



Uhceservices.com Reference Guide for Brokers



About this Document

This guide is designed for Brokers with access to uhceservices.com.

It provides information on how to navigate uhceservices.com, where you find specific information and how to perform tasks relevant to brokers, including:

- Access to small group quoting and renewals and small group renewal packages (PDF documents) information
- Enrolling and updating member information, including terminating members and requesting or printing health plan ID cards
- Billing and payment information
- Member and subscriber lists and access to Member and Employer Handbooks, and Summaries of Benefits and Coverage (SBC)
- View commissions
- Viewing benefits for a specific plan
- Resources to find helpful information

This web site is no longer supported for Internet Explorer and Firefox. Use Microsoft Edge, Chrome or Safari for the best experience. Also, clearing your cache may improve your experience.

Using this Document

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1 | How to Register: Email Invitation

NOTE: UnitedHealthcare has taken important steps to modernize tools and resources, simplify administration and bring new products to market quicker. To support this strategy, brokers will use uhceservices.com, our new broker and employer website, to access capabilities currently on United eServices® and myallsavers.com. The uhceservices.com site will play a critical role in delivering a more consolidated, streamlined, and user-friendly UnitedHealthcare experience for users.

This only applies to Brokers and General Agents. Separate guides are available for Employers and Internal Sales & Account Management.

Employers are invited to uhceservices via email. Brokers can be invited in two ways:

1. Email invitation
2. Login re-direct from United eServices

Follow these steps to register for uhceservices after receiving an email invitation.

1. When you receive your email invitation, click the **Register Now** link within the email. The **Create One Healthcare ID screen displays.**
Note: If you already have a One Healthcare ID, click the **Sign in now** link in the **Already have One Healthcare ID** box. You will go to the Sign In screen where you can sign in with your existing ID.

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Dear Cindi:

Welcome. Personal access to the uhceservices.com broker and employer website on behalf of TRUE LIFE CENTER FOR WELLBEING.

The website is your primary destination for information pertaining to your client's health benefits plan and your business transactions with us.

Please take a moment today to register on uhceservices.com. Doing so will allow you to become familiar with all the website has to offer you for servicing TRUE LIFE CENTER FOR WELLBEING.

Get Started

- **Already have a One Healthcare ID?** We encourage you to use the One Healthcare ID you already have (e.g.; the One Healthcare ID you use for Employer eServices (employereservices.com)), but you will still need to complete the registration process.
- Click - **Register Now** - and follow the prompts for entering your One Healthcare ID and password in the appropriate fields.
- **Need to create a One Healthcare ID?** Follow the prompts for creating a One Healthcare ID and password.
- **Forgot your One Healthcare ID?** Follow the prompts to reset your One Healthcare ID and password.

Act Now

Don't miss out on this important access to uhceservices.com on behalf of TRUE LIFE CENTER FOR WELLBEING. The website link in this invitation will expire. If you do not complete your initial registration on the website using this email before it expires, you will need to contact us for a new invitation. Once you successfully register on the website, bookmark the address and you can revisit it directly at any time.**

If you have questions about your access, please contact your Dedicated Client Services Manager or call Client Services at 1-800-591-9911.

Thank you,

uhceservices.com Administration Team

Email Invitation to Brokers and Employers (Cirrux)

Subject: Your registration for uhceservices.com

Dear \$FirstName\$ \$LastName\$,

Welcome. We're pleased to provide you with personal access to the uhceservices.com broker and employer website on behalf of \$InsurerName\$.

The website is meant to be your self-service destination for information pertaining to your client's health benefits plan and your business transactions with us.

Please take a moment today to register on uhceservices.com. Doing so will allow you to become familiar with all the website has to offer you for servicing \$InsurerName\$.

Get Started

- Click **Register Now** and follow the prompts for entering your One Healthcare ID* and password in the appropriate fields.
- **Already have a One Healthcare ID?** We encourage you to use the One Healthcare ID you already have (e.g.; the One Healthcare ID you use for Employer eServices (employereservices.com)), but you will still need to complete the registration process.
- **Need to create a One Healthcare ID?** Follow the prompts for creating a One Healthcare ID and password.
- **Forgot your One Healthcare ID?** Follow the prompts to reset your One Healthcare ID and password.

