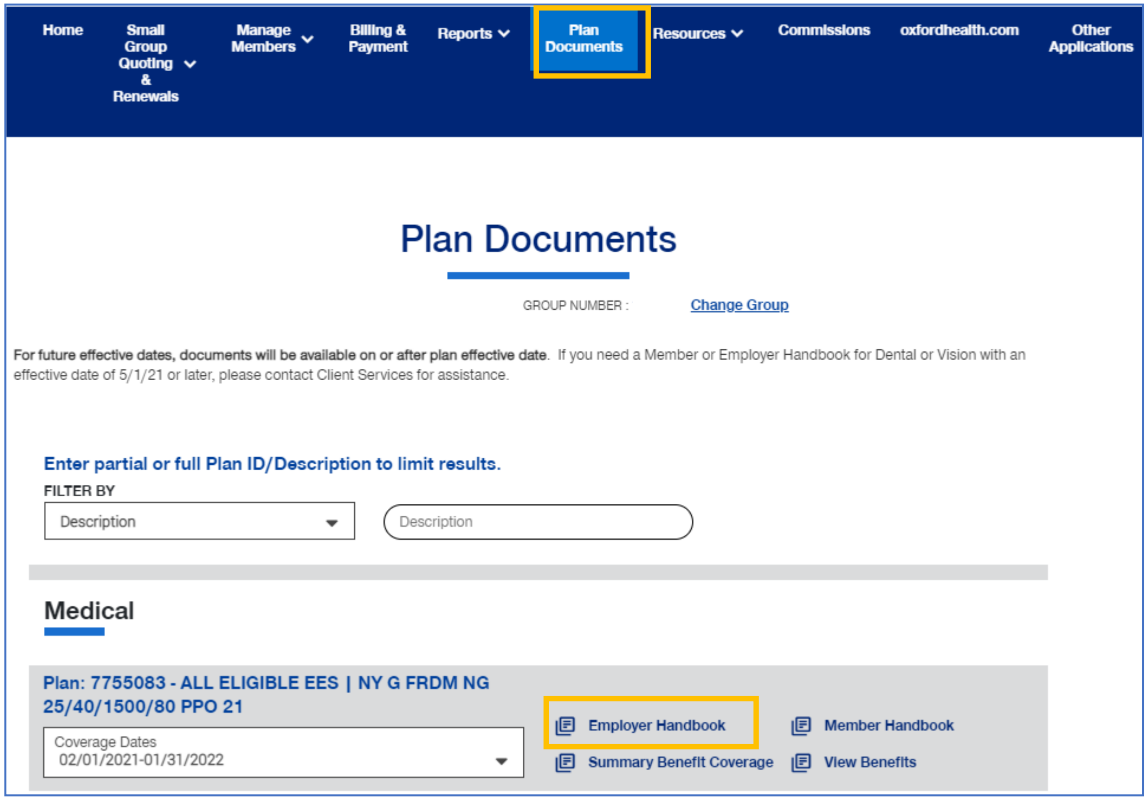
The **Member Handbook** link allows you to view the Member Handbook for each plan.

You can filter the report to show only specific plans or all plans.



# 10 | Employer Handbook

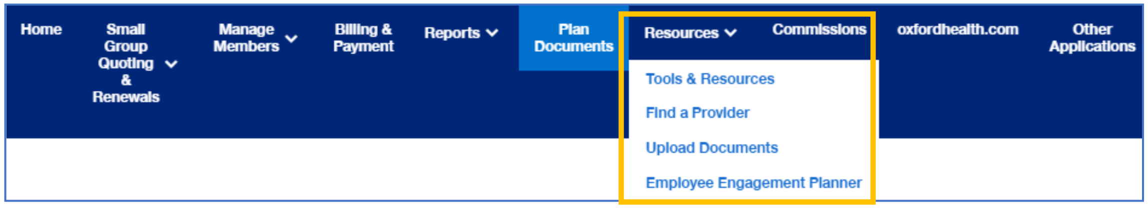
The **Employer Handbook** link allows you to view the Employer Handbook for each plan. You can filter the report to show only specific plans or all plans.



# 11 | Resources

The **Resources** tab provides access to the following:

- **Tools & Resources** – Links to helpful tools and resources
- **Find a Provider** – Search for a Provider
- **Upload Documents** – Upload specific documents
- **Employee Engagement Planner** – Calendar and communications used to help employees stay engaged throughout the plan year

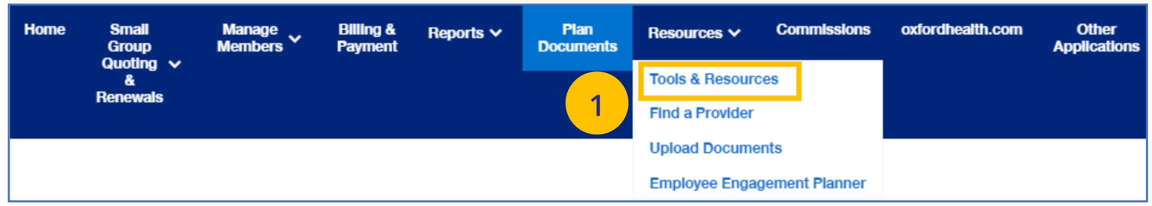


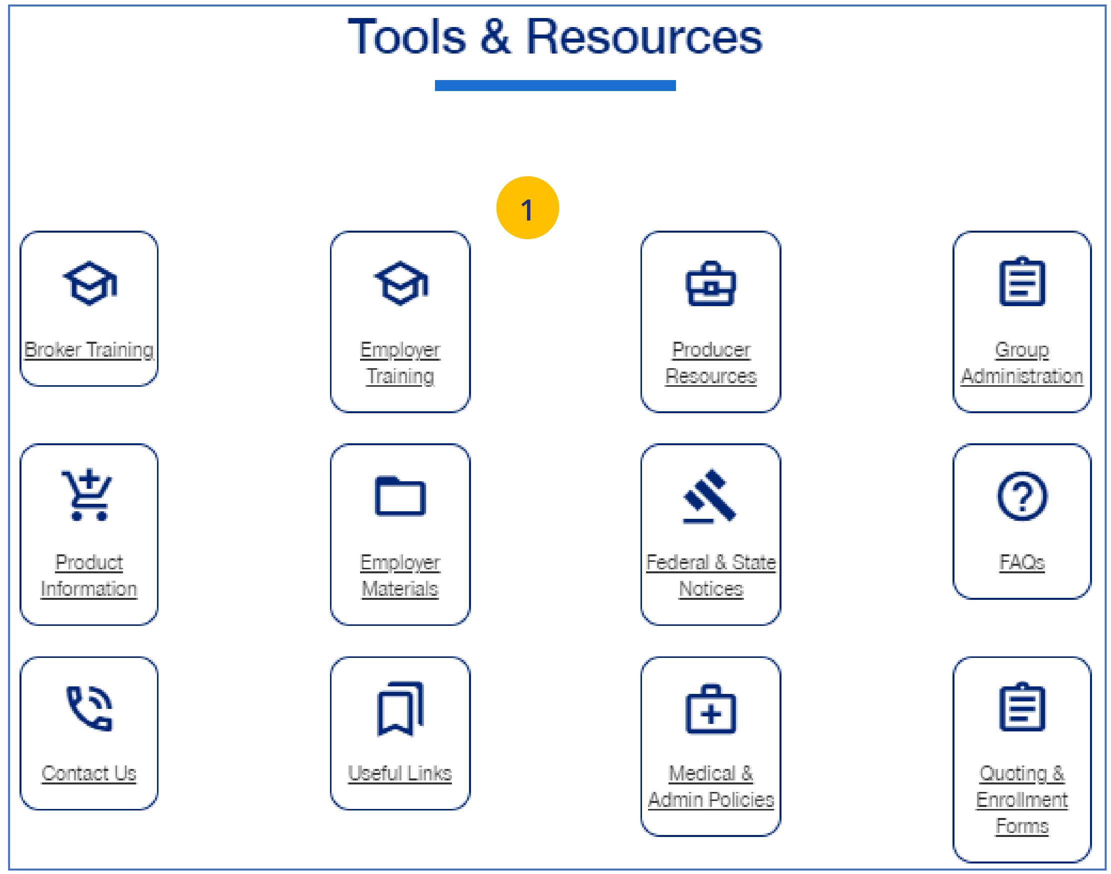
# 11 | Tools & Resources

The **Tools & Resources** link has links to helpful tools and resources that you might need. The documents posted in each category will be updated as needed.

- **Broker Training** – Training schedules and materials specific to your Brokers.
- **Employer Training** – Training schedules and materials specific to your Employers.
- **Producer Resources** – Producer resources.
- **Group Administration** – A group's administration guide and various forms.
- **Product Information** – Product brochures and grids.
- **Employer Materials** – Worksite wellness and employer marketing materials.
- **Federal & State Notices** – Federal and state communications.
- **FAQs** – Answers to frequent questions.
- **Contact Us** – Contact information.
- **Useful Links** – Includes link to United for Reform Resource Center.
- **Medical & Admin Policies** – Links to documents related to Medical and Administrative policies.
- **Quoting & Enrollment Forms** – Available forms for each state.

1. Click the **Tools & Resources** link. The **Tools & Resources** screen displays.



# 11 | Find a Provider

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The **Find a Provider** tab allows you to search for a provider for a specific plan.

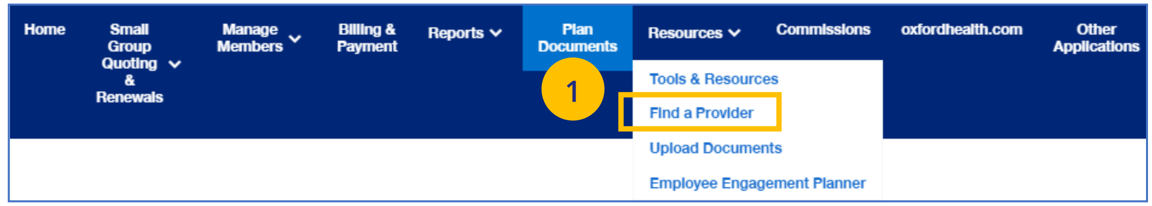
**Note:** If you have not entered a Group Number previously, you will be asked to search for and find your Group prior to requesting materials.

