

Online Services

Interactive member tour



A UnitedHealthcare Company



UMR offers great Web tools to help manage your claim and benefits information.

Click on the tabs below to learn all about the new features available to you on **umr.com**.

Getting started

UMR offers great Web tools to help manage your claim and benefits information.

When you link to **umr.com** for the first time, you'll need to register for online services. Click "**need a username? Register here**" and follow the prompts to complete your registration. Once you've registered, you're ready to log on to online services. Just enter your username and password and click **Submit**.

If you ever need assistance, just call us at the number on your ID card.

Click the link below, and follow the prompts to complete your registration process

UMR

Fast Find

- ▶ Site Tour
- ▶ Find a provider
- ▶ Contact Us

Resources

- ▶ Forms
- ▶ Surveys
- ▶ Coverage Advisor

2 out of 3

...UMR customers describe themselves as 'extremely satisfied' with UMR.

[Find out more >>](#)

Source: Results of 2009 UMR Customer Survey conducted by an independent consultant.

Tools

Access online tools to make better benefit decisions!

Understanding the costs you're likely to face can help you choose a plan and make good decisions about funding a flexible spending account or health reimbursement arrangement.

Coverage Advisor

Understanding the costs you're likely to face can help you choose a plan and make good decisions about funding a flexible spending account or health reimbursement arrangement.

Member login:

Username:

Password:

[Submit](#)

[Need a Username? Register here. Forgot your Username or Password? en Español](#)

Important Notice!

H1N1 Influenza A Update

myHome

From your myHome page, you have instant access to the features you use most often.

Need to find a health care provider?

Click the link for your provider network shown in the Medical Provider Directory portlet.

Did you receive a letter requesting additional information regarding a claim? It's easy to update accident, student status or other insurance information online by clicking on the corresponding icon on the myHome page.

Have questions about your claims or benefits? Click **Contact Us** to send an e-mail, and one of our customer service analysts will respond to your question.

MyHome also provides access to valuable information organized into tabs. Let's take a look at each one.

The screenshot shows the UMR myHome website interface. At the top right is the UMR logo and a Logout link. Below the logo is a navigation bar with tabs: myHome, myClaimCenter, myBenefitCenter, myCareManagementCenter, myPharmacyCenter, and myTools. The main content area is divided into several sections:

- Left Sidebar:** A vertical menu with links: Dental Providers, Activity Center, Other Insurance, Accident Details, Student Status, Update Profile, and myHome.
- Medical Provider Directory Portlet:** Titled "WebMD HealthcareAdvisor™", it lists features like "Learn more about procedures and conditions", "Understand treatment options", and "Compare medications". A "Get Started!" link is at the bottom.
- Member Home Section:** Includes a "Did you know?" tip about the Healthcare Advisor tool, a photo of a woman, and a "Try Healthcare Advisor™ today!" promotion.
- myMessages Portlet:** Shows "You currently have no messages." with columns for Date, From, and Subject.
- myProfile Portlet:** Requests to keep registration information up to date, showing fields for Name (Member One) and E-mail Address, with an "Update Profile" link.
- Medical Provider Directory Portlet (Callout):** A callout circle highlights the "Medical Provider Directory" section, which includes text about cost-effective use of medical benefits and a "Provider Network: Refer To ID Card" link.
- Resolution Center Portlet (Callout):** A callout circle highlights the "Resolution Center" section, which asks if the user has claims holding for additional information and lists three options: "Accident Details", "Other Insurance", and "Student Status", each with a "Complete Form" link.
- RESOURCES Portlet (Callout):** A callout circle highlights the "RESOURCES" section at the bottom left, which includes links for "Contact Us", "Help", and "Glossary".

myClaimCenter

Keeping track of your claims is easy using myClaimCenter.

You'll be able to look up the status of a claim, see how your health care dollars are being spent, and view your explanations of benefits (EOBs).

Clicking **View More** in the Medical or Dental claim activity portlets allows you to drill down to view the status of claims, the amount paid, and your patient responsibility. You can search by date of service, claim number or perform a quick search to view claims for the past 30 days or six months.

Claim information can be exported to Excel by clicking **Download** in the claim search results.

Click the Medical or Dental portlets to view your claim activity.