Act Now

Don't miss out on this important access to uhceservices.com on behalf of \$InsurerName\$. The website link in this invitation will expire. If you do not complete your initial registration on the website using this email before it expires, you will need to contact us for a new invitation. Once you successfully register on the website, bookmark the address and you can revisit it directly at any time.**

If you have questions about your access, please contact Client Service Operations Team at 800-591-9911.

Thank you,

uhceservices.com Administration Team

*One Healthcare ID delivers a secure, centralized identity management solution that enables a single sign-on to all integrated applications. You register for an One Healthcare ID once and use that One Healthcare ID to access to all of the associated applications seamlessly. You can access service tools to reset your password, recover your One Healthcare ID, and maintain your profile.

**Except for periodic downtimes.

Health plan coverage provided by or through UnitedHealthcare Insurance Company, UHC of California and UnitedHealthcare Benefit Plan of California. Administrative services provided by UnitedHealthcare Services, Inc., OptumRx or OptumHealth Care Solutions, Inc. Behavioral health products are provided by U.S. Behavioral Health Plan, California (USBDPC).

You are receiving this email because you have a health plan with us.

This mailbox is used for outbound messages only; please do not reply.

All replies are automatically deleted. For questions regarding this message, refer to the contact information.

This e-mail, including attachments, may include confidential and/or proprietary information, and may be used only by the person or entity to which it is addressed. If the reader of this e-mail is not the intended recipient or his or her authorized agent, the reader is hereby notified that any dissemination, distribution or copying of this e-mail is prohibited. If you have received this e-mail in error, please notify the sender by replying to this message and delete this e-mail immediately.

This email was sent by UnitedHealthcare, 9700 Health Care Lane, Mankato, MN 55343 USA.

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Email Invitation to Brokers and Employers (UnitedHealthcare HMO)




1 | How to Register: Email Invitation (continued)

2. Complete the **Profile Information** that includes your **First Name, Last Name** and **Year of birth**.

Create One Healthcare ID

One Healthcare ID securely manages your account so that you can use one One Healthcare ID and password to sign in to all integrated applications.


 Already have One Healthcare ID? [Sign in now](#)

Profile Information

First name

Last name

Year of birth



2



1 | How to Register: Email Invitation (continued)

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3. Enter information in the **Sign In Information** section.

Sign In Information

Your email address

Create One Healthcare ID

Your One Healthcare ID must have:

- 6 to 50 characters
- At least one letter
- No spaces
- No letters with accents
- None of these Symbols: % + " & [\] ^ ' { | } < > # , / ; () : * = ~

Create password

Your password must have:

- Between 8 and 100 characters
- At least 1 uppercase letter
- At least 1 lowercase letter
- At least 1 number
- No spaces and no & symbol

Type password again



1 | How to Register: Email Invitation (continued)

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4. Enter your **Security Questions and Answers**. These will be used to verify your identity when you sign in to uhceservices.
5. Click **I Agree**. You have completed the process to create your One Healthcare ID.

Security Questions and Answers 4

Security question 1

--Select--

Security answer 1

Security question 2

--Select--

Security answer 2

Security question 3

--Select--

Security answer 3

You must agree to the [Terms of Use](#) and [Website Privacy Policy](#) to use the One Healthcare ID service. If you do not agree, click Cancel and do not use any aspect of the One Healthcare ID service.

I Agree

5 Cancel



1 | How to Register: Email Invitation (continued)

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6. Check your email box for an email from One Healthcare ID. You can:
 - o Enter the 10-digit activation code to verify your email address and click **Next**, or
 - o You can click the activation link in the email.

Next Step: Verify Your Email Address

1. **Check your email inbox** (chi*****i1@optum.com) for a message from One Healthcare ID (noreply@onehealthcareid.com).
2. **Click on the activation link** in the email or [enter the 10-digit activation code](#).

10-digit activation code

1571003356

Next

Cancel

6

Still waiting for your activation code? [Resend email](#) or [update email address](#)

If you don't see it, check your junk or spam folders. You may need to resend the message or add our address to your approved senders.

