

# FSA Member Web Services

## Everything you need to know about your online account

Enjoy the convenience of accessing all of your flexible spending account (FSA) information whenever you need it through umr.com! Just follow this step-by-step guide to easily locate and view your FSA claims and account details.

### Register to gain access to your account

1. Go to **www.UMR.com**.
2. Click on the **Members** link.



3. Enter your **Member ID**.
  - Do you have medical or dental insurance with UMR? If so, enter your member ID number from your insurance card.
  - Do you only have a flexible spending account (FSA) with UMR? If so, enter your Social Security number (SSN) with no spaces or dashes.



4. Click **Go to my online services** or just press **ENTER**.
  - You will be redirected to the appropriate member login screen.
  - Bookmark this page for easy access

5. Click on the **Need a username? Register here** link just below the login box.



6. Please answer the initial questions to begin the registration process.
 

*Do you have a benefits ID card?*

  - Select **Yes** if you have a UMR medical or dental benefits card.
  - Select **No** if you do not have a UMR benefits card. You will need your SSN to continue registering.

*Please choose one:*

- Select **I am the employee/retiree**.



7. Click **Continue** to complete the remaining registration steps and gain access to your Member Home page

**Important Note:** You will need to create your own username and password.



*Already Registered?*

If you have already registered, just enter your **Username** and **Password** on the **Member login** page to gain access to your account.



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## Locating your account details

1. After you have completed the registration steps or logging directly into your existing account, the **Member Home** screen is displayed.



2. Click the **myClaimCenter** tab on the top row. Then click the **Accounts&Balances** tab in the next row.

The **Flexible Spending Account (FSA) Center** is located on the right side of the screen.



### FSA information you can access includes:

- **Account Balances** and Claim Details
- **The Resource Center** – Claim forms, expense lists, etc.
- **Online Claim Entry** (also known as Web claim) – Only available if your employer offers Web claim entry with the account.
- **Debit Card links** – Only available if your employer offers the debit card with the account.
- **Direct Deposit Authorization** links – Only available if your employer offers this feature with the account.

#### Flex Spending Account (FSA) Center

**Current Information**  
Select to see claim, payment or previous year information.

	Annual Election	YTD Contributions	YTD Paid	YTD Balance
Dependent Care	\$5000.00	\$961.59	\$700.00	\$261.59
Health Care	\$500.00	\$96.16	\$45.22	\$454.78

**Account Resources**

- FSA Claim Forms, FAQ and Contact Information
- FSA Eligible and In-eligible Expenses
- FSA Resources
- Direct Deposit Form
- Auto Reimbursement Form
- Debit Card Documentation Requirements
- Activation of Debit Card
- Debit Card Transactions and Balance Inquiry
- My Denry Website Manual

**Claim Entry**

- Enter New Online Claims
- View Submitted Web Claims in Activity Center

**Direct Deposit Authorization**  
You have a direct deposit authorization on file. Reimbursements are sent directly to your account pending an Authorization



# Locating and viewing claim details

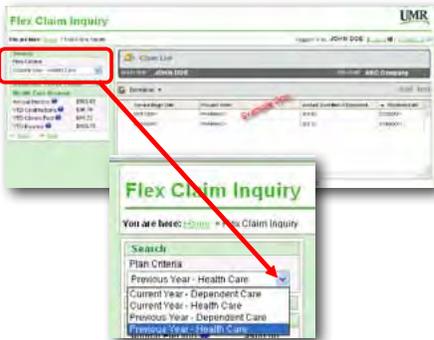
## Locating your claims

- Under the **FSA Center**, click on the account type for which you want to view claims. (Example: Click on **Health Care** or **Dependent Care**)



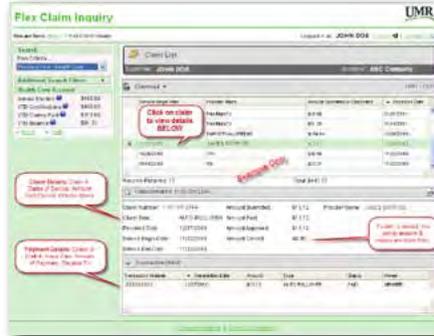
- The **Flex Claim Inquiry** screen will be displayed (see below)

**Important Note:** Only claims for the **Current Plan Year** will be displayed at this point. To switch to a **Different Plan Year**, use the **Search** box at the top left – click on the drop down arrow and select a different plan year or even a different account type (Example: Dependent Care).



## Viewing claims and payments

- Click on the specific claim that you want to view.
  - The claim and payment details display at the bottom.
  - Denial details will also be reflected if a claim has been denied for any reason.



**Important Note:** If you cannot view your claim details, you may have to change your Internet settings under the Tools option. Please contact UMR for assistance.

## Viewing a copy of the flex spending EOB

- Locate the gray, highlighted bar in the middle of the screen titled: **Claim detail for**
- Click on the white **EOB** icon at the far right – This will display a copy of the EOB that you will receive in the mail.



## E-mail Notification Options

Receive an e-mail notification when a claim has been processed and is available to view on the Web site.

1. From the **Member Home** or the **Consumer Accounts** page, click on **myTools**.



2. On the **Member Tools** page, click on **Update Profile** on the left menu bar.



**Important Note:** There is a paperless option available on this screen:

- This option only applies to Medical and Dental EOBs.
- FSA EOBs will be mailed regardless of whether paperless is selected or not because FSA payments may be attached.

3. To change/update your electronic notification options, please complete the following sections:
  - Edit User Information – E-mail address is required.
  - Edit E-mail Notification Options – Check the box under this section.

**Important Note:** Click on **Submit** at the bottom to save your changes.



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