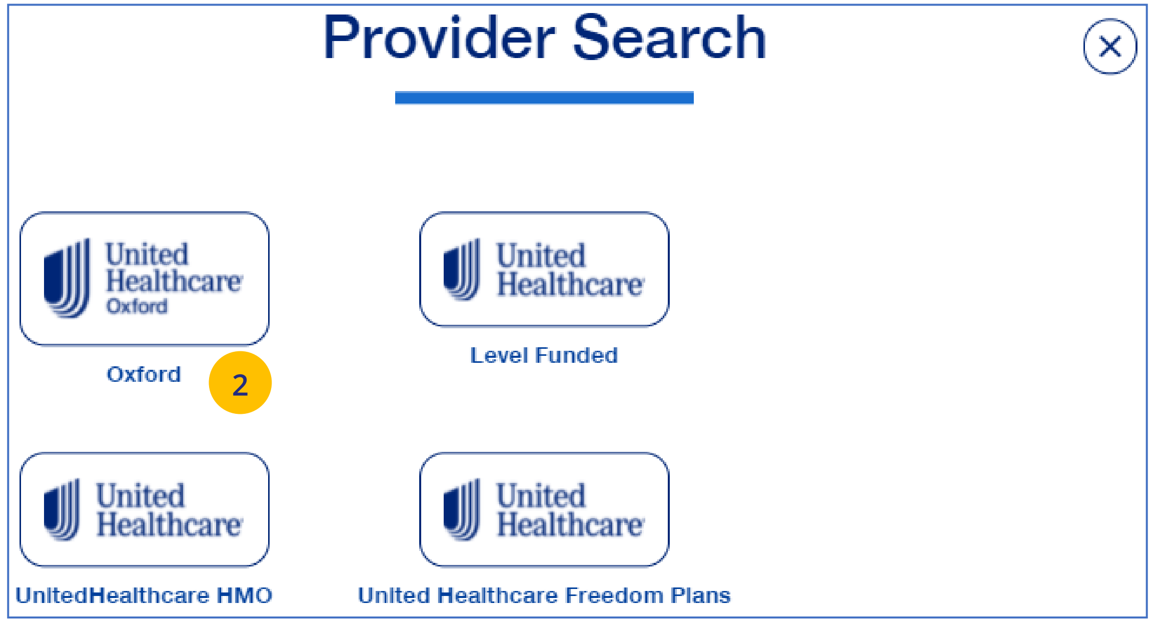
### Find a Provider: Oxford

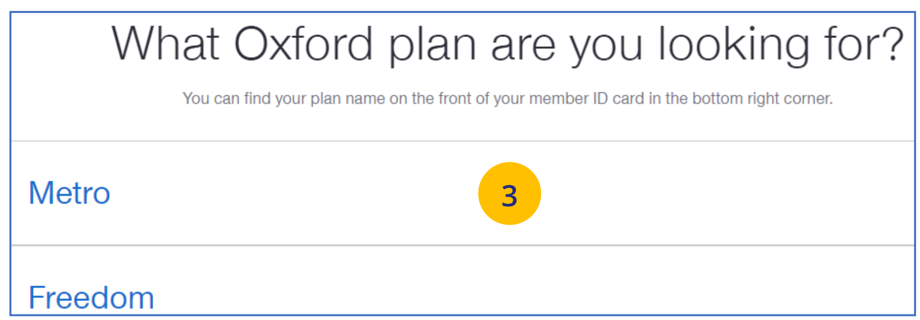
1. Click **Find a Provider**. The **Provider Search** screen displays.

**Note:** The subsequent screens will vary based on the selection you make.

2. Click **Oxford**.
3. Select the Oxford plan you are looking for.



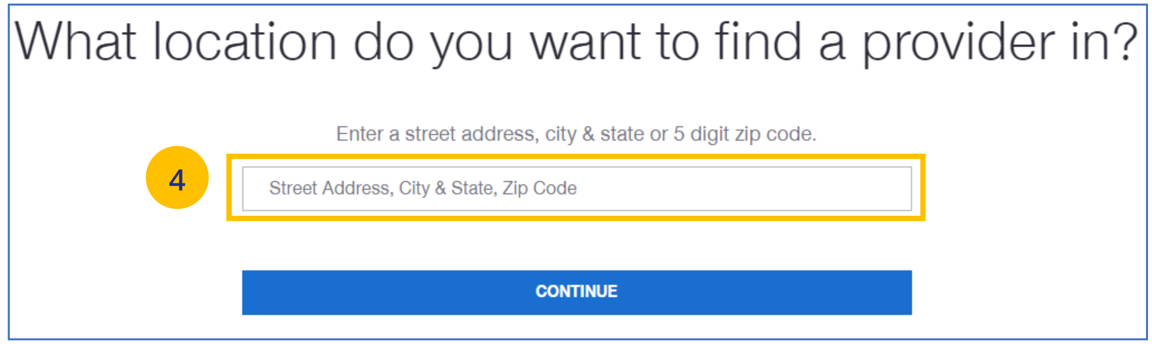



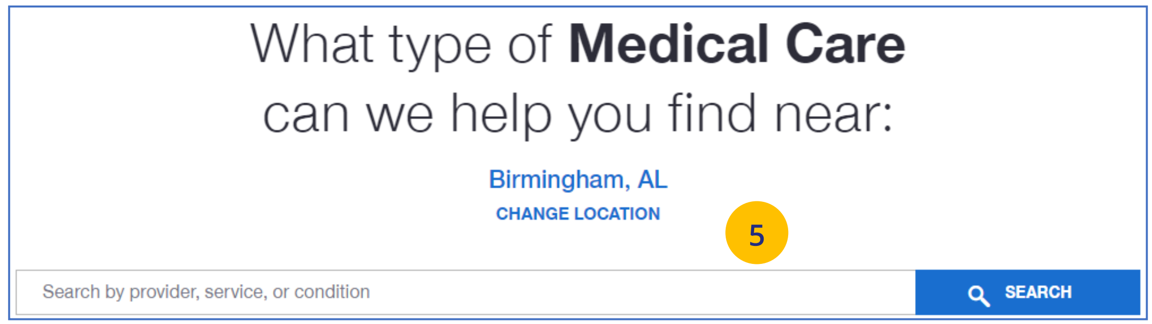



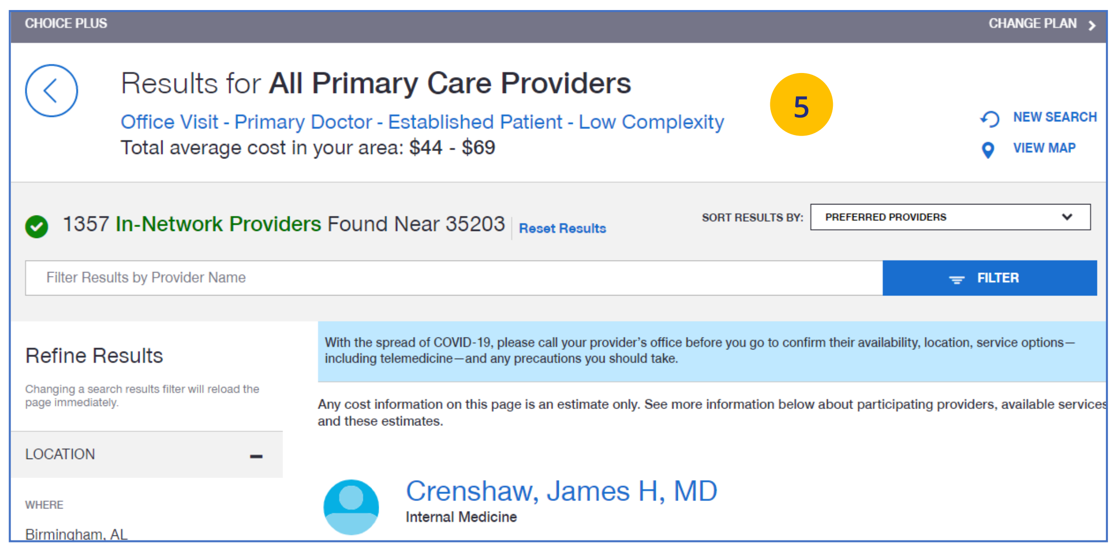
# 11 | Find a Provider (continued)