If you'd like assistance, contact support at 1(855)819-5909 or optumsupport@optum.com

Confirm your One Healthcare ID email address



One Healthcare ID-NoReply <noreply@onehealthcareid.com>

To Chintakayala Bhavani

Retention Policy UHGInbox (90 days)

Expires 6/23/2021

Reply

Reply All

Forward

Thu 3/25/20

One Healthcare ID

Your One Healthcare ID

Activate my One Healthcare ID

6

If you prefer, copy this 10-digit code 1571003356 and paste it into the box for the activation code on the Activate Your One Healthcare ID page.

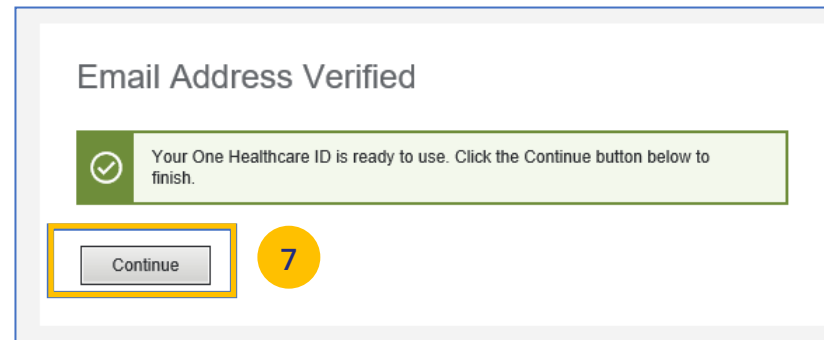
If you did not request an activation link or code, or if you have questions about setting up an One Healthcare ID, contact us at 1(855)819-5909 or optumsupport@optum.com.



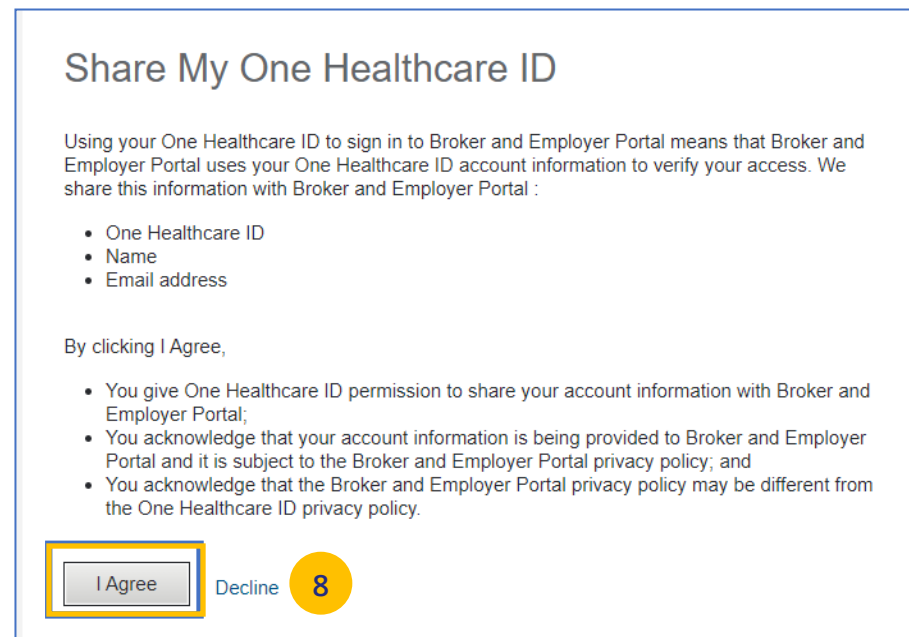
1 | How to Register: Email Invitation (continued)

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7. Click **Continue**.
8. Click **I Agree** to agree to share your One Healthcare ID information with the Broker & Employer (B&E) portal.



This screenshot shows a confirmation screen titled "Email Address Verified". It features a green checkmark icon and a message: "Your One Healthcare ID is ready to use. Click the Continue button below to finish." Below the message is a button labeled "Continue", which is highlighted with a yellow border. A yellow circle with the number "7" is positioned to the right of the button.



