ONLINE SERVICES

A quick guide for members

UMR℠

A UnitedHealthcare Company

Find what you need at umr.com

Getting your benefits information is easy using umr.com. You'll be able to find everything you're looking for in no time!

If you have previously registered, enter your username or password here

If you have not registered, click the New user? Register here.

www.umr.com

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Personal home page

The place to find what you'll use the most

myMenu
One-click access to claims, coverage and other resources

I need to...
Another easy way to find what you want fast

Benefits snapshot
A short summary of your benefits

Update your information
Select either the Other Insurance or Accident Details icon and follow the prompts to update your information. It's that easy!

Shortcuts
Simple icons for quick access to key resources and information

www.umr.com

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Claims

A paper-free and pain-free way to view your claim activity

Claim search

Set up your search preferences by dependent(s), claim type, time period and status

Claim search results

Shows the member name(s), claim type, time period and status you selected

Claim activity

Find out how many claims have been processed, how many are in process and if any require more action. Also shows the amount the plan paid, what you may owe (if anything) and provides a link to your explanation of benefits (EOB).

Claims cost summary

Monthly claim statements

Medical claim submission

Shortcuts

Provides quick access to details, such as how your health care dollars are being spent, your monthly statements and medical claim submission information.

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Benefits & coverage

An at-a-glance summary of your plan

Benefit search

Set up your search preferences by dependent(s), coverage type, network level and coverage period

Benefit search results

Shows the member name(s), coverage type, network level and coverage period you selected

Benefit summary

Shows all your benefit information, including copays, coverages and how much you have paid toward deductibles and out-of-pocket maximums

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Health center

Resources to help you make healthier decisions

Getting care

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

Healthy living tips

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

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Pharmacy

Access to your prescription information

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

Click here to:

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

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ID card

Copy, order or fax in an instant

I want to

Allows you to easily order an ID card or fax a copy of your ID card

View your ID card

Shows all the details of everything that is included on the front and back of your ID card, including your member ID, group number and customer service number (located on the back)

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Mobile Web

Access to your health benefits anywhere, anytime using your mobile phone browser.

Just use the same username and password that you use on our full site. What's even better — there's no app to download, nothing to install, no waiting.

Simplified navigation

Home – Return to the main menu.
Menu – Display the menu.
Gear – Log out or learn more about UMR and our mobile site.

What's new

Find out about new tools and information to help you live a healthier life.

Need help?

Click the question mark any time you are confused about a term or benefit and get an explanation.

Log in

Log in here to get instant access to all our mobile inquiry tools.

Look up claims

Look up a claim for yourself or an authorized dependent.

Find a provider

Need to find a doctor fast? Access an alphabetical listing of network providers without logging in.

Check your benefits

View medical and/or dental benefits, as well as persons covered.

View, scan or fax your ID card

View your ID card, allow your provider to scan the on-screen bar code for instant access to your benefit information and/or fax a copy to a provider.

Find a provider

Find an in-network provider while you are "on the go".

Access account balances

Look up balances for your special accounts.

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Note: *The images above reflect available features within our mobile site. These features may or may not be available to all users depending on your individual and/or company benefits.*

Health Education Library

Your key to better health information

There are articles, images, videos and other visuals on diseases, conditions, symptoms, medications, injuries, surgeries, procedures and preventive health tips. This wealth of health knowledge comes in a variety of forms, including:

- A.D.A.M. Health Multimedia Encyclopedia
- Care Guides
- DrugNotes
- Drug Interactions
- Symptom Navigator

Just click on an area of the body or select from a list of nearly 300 symptoms to quickly find what you need to know

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

www.umr.com

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

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Health Plan Cost Estimator

Your doorway to comparing health plan options

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

Compare premiums, health care usage costs, employer contributions

Compare annual plan costs and per-paycheck contributions

Calculate and optimize account contributions and tax savings

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

Your Family Financial Selections * = Required

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

Income Tax Filing Status *	Annual Taxable Income *	Payroll Period *	Misc Medical Expenses
Married Filing Jointly	$69,001 – 139,350	Bi-Weekly	$ 0 What's this for?