4. Enter the location of your provider and click Continue.

5. Enter the type of provider and click Search. A list of providers will be shown You can filter the results if needed.



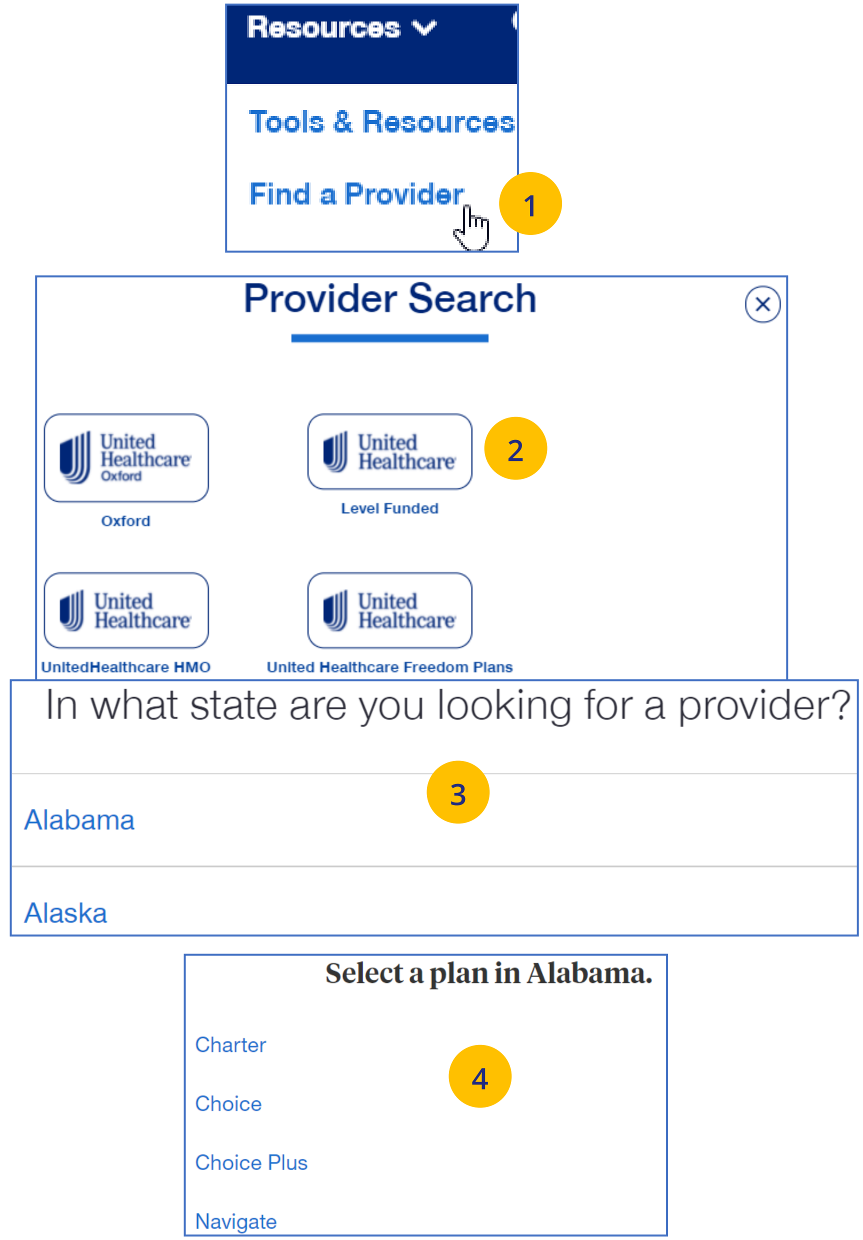



# 11 | Find a Provider (continued)

**Find A Provider: Level Funded**

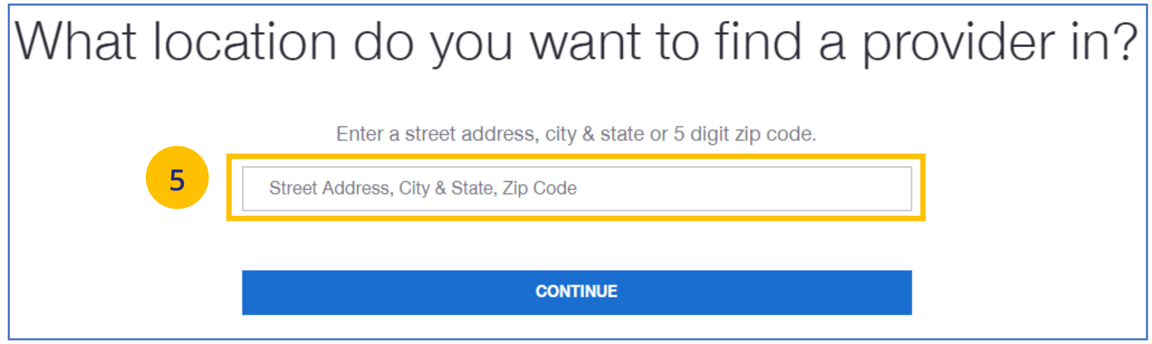
1. Select **Find a Provider**.
2. Click **Level Funded**.
3. Select the state where your provider resides.
4. Select a plan in the specific state.

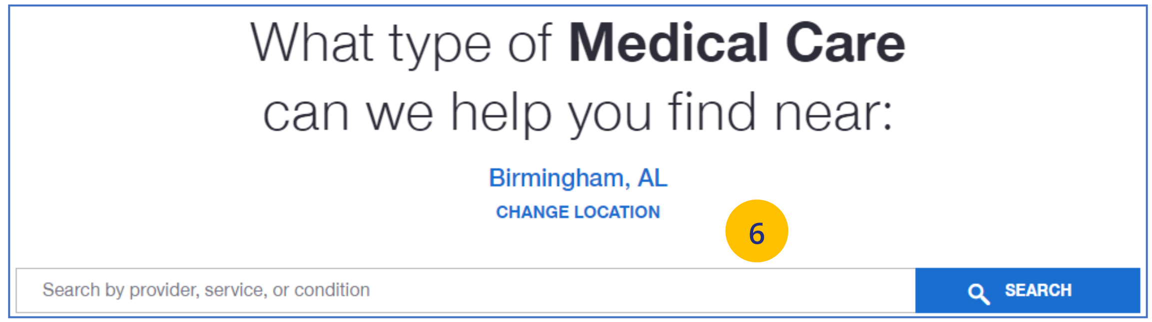


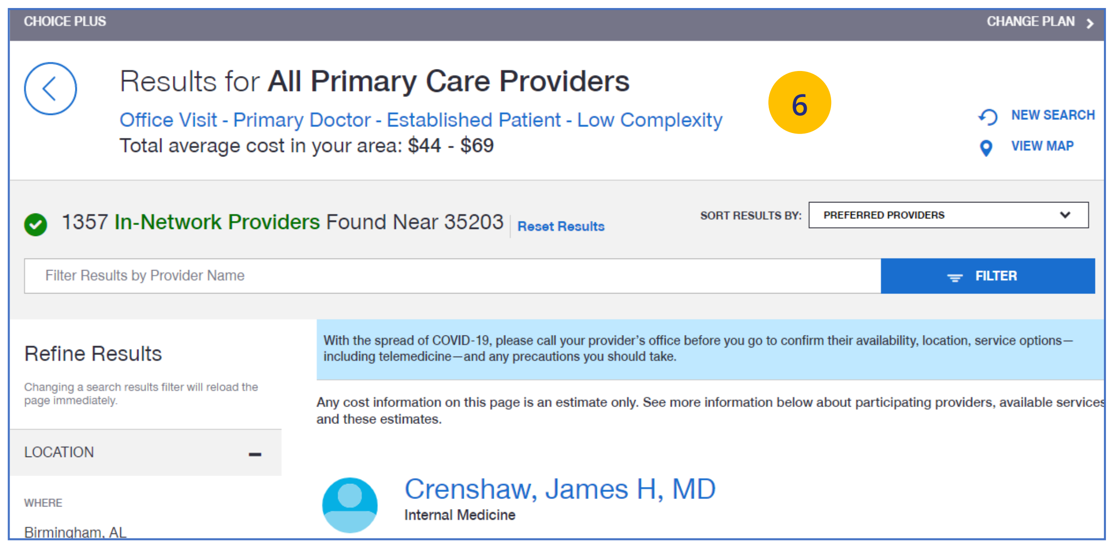
# 11 | Find a Provider (continued)

5. Enter the location of your provider and click Continue.

6. Enter the type of provider and click Search. A list of providers will be shown You can filter the results if needed.



# 11 | Find a Provider (continued)

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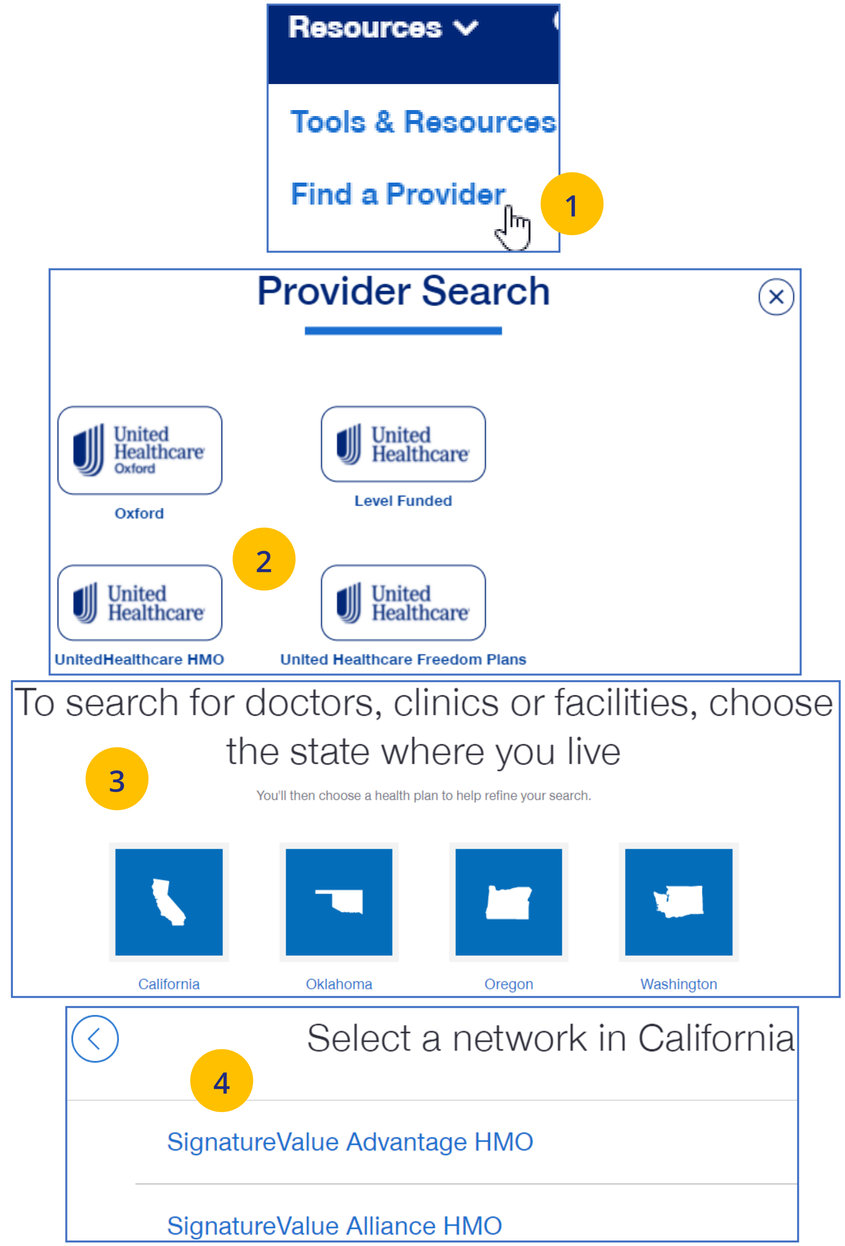
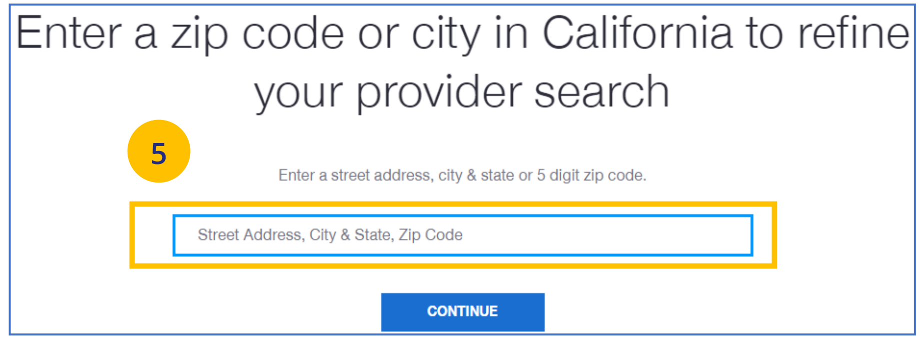
## Find A Provider: UnitedHealthcare HMO