This screenshot shows a screen titled "Share My One Healthcare ID". It contains a paragraph explaining that using the One Healthcare ID to sign in to the Broker and Employer Portal means that the portal uses the user's account information to verify access. Below this is a bulleted list of shared information: One Healthcare ID, Name, and Email address. A section titled "By clicking I Agree," is followed by another bulleted list of terms and conditions. At the bottom, there are two buttons: "I Agree" (highlighted with a yellow border) and "Decline". A yellow circle with the number "8" is located to the right of the buttons.



1 | How to Register: Email Invitation (continued)

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9. You will be asked to attest to the **Terms of Use** and **Privacy Policy**. You need to select each document which will open the document for you to review. Once you open each document and select the corresponding checkboxes, the **Agree** button will be enabled.
10. Click **Agree**. You are now ready to use uhceservices.com.

Attestation

Please click each document link to enable the checkbox.

☐ I have read and agree to the [Terms of Use](#)

☐ I have read and agree to the [Privacy Policy](#)

Click each link



1 | How to Register: Login Re-Direct from United eServices (UeS)

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What is happening?

- Brokers will be transitioned from United eServices (UeS) to uhceservices by market in a phased approach. You will receive a message upon logging into United eServices, directing you to register for uhceservices.
- After registering, you will then use uhceservices as your Broker site and access UeS directly from uhceservices.
- You can only access UeS directly from uhceservices.com.

Follow the steps below to register for uhceservices.com from UeS.

- Log in to UeS. You will be asked to register for uhceservices.com.

Note: The text in this message will differ for **UnitedHealthcare HMO** users.

- Click **Register**.

UnitedHealthcare® United eServices

Please Log In

Username
levisg

Password
.....

Log In

Forgot Your Password?
New to the site? Register Here.

Your Online Comprehensive Resource Center

Broker Service

- Online Quoting
- Enrollment
- Renewals
- Product Information
- Network Information
- Compensation

What's New

UHC COVID-19
View important information →

Demos & Training
View the demo →

Broker News Site
Visit the News Site →

Employer eServices
Visit Employer eServices →

UnitedHealthcare is launching an enhanced Broker experience, uhceservices.com, with added capabilities and one ID/Password. Please register to access this website to manage your business.

If you signed into United eServices (UeS) using:

- a shared UeS username/password, where you are NOT the primary account holder (i.e. you are using someone else's account in your office) then STOP and contact the Help Desk at 1-866-336-9369 to receive assistance in setting up your own account.
- your own UeS username/password (not a shared account) OR a shared UeS username/password, where you are the primary account holder (i.e. others are using your account)

Then proceed to "Register" below. If you are already using a One Healthcare ID on Employer eServices or Oxford Broker, please use the same ID to register for this new site. If you do not have a One Healthcare ID, you will create a new one. Once you register you will no longer log into United eServices directly. If you need assistance, please contact UeS Technical Support at 1-866-336-9369.

From uhceservices.com you can go to Small Group Quoting & Renewals, Commissions, or Other Applications to locate a link to United eServices

Register




1 | How to Access and Sign in to UeS via uhceservices (continued)

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3. Enter information to create your **One Healthcare ID** or click the **Sign in now** link to sign in using an existing One Healthcare ID.
4. Check your email box for an email from One Healthcare ID. You can:
 - Enter the 10-digit activation code to verify your email address and click **Next, or**
 - You can click the activation link in the email.

Create One Healthcare ID


One Healthcare ID securely manages your account so that you can use one One Healthcare ID and password to sign in to all integrated applications.

 **Already have One Healthcare ID?** [Sign in now](#)

Profile Information


First name

Last name

Year of birth
 

Sign In Information


Your email address

Create One Healthcare ID
 

Your One Healthcare ID must have:
🕒 6 to 50 characters

Next Step: Verify Your Email Address

1. Check your email inbox (chi*****1@optum.com) for a message from One Healthcare ID (noreply@onehealthcareid.com).
2. Click on the activation link in the email or [enter the 10-digit activation code](#).



10-digit activation code
 

Still waiting for your activation code? [Resend email](#) or [update email address](#)

If you don't see it, check your junk or spam folders. You may need to resend the message or add our address to your approved senders.


If you'd like assistance, contact support at 1(855)819-5909 or optumsupport@optum.com

Confirm your One Healthcare ID email address

 One Healthcare ID-NoReply <noreply@onehealthcareid.com>
To:  Chintakayala Bhavani
Retention Policy: UHGIInbox (90 days) Expires: 6/23/2021 Thu 3/25/2021

One Healthcare ID

Your One Healthcare ID



If you prefer, copy this 10-digit code 1571003356 and paste it into the box for the activation code on the Activate Your One Healthcare ID page.

