Your guide to uhceservices.com

Our business-to-business website, **uhceservices.com,** is a comprehensive resource center designed to help simplify your work and to better support medical benefits administration.

A better digital experience

Features include:

- Modern infrastructure and tools
- Secure encryption
- Automatic registration for brokers and benefits administrators
- Single sign-on integrations with other One Healthcare ID-powered websites
- Integrated, real-time broker, employer and member information
- User and permissions level-specific content
- Gateway to the small business quoting, enrollment and renewal tool

New enhancements make it easier to:

1. **Delegate access to others –** information is accessed according to user role (broker or employer) and permissions levels
2. **Find members faster –** search using member identification or last 4 digits of a Social Security number, in addition to first name and last name
3. **Access a member's health plan ID card –** view or print out an ID card for a member
4. **Get a website demo –** learn more about the features and functions
5. **Get support –** get answers to your questions or request information

continued

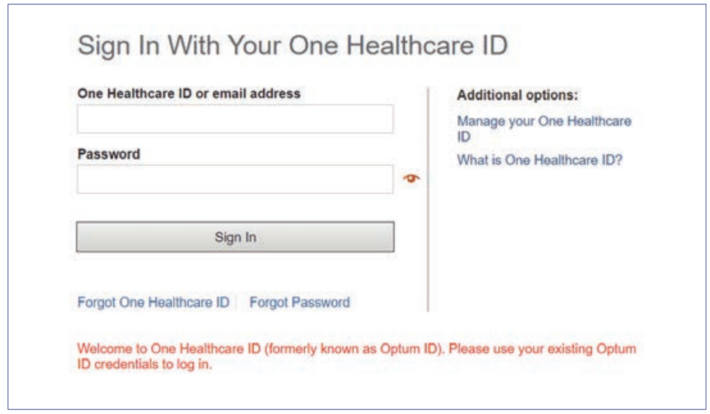
United Healthcare

Watch your email for an invitation to register

Brokers appointed to conduct business with us will receive an email invitation to register on the website. Employers (e.g., benefits administrators[1]) who are new clients will also be invited to register for access. We will email their invitation before their policy effective date. Renewing clients will continue to use their existing login credentials on the website.

When you receive the email invitation to register

- Click the **Register Now** link in the email
- Sign in with your One Healthcare ID username and password; if you don't have a One Healthcare ID, click **Create a One Healthcare 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
- This is a one-time, initial registration; after registering, you can access the website anytime with your username and password

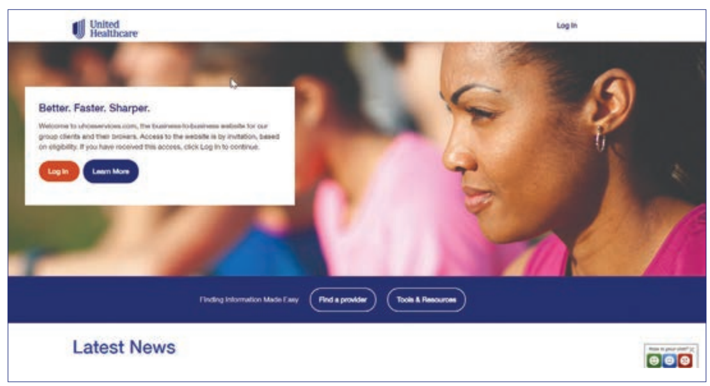


Manage user roles and permissions

Accessibility to all functions and information on the website is based on user login credentials, which are categorized as either a broker or representative of the employer 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 employer group has Employer Lead access to the site, with the ability to assign controls and access privileges, designating the types of information available for each user.



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Explore key functions

For employer group clients:

- Look up plan benefit information and access plan documents
- Manage eligibility with same-day processing:
  - Add, terminate, reinstate, inquire or change an employee's status
  - View employee count
  - Get adjusted invoices 48 hours after online eligibility changes
- Generate subscriber/member lists
- Request, view or print health plan ID cards for members
- 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 informational materials

For brokers:

- Check your commissions
- Enroll and manage member eligibility, which includes a family enrollment option
- Request subscriber/member lists
- Request, view or print replacement ID cards
- Review client billing information
- Find important business forms and key marketing materials

Additional support for brokers

Brokers have access to the **SAMx (Sales Automation Management)** tool through **uhceservices.com** to quote and install small business groups.

Quick navigation, seamless process

Use the navigation bar within **uhceservices.com** to get to frequently used information such as billing and payments and commissions.

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 first and last name, plan identification number or last 4 digits of a Social Security number
- **Enroll Member –** enroll new members, including dependents, on a client's behalf
- **View and Pay Bill –** check a client's monthly premium bill and payment status
- **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 **Tools & Resources** box on your dashboard.

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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 will flow across all key areas, populating in all pertinent locations. What's more, authorized users—like HR staff, employees and physicians—can access that information almost immediately.

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

- Employees who are registered on their self-service member website, **myuhc.com®**, can access their benefits immediately. They can also print a copy of their ID card (an image of an ID card takes up to 48 hours to be available after an enrollment), get information about health conditions and find a network provider
- 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
- Reports and billing are faster and more accurate

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 a delegate(s) and permissions.

Contact your UnitedHealthcare representative for more information

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

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

United Healthcare