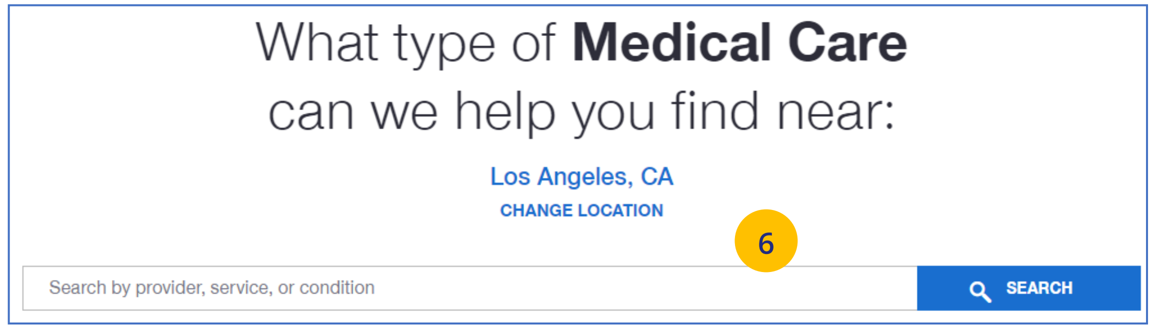
1. Select **Find a Provider**.
2. Click **UnitedHealthcare HMO.**
3. Select the state where your provider resides.
4. Select a network in the state you selected.

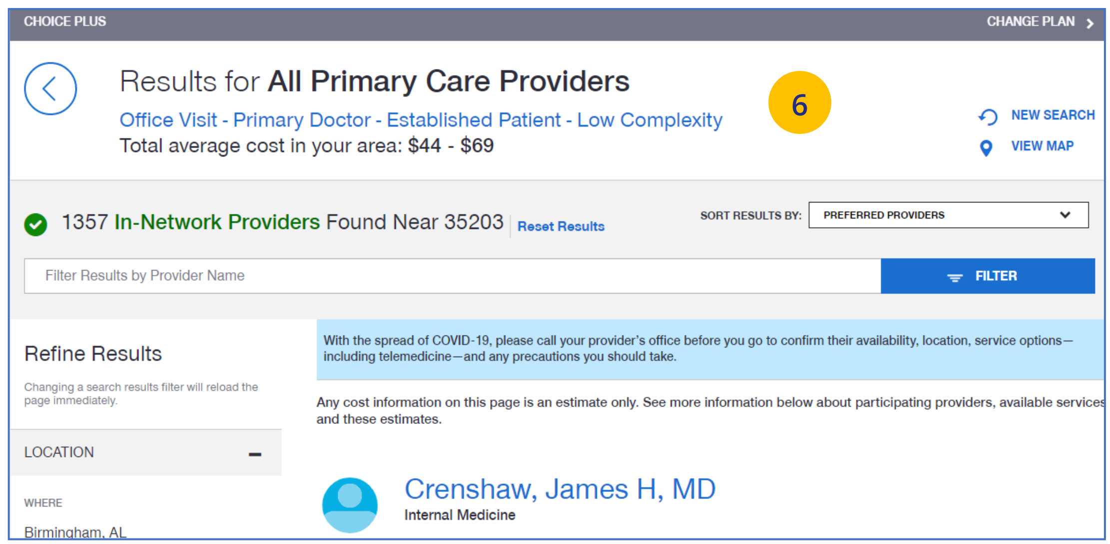


# 11 | Find a Provider (continued)

5. Enter the location of your provider and click **Continue**. A **Primary Care Provider Information** screen displays. Click **Continue** again.
6. Enter the type of provider and click **Search**. A list of providers will be shown You can filter the results if needed.

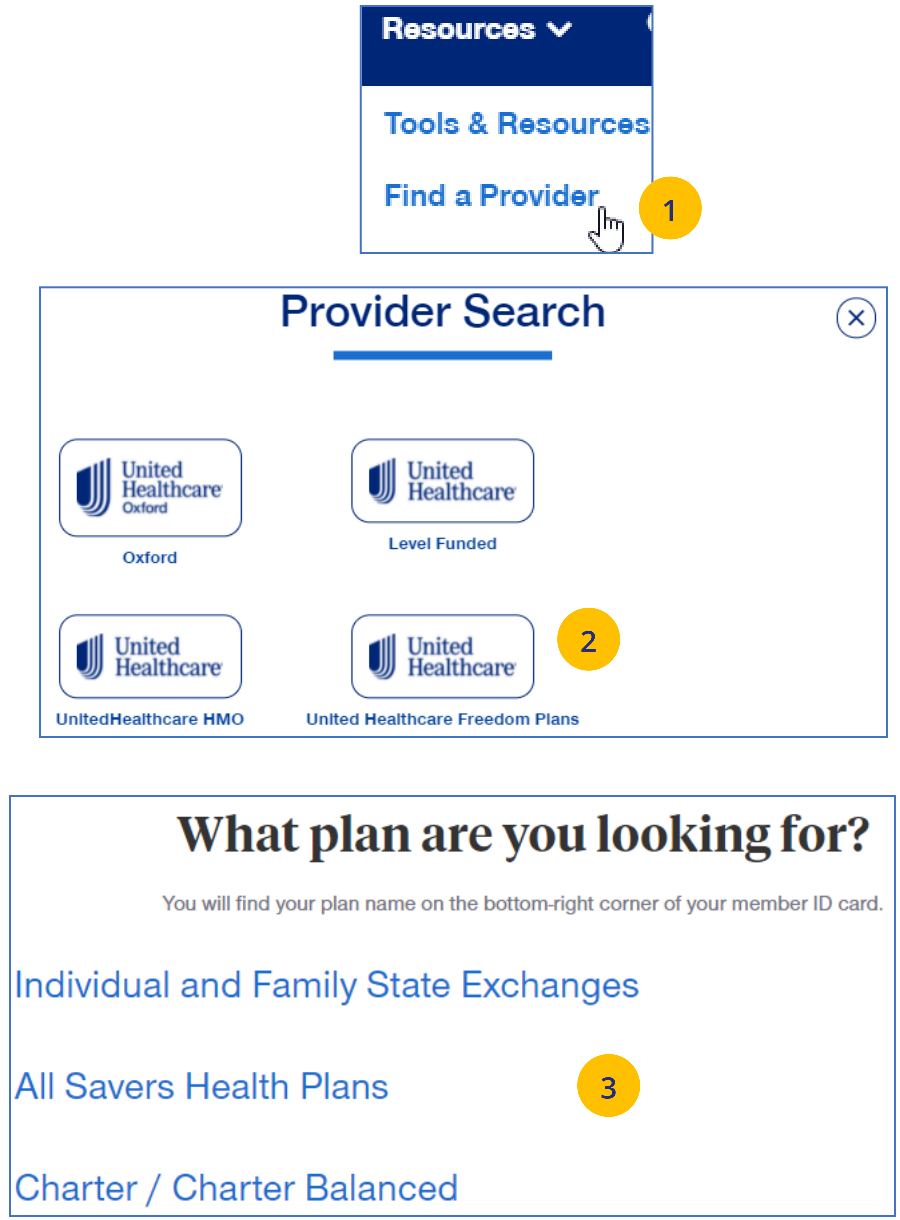


## Find A Provider: UnitedHealthcare Freedom Plans

1. Select **Find a Provider**.
2. Click **UnitedHealthcare Freedom Plans.**
3. Select the plan you need.



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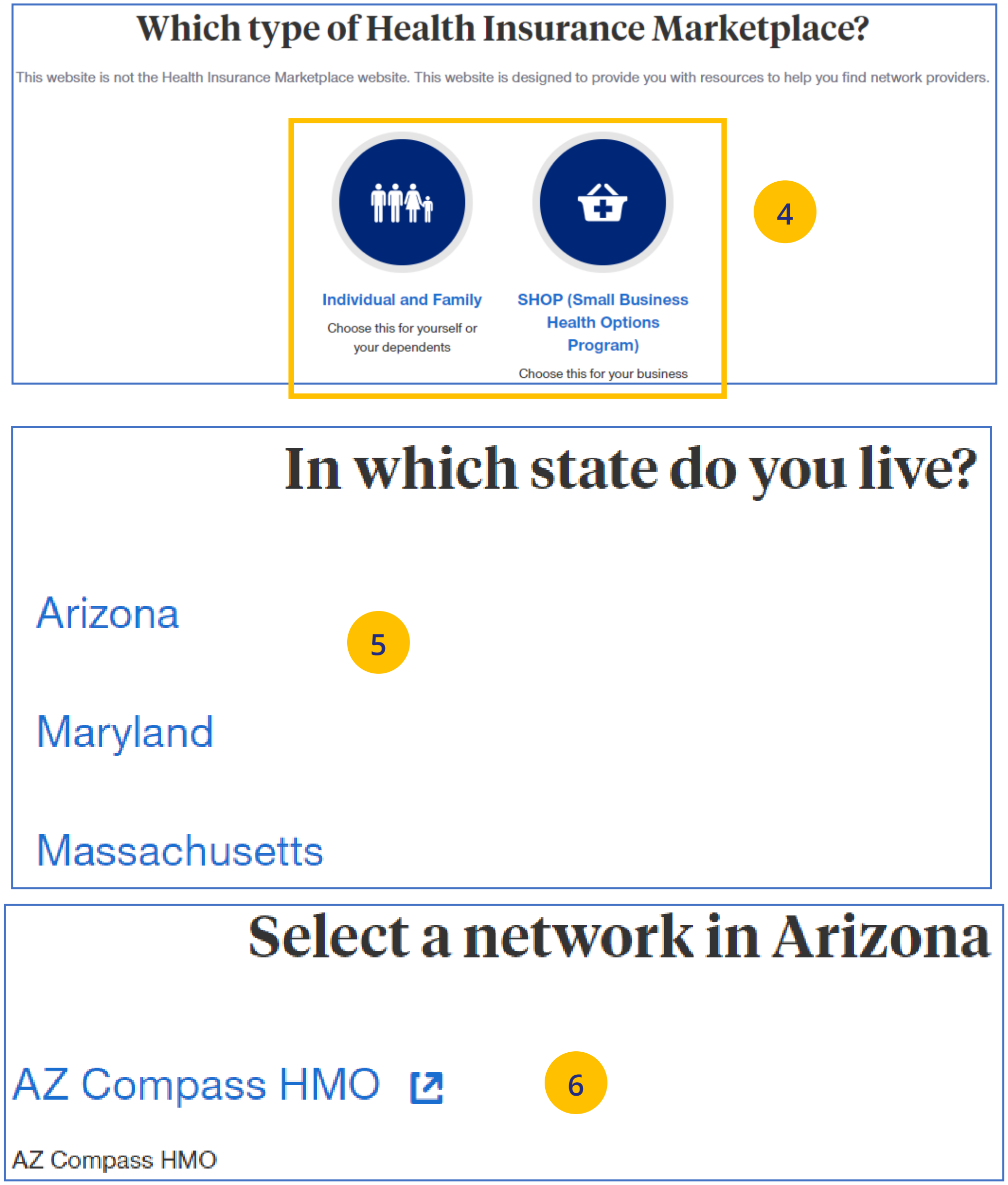
# 11 | Find a Provider (continued)