If you did not request an activation link or code, or if you have questions about setting up a One Healthcare ID, contact us at 1(855)819-5909 or optumsupport@optum.com.



1 | How to Access and Sign in to UeS via uhceservices (continued)

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5. Click **Continue**.
6. Click **I Agree**.

The screenshot displays two sequential screens from a web application. The top screen, titled 'Email Address Verified', features a green confirmation banner stating 'Your One Healthcare ID is ready to use. Click the Continue button below to finish.' Below this banner, a 'Continue' button is highlighted with a yellow rectangular box, and a yellow circle with the number '5' is positioned to its right. The bottom screen, titled 'Share My One Healthcare ID', contains explanatory text about sharing account information with the Broker and Employer Portal. It lists the shared information as 'One Healthcare ID', 'Name', and 'Email address'. Below this, it states 'By clicking I Agree,' followed by a bulleted list of terms and conditions. At the bottom of this screen, an 'I Agree' button is highlighted with a yellow rectangular box, and a yellow circle with the number '6' is positioned to its right.

Email Address Verified

Your One Healthcare ID is ready to use. Click the Continue button below to finish.

Continue

5

Share My One Healthcare ID

Using your One Healthcare ID to sign in to Broker and Employer Portal means that Broker and Employer Portal uses your One Healthcare ID account information to verify your access. We share this information with Broker and Employer Portal :

- One Healthcare ID
- Name
- Email address

By clicking I Agree,

- You give One Healthcare ID permission to share your account information with Broker and Employer Portal;
- You acknowledge that your account information is being provided to Broker and Employer Portal and it is subject to the Broker and Employer Portal privacy policy; and
- You acknowledge that the Broker and Employer Portal privacy policy may be different from the One Healthcare ID privacy policy.

I Agree

6



1 | How to Access and Sign in to UeS via uhceservices (continued)

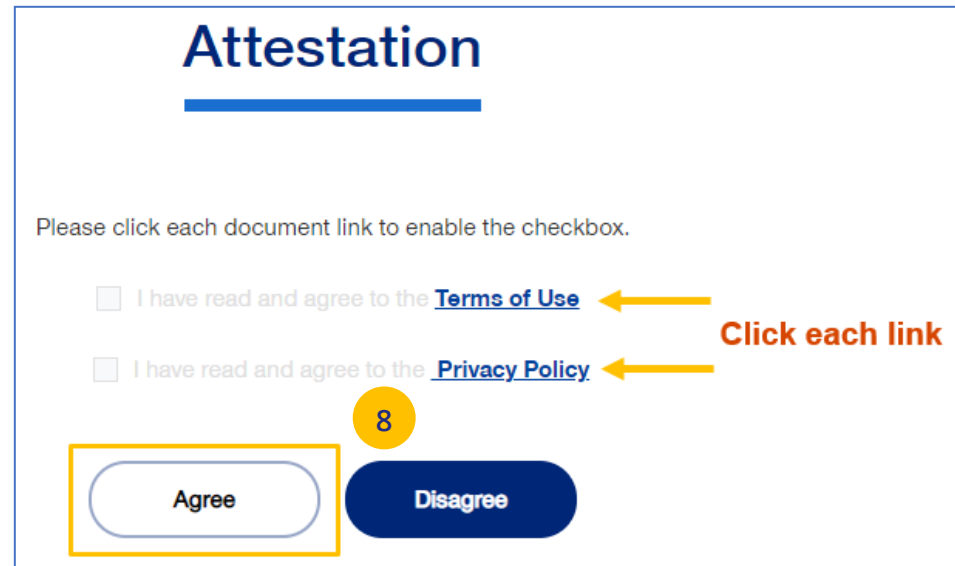
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- Follow the Attestation process by clicking each link (Terms of Use and Privacy Policy). Then click **Agree**. The **Pending Associations** screen displays.

Note: Pending Associations - Each user, whether you are a broker or a delegate, are associated to one or more agencies or producers. This allows you to easily work on their behalf: quoting new business, managing renewals, etc. You must be associated with all the commission codes used so you can see all your groups.

