Your guide to uhceservices.com

How to use this go-to resource to support your UnitedHealthcare Level Funded business.

A better digital experience

Welcome to **uhceservices.com**, the self-service website for Level Funded medical benefits administration support.

Features include:

- Up-to-date infrastructure and tools
- Secure encryption
- Automatic registration for brokers and benefits administrators
- Single sign-on integrations with other Optum® ID-powered websites
- Integrated, real-time broker, plan sponsor and plan participant information
- User and permissions level-specific content

Enhancements make it easier to:

1. **Delegate access to others.** Information is accessed according to user role (broker or plan sponsor) and permissions levels.
2. **Find plan participants faster.** Search using plan participant identification or Social Security numbers, in addition to first name and last name.
3. **Get a website demo.** Learn more about the features and functions.
4. **Get support.** Get answers to your questions or request information.

United Healthcare®

Watch your email for an invitation to register

Brokers appointed to conduct Level Funded business will receive an email invitation from us to complete an initial registration once a serviced group has been activated. Employers (e.g., benefits administrators[1]) new to the website will also be invited to register for access via an email invitation once the group has been activated before their policy effective or renewal date.

When you receive the email:

- Click the **Register Now** link in the email
- Sign in with your Optum ID username and password; if you do not yet have an Optum ID, click **Create an Optum ID** and follow the prompts
- View the online Help tutorial for a quick tour of the website, including how to establish a delegate(s) and permissions to grant access to others as needed

Manage user roles and permissions

Accessibility to all functions and information on the website is based on user login credentials, which are categorized as either broker or representative of the plan sponsor group.

Brokers have access to information pertinent to supporting the broker-client relationship, with the ability to delegate certain permissions to credentialed colleague(s) or administrative assistant(s) for the purpose of assisting clients.

One person in each plan sponsor group has Master Administrator access to the site, with the ability to assign controls and access privileges, designating the types of information available for each user.

Explore key functions

For plan sponsor group clients:

- Review annual policy renewals, look up plan benefit information and access plan documents
- Manage eligibility with same-day processing:
  - Add, terminate, reinstate, inquire or change a plan participant's status
  - View plan participant count
  - Get adjusted invoices 48 hours after online eligibility changes
- Request plan participant lists and health plan ID cards
- Electronic billing:
  - View current and prior-period invoices, current balance and payment history
  - Download invoices and make online payments
  - Request adjustment invoices after enrollment updates
- Conduct a network provider search
- Find important forms and key marketing materials

For brokers:

- Quote, install and renew small business groups using the MyAllSavers tool
- Access and manage annual policy renewals— and review, download and email clients' renewal packages (small group only)
- Check your commissions
- Enroll and manage plan participant eligibility, which includes a family enrollment option
- Request plan participant lists
- Request replacement ID cards
- Review client billing information
- Find important business forms and key marketing materials

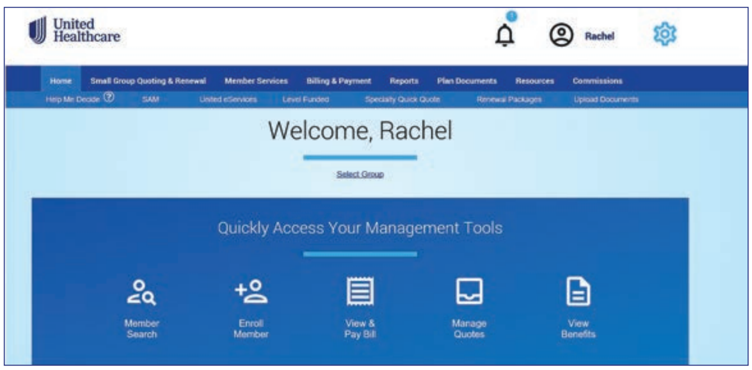
Meet MyAllSavers, your management tool

To quote, enroll and renew your Level Funded plan, you'll use the MyAllSavers tool, which is available through **uhceservices.com**.

If you've managed quotes, enrollments and renewals for UnitedHealthcare Level Funded employer group clients through **myallsavers.com**, you're already familiar with MyAllSavers.

You can access MyAllSavers in 3 ways:

1. Select the **Small Group Quoting & Renewals** tab in the upper left navigation bar and click **Level Funded.**
2. Click on the **Manage Quotes** icon in the **Management Tools** box or **Help Me Decide** under **Small Group Quoting & Renewals** in the upper left navigation bar. You will be directed to complete the search options to narrow the appropriate quoting tool for your client group. You will be presented with an option to select MyAllSavers.
3. Log in to **myallsavers.com**.



Quick navigation, seamless process

Use the navigation bar to get to frequently used information such as:

- Billing and payments
- Commissions
- Quoting and renewals

Quickly access the tools you need to complete administrative tasks and support your clients by selecting the corresponding icon in the **Management Tools** box on your dashboard:

- **Member Search:** Search by name, plan identification number or Social Security number
- **Enroll Member:** Enroll new plan participants, including dependents, on a client's behalf
- **View & Pay Bill:** Check a client's monthly premium bill and payment status
- **Manage Quotes:** View your Level Funded clients' quotes and renewals; access MyAllSavers quoting tool
- **View Benefits:** Access the plan documents page, which includes a link to view your client's specific benefits

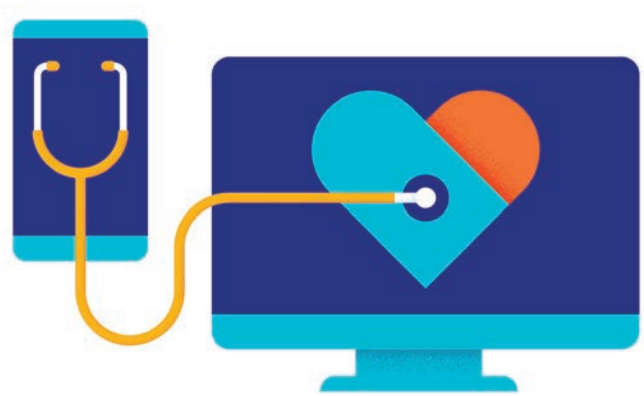
For more information and support, select the **Resources** tab in the upper navigation bar and click **Tools & Resources.**

Save time with real-time data integration

You'll spend less time and effort entering data because **uhceservices.com** uses a fully integrated system. Enter information once, and it'll flow across all key areas, populating in all pertinent locations. What's more, authorized users—like HR staff, plan participants and physicians—can access that information almost immediately.

For example, when you update eligibility information through **uhceservices.com**:

- Plan participants who are registered on their self-service member website, **myuhc.com®**, can access their benefits immediately. They can also print a copy of the ID card, get information on health conditions and find a network doctor.
- Network physicians and health care facilities have access to the latest eligibility information, which can translate to an improved service experience and fewer potential claim issues.
- You'll find faster, more accurate reports and billing.



Ready to get started?

Register at **uhceservices.com** as soon as you receive your invitation email. Then, you can create additional access to your account by establishing delegate(s) and permissions levels.

Questions?

Contact your UnitedHealthcare sales representative or call Client Services at **1-877-797-8816**.

[1] Emails will be issued to the contact for the plan sponsor group client for whom we have an email address on file (plan sponsor application) — often, the benefits administrator — and to the client's broker of record.

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