4. Select **Individual and Family** or **SHOP (Small Business Health Plan Options Program)**.
5. Select the specific state you need.
6. Select the network in your state.



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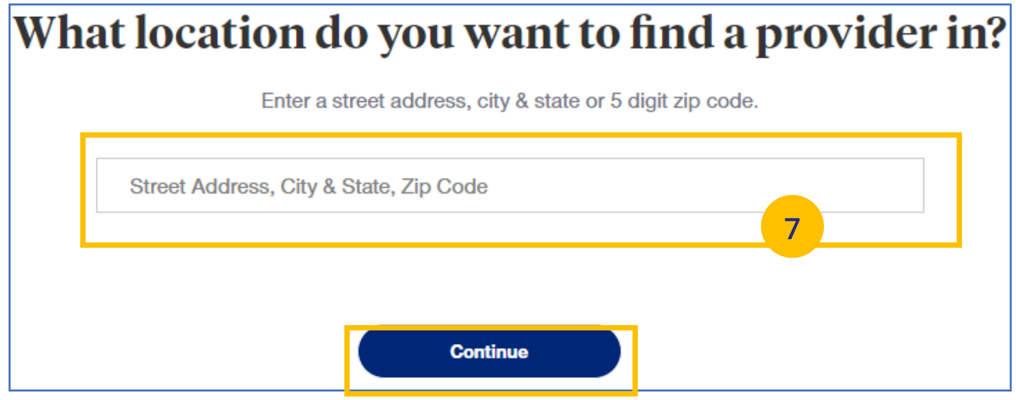
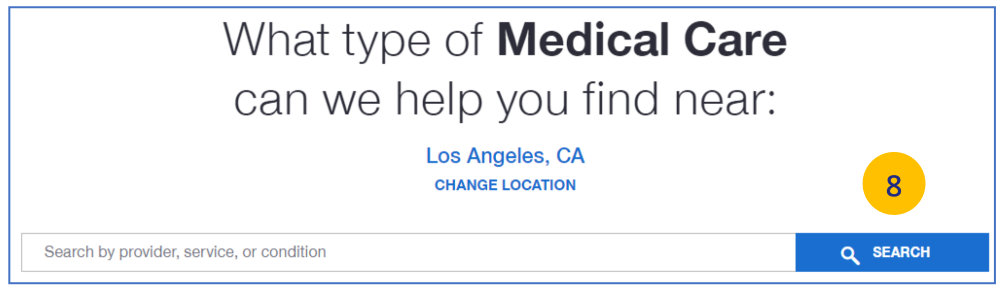
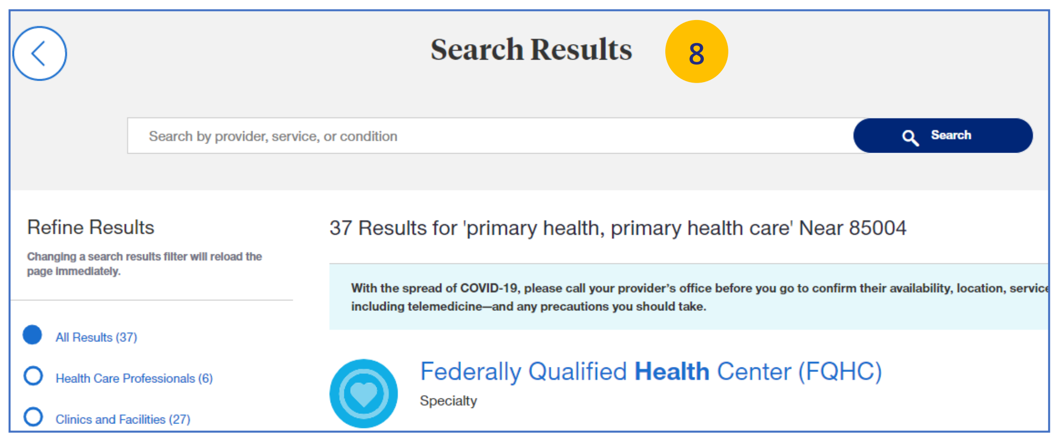
## 11 | Find a Provider (continued)

7. Enter the location of your provider and click **Continue**. A **Primary Care Provider Information** screen displays. Click **Continue** again.
8. Enter the provider search criteria and click **Search**. A list of providers will be shown You can filter the results if needed.



# 11 | Upload Documents

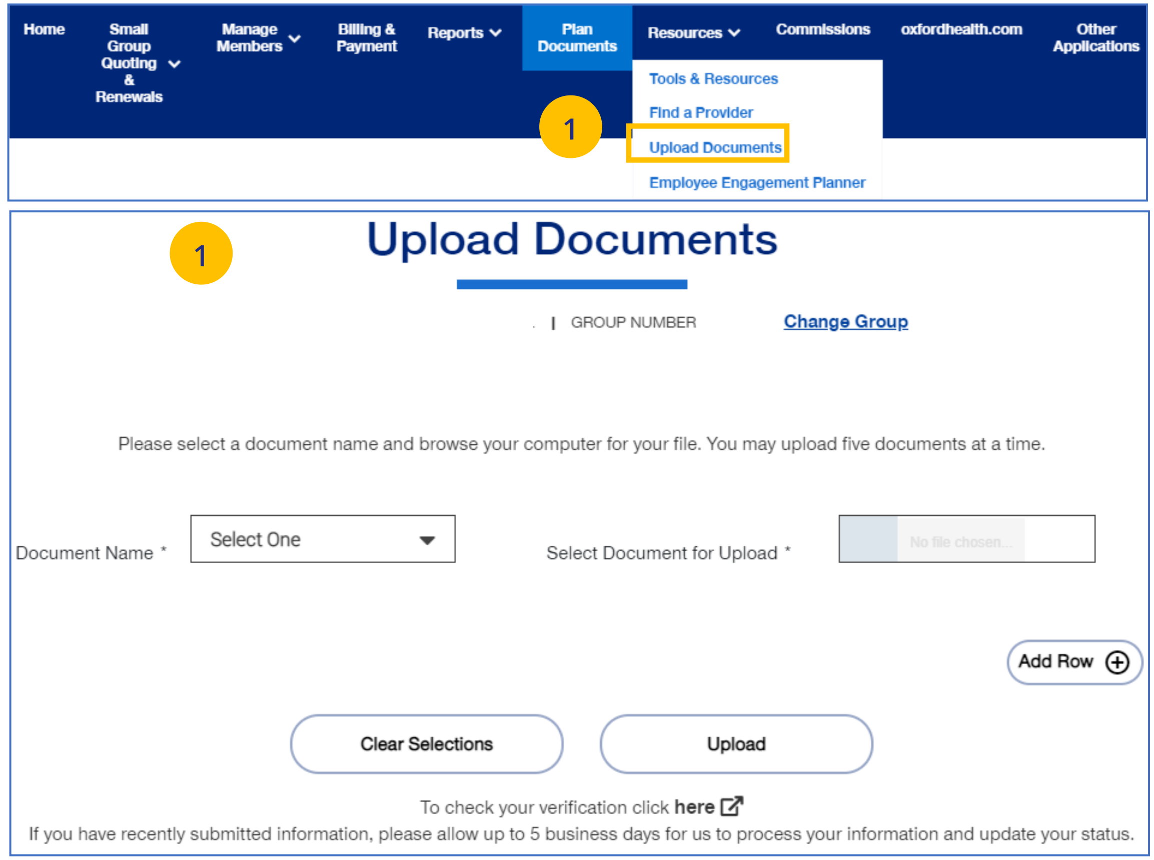
The **Upload Documents** tab allows you to select and upload a specific document. **This only applies if you have permission to upload documents.**

**Note:** Access to **Upload Documents** is available only to those with Internal Portal Admin, Underwriting, Internal Sales, Broker Lead, Broker User and Employer Lead roles.

**Note:** If you have not entered a Group Number previously, you will be asked to search for and find your Group prior to requesting the document.