The screenshot shows the UMR myClaimCenter website. At the top right is the UMR logo and a 'Logout' link. Below is a navigation bar with links: myHome, myClaimCenter, myBenefitCenter, myCareManagementCenter, myPharmacyCenter, and myTools. Underneath, there are sub-links: myClaimHome, Medical, and Dental. A dropdown menu is open under 'Medical', showing 'Medical Claims Inquiry' and 'Medical'. The main content area features a 'Medical Claims' section with a stethoscope image and the text: 'View your medical claims online! You can view medical claims for yourself or for other family members. Our Claim Cost Summary shows you how your medical dollars are being spent.' Below this is a 'Medical Claim Activity' portlet with a 'View More' button. To the right is a 'Dependent Search' section with a table of members and a 'Select Member' button. At the bottom left is a 'RESOURCES' section with links for 'Contact Us', 'Help', and 'Glossary'. At the bottom right of the 'Medical Claim Status' table is another 'View More' button.

myHome myClaimCenter myBenefitCenter myCareManagementCenter myPharmacyCenter myTools

myClaimHome Medical Dental

Medical Claims Inquiry Medical

Medical Claims

View your medical claims online!

You can view medical claims for yourself or for other family members. Our Claim Cost Summary shows you how your medical dollars are being spent.

Medical Claim Activity

Below is a summary of Claim Activity for all members.

- Pended for Action: 0
- In-process: 23
- Completed: 38
- Redirected: 0
- Denied: 0
- Total: 61**

[View More](#)

Medical Claim Status

Date	Provider	Patient	Status	Billed Amt
06/09/2010	Saint Anne's Hospital	One	I	\$131.51
06/09/2010	Saint Anne's Hospital	One	I	\$131.51
01/27/2010	Stowe, Christopher, C,MD	One	I	\$5,788.00
01/07/2010	Stowe, Christopher, C,MD	One	C	\$210.00
12/14/2009	Worthington, Jeremy,MD	One	C	\$396.00

Key: C = Completed, I = In-Process, D = Denied, RD = Redirected
Reflects last five claims received for the member.

[View More](#)

Dependent Search

Current member: Member One. To view information for other family members, click the circle in front of the name and 'Select Member'.

Have Questions?

Name	Member Access? ID	Member Birth Date
<input checked="" type="radio"/> Member One	Yes 899999999	8/11/1972
<input type="radio"/> Member Two	Yes 899999999	11/4/1973
<input type="radio"/> Member Three	Yes 899999999	9/17/2001
<input type="radio"/> Member Four	Yes 899999999	6/17/2000

[Select Member](#)

RESOURCES

- Contact Us
- Help
- Glossary

myBenefitCenter

Need to know what's covered and what's not?

You'll find all your benefit information summarized on myBenefitCenter.

Review your coverage summary, view coverage by family member, or drill down to see your plan details.

The screenshot shows the UMR myBenefitCenter website. At the top right is the UMR logo and a 'Logout' link. Below the logo is a navigation bar with links: myHome, myClaimCenter, myBenefitCenter (highlighted), myCareManagementCenter, myPharmacyCenter, and myTools. Underneath, there are sub-links: myBenefitHome, Medical, and Dental (highlighted). On the left, a sidebar menu includes: Activity Center, Employee Maintenance, and myBenefitHome. The main content area is titled 'Benefit Center' and features an image of a stethoscope. Text below the image says: 'Start here to find information about your plan benefits. From the information listed below, you can get a quick glimpse of your benefit coverages.' Below this is a paragraph: 'Confused about the difference between co-payment and coinsurance? Not quite sure what coordination of benefits means? If so, you are not alone.' A link follows: 'Here are 6 things you need to know about your benefit plan.' At the bottom of this section is a link: 'Conoce más sobre "myBenefitCenter" en Centro de Beneficios en español.' Below this is a 'Coverage Summary' table:

Coverage Type	Plan	Effective Date*	Term Date
Medical	Demo Plan A	09/26/2010	Active
Dental	Demo Plan B	09/26/2010	Active

*The Effective Date reflects the date the benefit became available for this individual for the specific coverage in effect for the benefit as of date, and is not necessarily the date the individual had coverage. > View More

At the bottom left, there is a 'RESOURCES' section with links: Contact Us, Help, and Glossary. On the right side, there is a 'Dependent Search' section. It says: 'Current member: Member One. To view information for other family members, click the circle in front of the name and "Select Member".' Below this is a table:

Name	Member Access?	Member ID	Birth Date
<input checked="" type="radio"/> Member One	Yes	000000000	8/11/1972
<input type="radio"/> Member Two	Yes	000000000	11/4/1973
<input type="radio"/> Member Three	Yes	000000000	5/17/2001
<input type="radio"/> Member Four	Yes	000000000	6/17/2000

Below the table is a 'Select Member' button.

myHealthCenter & myCareManagementCenter

Depending on the type of benefits offered by your plan, you will see either the myHealthCenter or the myCareManagementCenter tab. Click this tab to choose from a wide variety of health care resources.