Update »

Help Understanding These Terms

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

Add Your Own Plan Estimate » Print Plan Estimates »

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Plan cost estimator

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

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Treatment Cost Calculator

Your window to better cost transparency

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

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

www.umr.com

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

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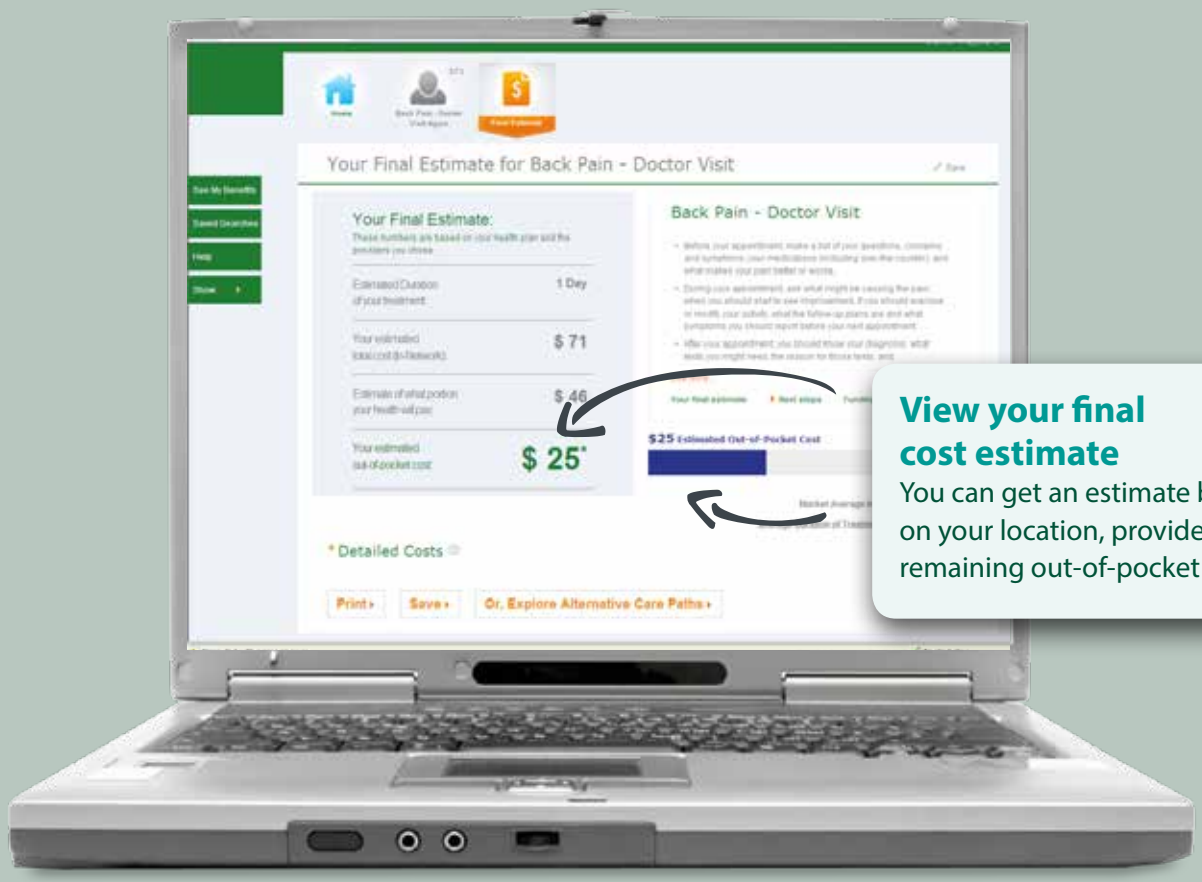
myHealthcare Cost Estimator (myHCE)

Your window to cost transparency and quality care

myHCE allows you to research treatment options and learn about the recommended care and estimated costs associated with your selected treatment option. You can even access quality and efficiency measurements for participating providers.



View your final cost estimate

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

www.umr.com

Health cost estimator

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

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