1. Click the **Upload Documents** link. The **Upload Documents** screen displays.

   **Note:** A message displays at the bottom of the screen with a link that allows you to check group eligibility.



## 11 | Upload Documents (continued)

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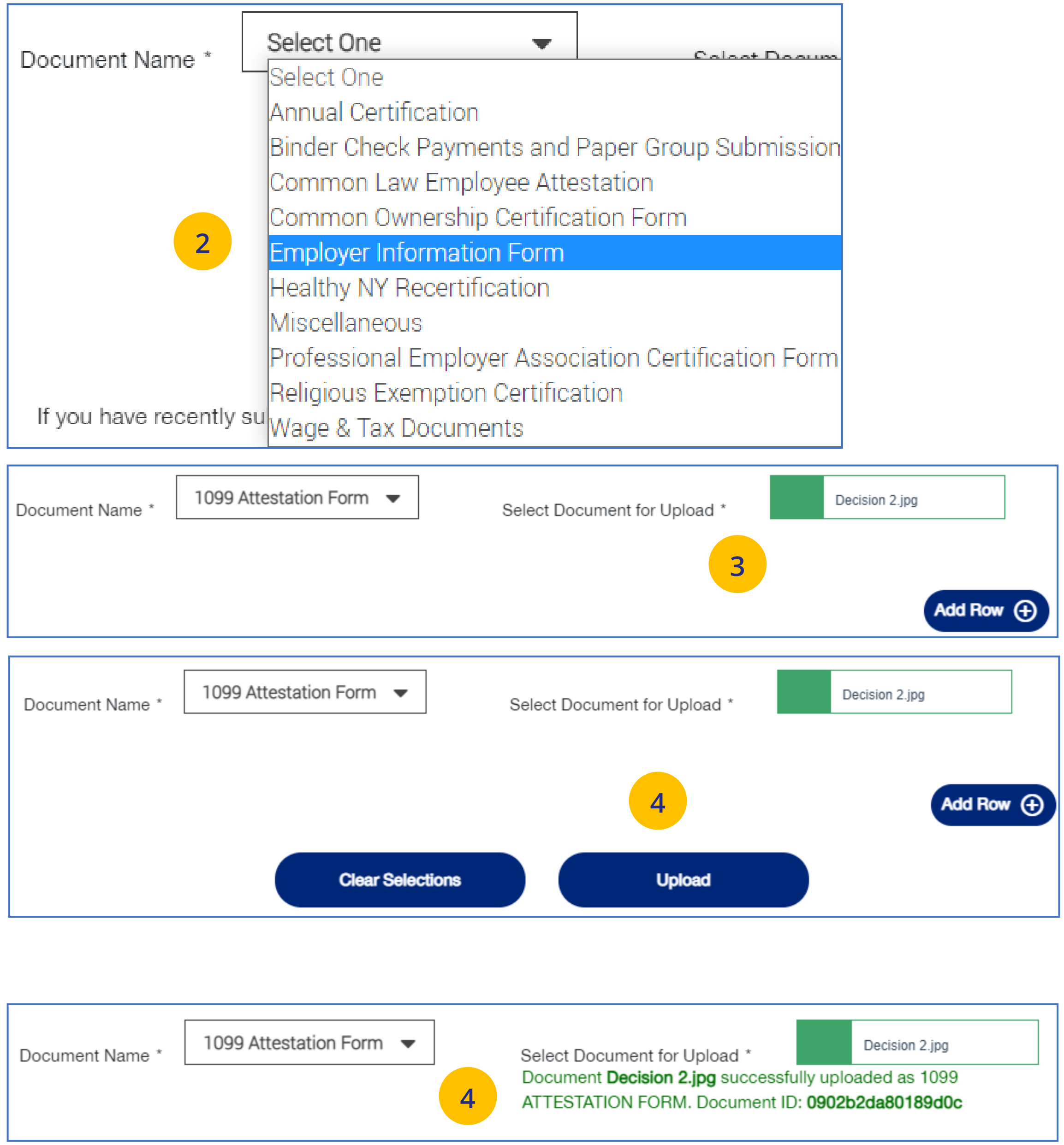
2. Use the **Document Name** drop-down to select the document you need to upload.
3. Click the **Select Document for Upload** box and attach the document for upload. Repeat this if needed by clicking **Add Row**. You can upload up to five documents at one time.
4. Click **Upload**. A "successfully uploaded" confirmation message will display.

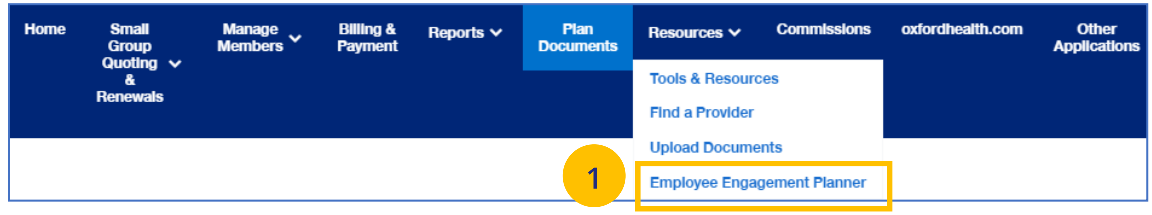


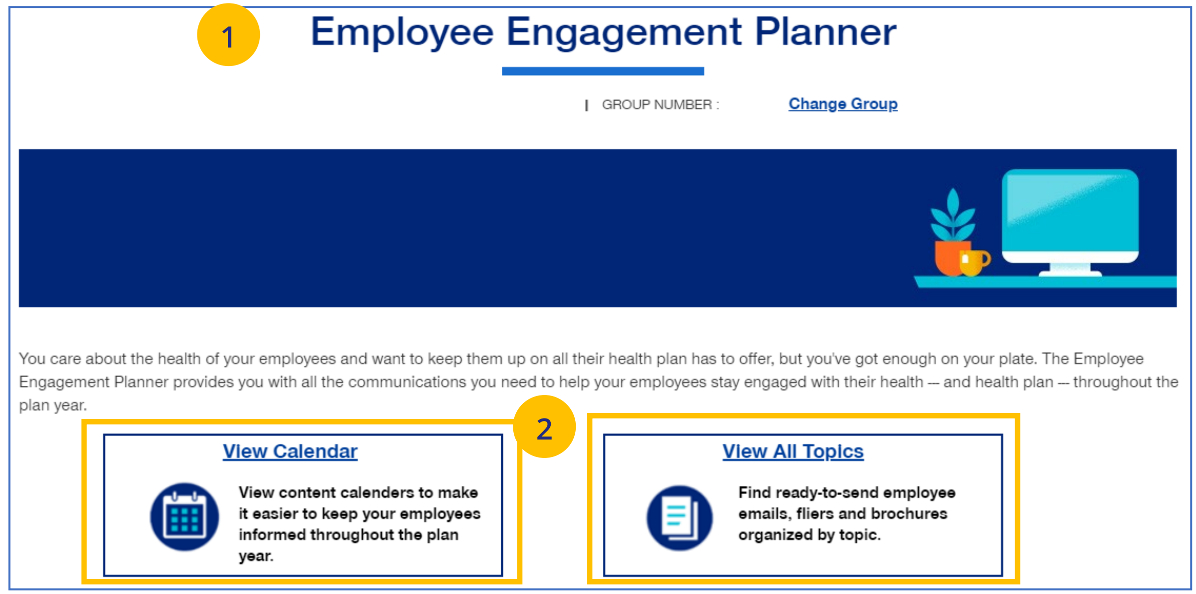
# 11 | Employee Engagement Planner

The **Employee Engagement Planner** allows you to view a calendar and documents that can be sent to employees to keep them information.

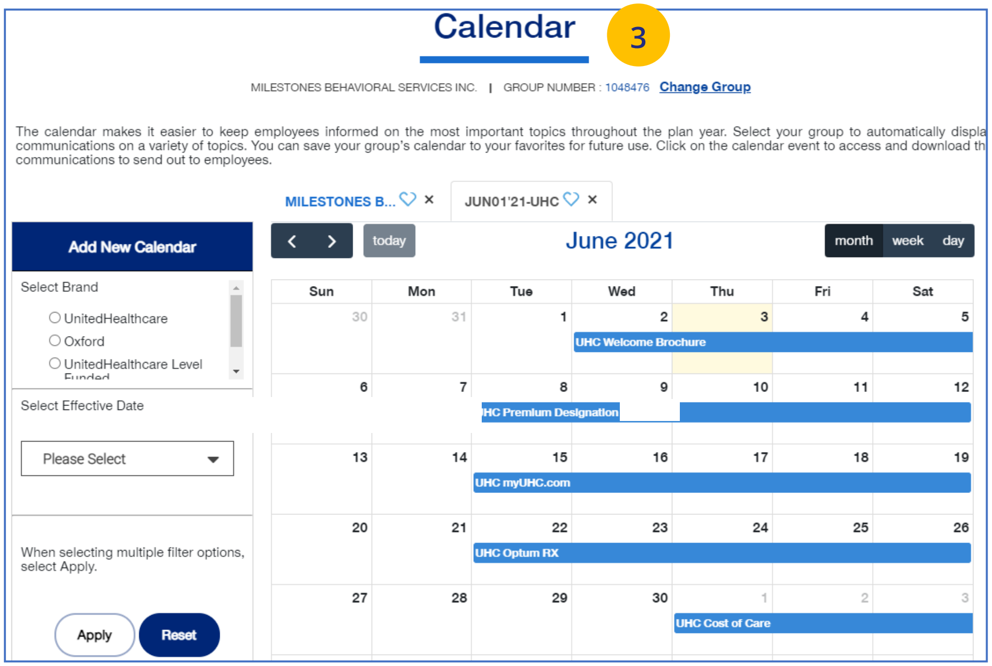
**Note:** The **Employee Engagement Planner** is not used by **UnitedHealthcare HMO** users.

1. Click the **Employee Engagement Planner** tab. The **Employee Engagement Planner** screen displays.
2. Click **View Calendar or View All Topics**.