You can learn about health conditions, compare medications, and explore treatment options. If you have a chronic condition, you can view detailed information about how to better manage your condition.

Additional tools, if available under your plan, provide access to a clinical health risk assessment, fitness tracking tools and a place to record your medications, contacts and test results. With so many resources at your fingertips, you'll find it easier to start making healthy lifestyle choices today.



Logout

myHome | myClaimCenter | myBenefitCenter | myCareManagementCenter | myPharmacyCenter | myTools

- WebMD Healthcare Advisor
- My Health Tools
- myCareManagementCenter

Care Management



Live a healthier life!

Access tools and resources to help you make healthier decisions.

WebMD Healthcare Advisor™



- Discover a wealth of resources to help you make better health care decisions.
- Find out more about your health condition.

[Get started now!](#)

HAVING A BABY?

Enroll in Maternity Management today!

Maternity Management can help you have a healthy baby at the right time, avoiding the heartbreak and expense of a premature delivery.



[➤ Enrollment Form](#)

My Health Tools

Discover the tools to improve your health.

- Tools to assess and monitor your health
- Action Plans to learn more about healthy lifestyle choices
- Secure Message Center

[➤ Get Started](#)

Care Management Programs

Learn more about our programs

- Case Management
- Disease Management
- Health and Wellness
- Teleseminars
- Maternity Management

Health Links

Use these health tools

- BMI Calculator
- Heart Attack Risk Calculator
- Weight Monitoring Tracking Log
- Walking Log
- Depression Personal Progress Tool

Resources to help you

- General Health
- Mental Health Topics
- Drugs and Supplements
- Daily Health News
- Health Care Quality Tools
- Dental Health Information

Wellness Topics

- Healthy Lifestyle
- Nutrition
- Physical Activity
- Screening and Immunization
- Tobacco Cessation

Professional Health Organizations

- American Diabetes Association
- American Heart Association
- American Lung Association
- National Institutes of Health
- National Institutes of Mental Health

myTools

Need to download a form? Did you lose your ID card?

Use myTools to quickly access our library of forms or request a new ID card.

UMR
Logout

myHome | myClaimCenter | myBenefitCenter | myCareManagementCenter | myPharmacyCenter | myTools

[ID Card Order](#)
[Update Profile](#)
[Contact Us](#)
[Dental Providers](#)
[myTools](#)

Member Tools

The tools you need!

Maintain your online services profile, find a provider or download a claim form with just the click of your mouse.

Conozca más sobre "myTools" (mis Herramientas) en español

Medical Provider Directory

For cost effective use of the members Medical Benefits, please encourage them to utilize physicians or facilities within their contracted group of providers.

Provider Network: Refer To ID Card

Note: Changes to this on-line Provider Network Directory may occur daily or weekly.

Claim Forms

- Pharmacy Benefits Reimbursement
- Dental Claim Form
- Medical Claim Form (HCFA1500)
- Privacy Forms - Including Authorized Rep Form
- Fax Transmittal form

myProfile

Please keep your registration information up to date as we will use it to provide you with customer service and support when needed.

Name: **Member One**
E-mail Address: [Update Profile](#)

View ID Cards

Need to view or print an ID card?

Click the link below to view or print an ID card. Please note that the ID Card may be more than one page long.

To request ID cards by mail use the "ID Card Order" application. [View ID Card](#)

RESOURCES
Contact Us
Help
Glossary

Download a claim form

Request a new ID card

Other Features

You may notice that certain tabs, such as myClaimCenter, also feature coverage tabs. Coverage tabs allow you to drill down to find the information you need regarding your medical or dental benefits, for example. Each tab shows different coverage tabs appropriate to the topic and may vary based on the benefits your plan offers.

When you click on certain portlets, an application may be displayed to allow you to drill down to more information. Certain applications contain breadcrumbs, a path shown at the top of the window that indicates where you are and allows you to return to the previous page.

In addition, we offer help notes in Spanish. Just click on the green italicized text to display instructions in Spanish.

Each tab shows different coverage tabs appropriate to the topic.

myHome | **myClaimCenter** | **myBenefitCenter** | **myCareManagementCenter** | **myPharmacyCenter** | **myTools**

myClaimHome | **Medical** | **Dental**

Medical Claims Inquiry
Medical

Medical Claims

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06/09/2010	Saint Anne's Hospital	One	I	\$131.51
01/27/2010	Stowe, Christopher, C, MD	One	I	\$5,788.00
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RESOURCES

Contact Us
Help
Glossary

[View More](#)