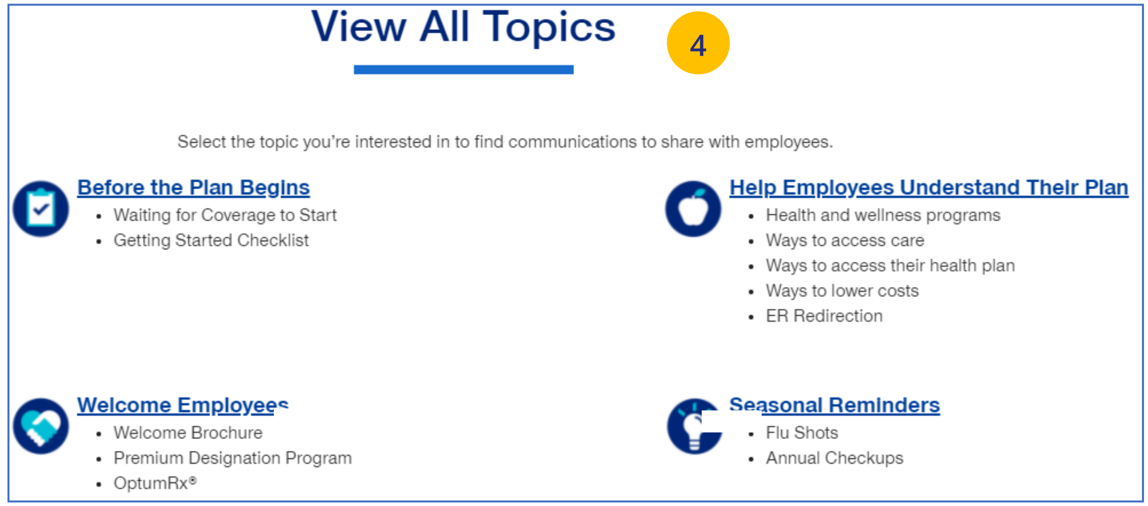



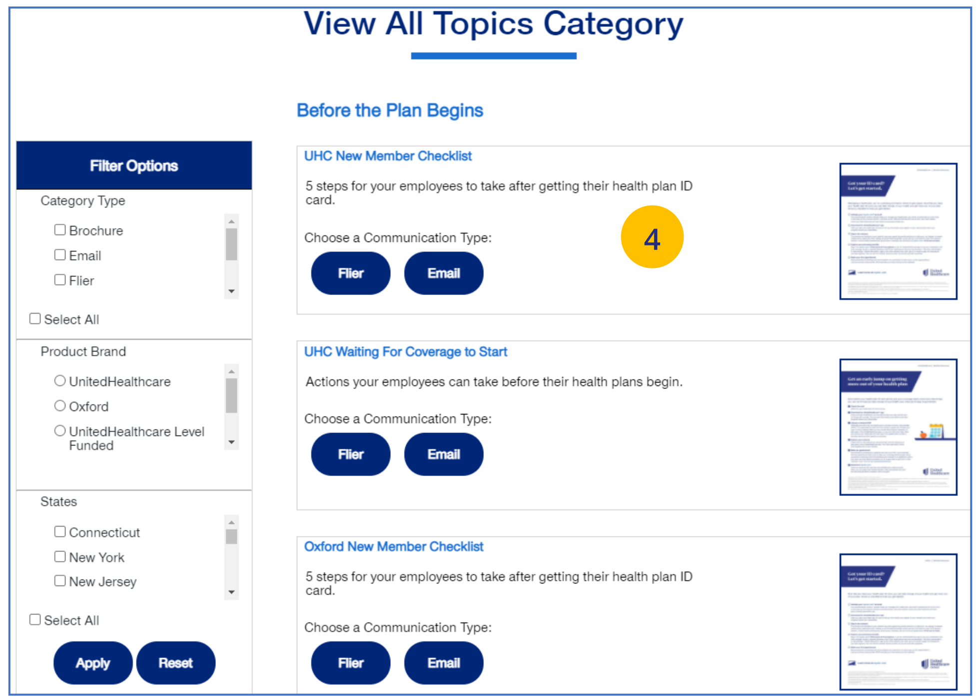
3. **View Calendar** – Select a group to see documents based on group brand and effective date. Important communications that can be downloaded and sent to employees.



4. **View All Topics** - Links to topics that can be shared with employees.

   When you click on a topic, you will see filters that allow you to download topics in different formats (brochure, email, flier) when available.



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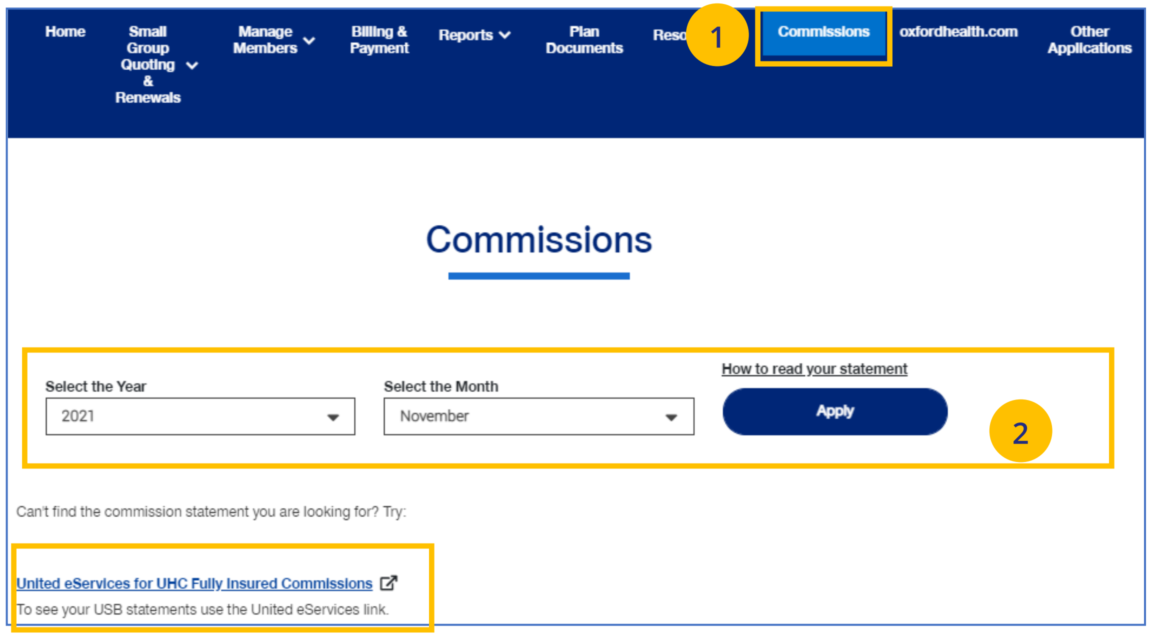
The **Commissions** tab is used to search for and display a broker's commissions.

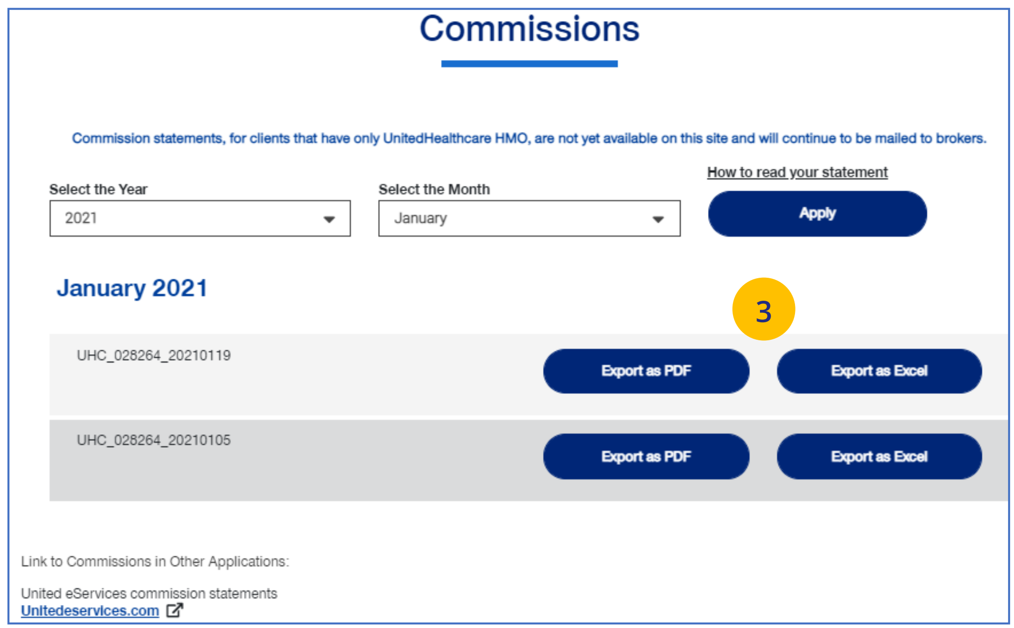
1. Click the **Commissions** tab. The **Commissions** screen displays.
2. Enter the Year and Month and click **Apply**. The available commission statements will display.
3. You can export a statement to either PDF or Excel.

**Note:** If **All Savers** commission statements are available, a link to uhone.com will be shown. There is also a link to United eServices (UeS).

**Note: How to read your statement** – Click on the How to read your statement link to view a description of the statement and how to read it.

**Note**: For **UnitedHealthcare HMO** users, the commissions statement prefix will be "UHCOFCA."



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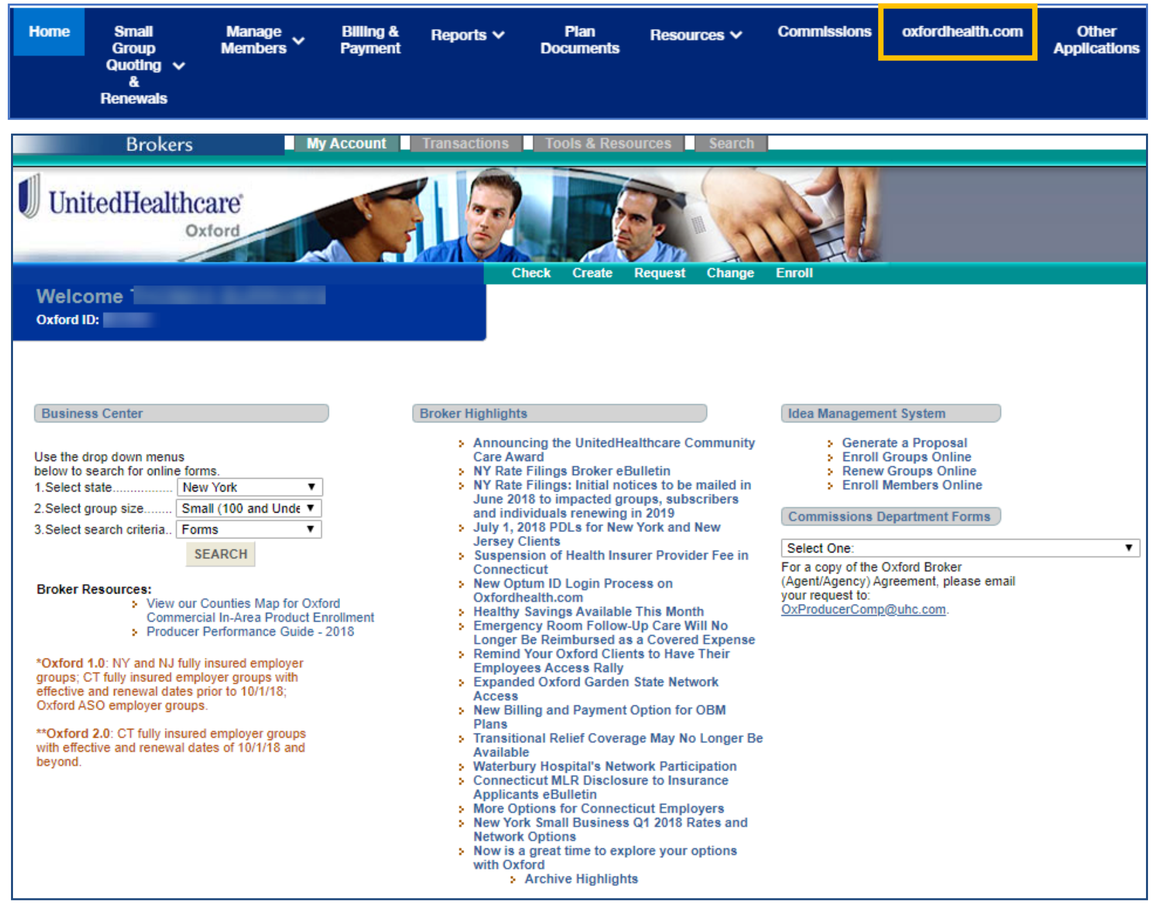
The **oxfordhealth.com** tab takes you directly into the oxfordhealth.com legacy platform.

**Note:** This does not apply **for UnitedHealthcare HMO** users.



# 14 | Other Applications

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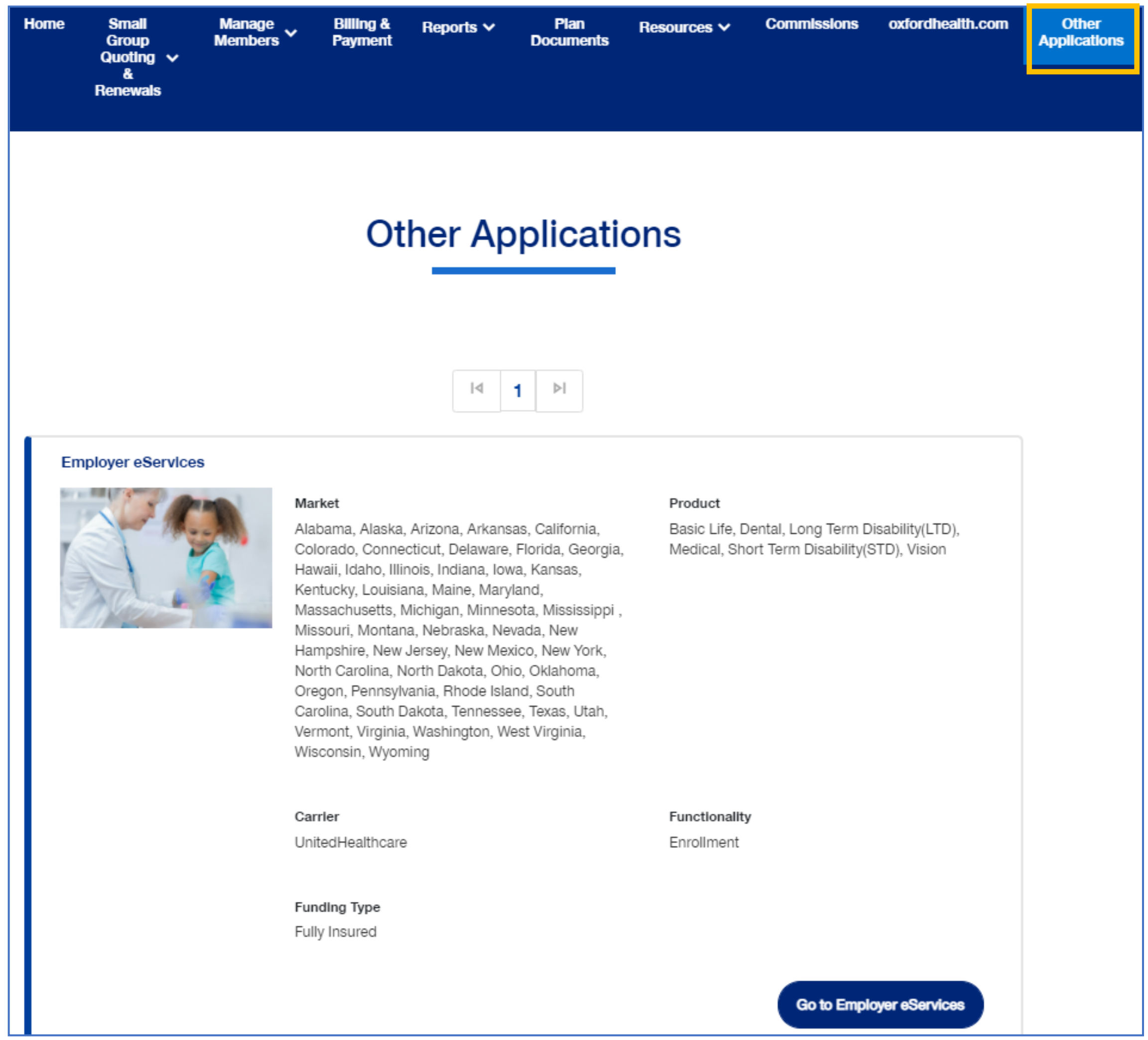
The **Other Applications** tab provides direct links to United eServices (UeS) and Employer eServices (EeS).



## Appendix: Broker Roles and Permissions

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| Function | Broker Lead with User Maintenance | Standard Broker with Commissions | Standard Broker without Commissions | Broker View Only | Broker Content Only | Baseline Broker with Quote, Renewal, Commissions | Baseline Broker with Quote and Commissions | Baseline Broker with Quote | Baseline Broker with Renewal and Commissions | Baseline Broker with Renewal | Baseline Broker with Commissions | Baseline Broker with Quote and Renewal |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Invite Broker users | Y | N | N | N | N | N | N | N | N | N | N | N |
| Invite a Broker user as a Lead or assign an existing Broker as | Y | N | N | N | N | N | N | N | N | N | N | N |
| View and update a Broker | Y | N | N | N | N | N | N | N | N | N | N | N |
| Disable a Broker user's | Y | N | N | N | N | N | N | N | N | N | N | N |
| View Subscriber and Member | Y | Y | Y | Y | N | N | N | N | N | N | N | N |
| View plan documents and benefits for an Employer group | Y | Y | Y | Y | N | N | N | N | N | N | N | N |
| Invite Employer users | N | N | N | N | N | N | N | N | N | N | N | N |
| View and update an Employer user's profile | N | N | N | N | N | N | N | N | N | N | N | N |
| Disable an Employer user's | N | N | N | N | N | N | N | N | N | N | N | |
| Invite an Employer user as a Lead, or assign an existing | N | N | N | N | N | N | N | N | N | N | N | N |
| View existing members within an Employer group | Y | Y | Y | Y | N | N | N | N | N | N | N | N |
| Enroll new members within an Employer group | Y | Y | Y | N | N | N | N | N | N | N | N | N |
| Update existing members within an Employer group | Y | Y | Y | N | N | N | N | N | N | N | N | N |
| Terminate existing members within an Employer group | Y | Y | Y | N | N | N | N | N | N | N | N | N |
| Print or order a member's ID | Y | Y | Y | Y | N | N | N | N | N | N | N | N |
| Quote new business (UeS, Project X, All Savers, Quick | Y | Y | Y | Y | N | Y | Y | Y | N | N | N | Y |
| View Commissions page | Y | Y | Y | Y | N | Y | Y | N | Y | N | Y | N |
| View MLR reports | Y | Y | Y | Y | N | Y | Y | Y | Y | Y | Y | Y |
| Access to the Billing and Payment page and ability to | Y | Y | Y | Y | N | N | N | N | N | N | N | N |
| View Member and Employee | Y | Y | Y | Y | N | Y | Y | Y | Y | Y | Y | Y |
| Renew existing business, view renewal packages for Employer groups with | Y | Y | Y | Y | N | Y | N | N | Y | Y | N | Y |
| Upload a document via the Upload Document screen | Y | Y | Y | Y | Y | N | N | N | N | N | N | N |
| View Banking Report | Y | Y | Y | Y | Y | N | N | N | N | N | N | N |
| View Account Overdue Balance | Y | Y | Y | Y | Y | N | N | N | N | N | N | N |
| View Level Funded Report | Y | Y | Y | Y | Y | N | N | N | N | N | N | N |

## Appendix: Employer Roles and Permissions

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| Function | Employer Lead | Employer User | Employer View Only | Employer View Only with Member Handbook Only | Employer View Only with Employer Handbook Only |
|---|---|---|---|---|---|
| Invite employer users | Y | N | N | N | N |
| Invite an employer user as a Lead or assign an existing employer as Lead | Y | N | N | N | N |
| View, update and disable an employer user's profile | Y | N | N | N | N |
| View Member and Subscriber lists | Y | Y | Y | Y | Y |
| View plan documents and benefits for an employer group | Y | Y | Y | Y | Y |
| View members within an Employer group | Y | Y | Y | Y | Y |
| Enroll members within an Employer group | Y | Y | N | N | N |
| Update members within an Employer group | Y | Y | N | N | N |
| Terminate members within an Employer group | Y | Y | N | N | N |
| Print or order a member's ID Card | Y | Y | N | Y | N |
| Quote new business (UeS, Project X, All Savers, Quick Quote) | Y | Y | Y | N | N |
| View Commissions page | Y | Y | Y | N | N |
| View MLR reports | N | N | N | N | N |
| Access to the Billing and Payment page and ability to view bills | Y | Y | Y | N | Y |
| View Member Handbook | Y | Y | Y | Y | N |
| View Employee Handbook | Y | Y | Y | N | Y |
| View renewal packages for Employer groups with upcoming renewals | Y | N | N | N | N |
| Renew existing business | N | N | N | N | N |
| Upload a document via the Upload Document screen | Y | Y | N | N | N |
| View Banking Report | Y | Y | Y | N | N |
| View Account Overdue Balance Report | N | N | N | N | N |
| View Level Funded Report | Y | Y | N | N | N |
| View Payment Integrity Report | Y | Y | N | N | N |