- Select **Accept** to accept any or all Broker associations.
- Click **Save**. The uhceservices.com Home Page displays.

Note: Help - If you currently share a UeS login and need assistance setting up your account, call the UeS Help Desk at 866-908-5940. You can also call this number to (1) report any missing agency/producer associations, or (2) report any issues associated with the transition.



Attestation

Please click each document link to enable the checkbox.

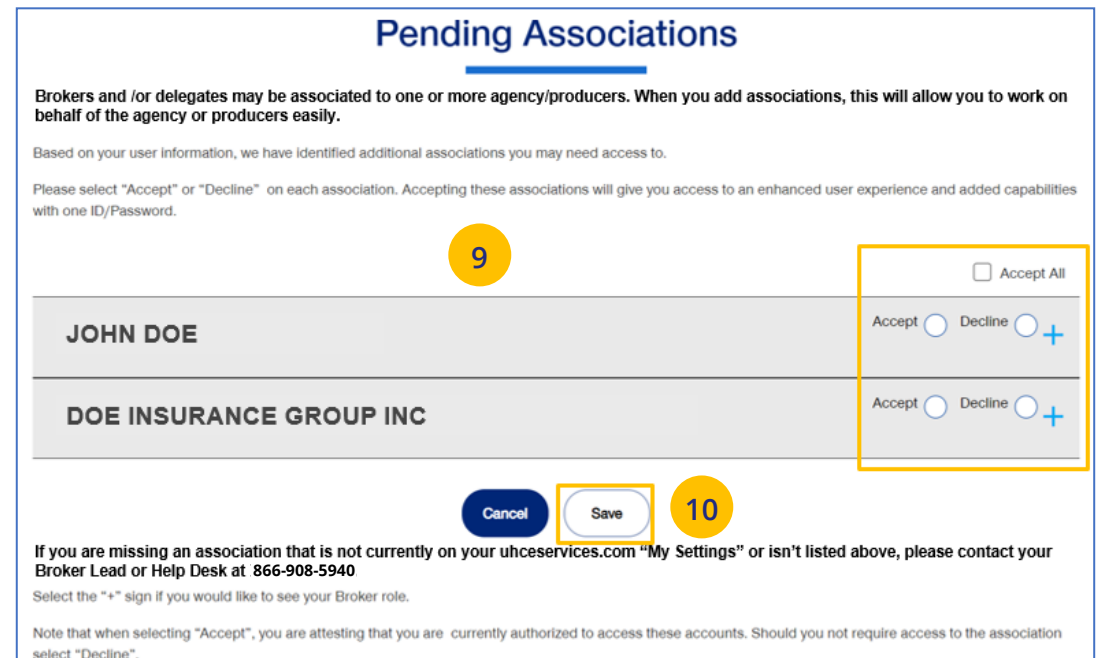
☐ I have read and agree to the [Terms of Use](#)

☐ I have read and agree to the [Privacy Policy](#)

Click each link

8

Agree **Disagree**



Pending Associations

Brokers and /or delegates may be associated to one or more agency/producers. When you add associations, this will allow you to work on behalf of the agency or producers easily.

Based on your user information, we have identified additional associations you may need access to.

Please select "Accept" or "Decline" on each association. Accepting these associations will give you access to an enhanced user experience and added capabilities with one ID/Password.

9

	<input type="checkbox"/> Accept All
JOHN DOE	Accept <input type="radio"/> Decline <input type="radio"/> +
DOE INSURANCE GROUP INC	Accept <input type="radio"/> Decline <input type="radio"/> +

10

Cancel **Save**

If you are missing an association that is not currently on your uhceservices.com "My Settings" or isn't listed above, please contact your Broker Lead or Help Desk at 866-908-5940.

Select the "+" sign if you would like to see your Broker role.

Note that when selecting "Accept", you are attesting that you are currently authorized to access these accounts. Should you not require access to the association select "Decline".



1 | Access and Log In with OneHealthcare ID

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NOTE: You cannot access the site directly until you receive an “invite” link from uhceserv_invite@uhc.com and go through the steps to receive access. Once you receive access through the “invite,” you can log in using the steps below.

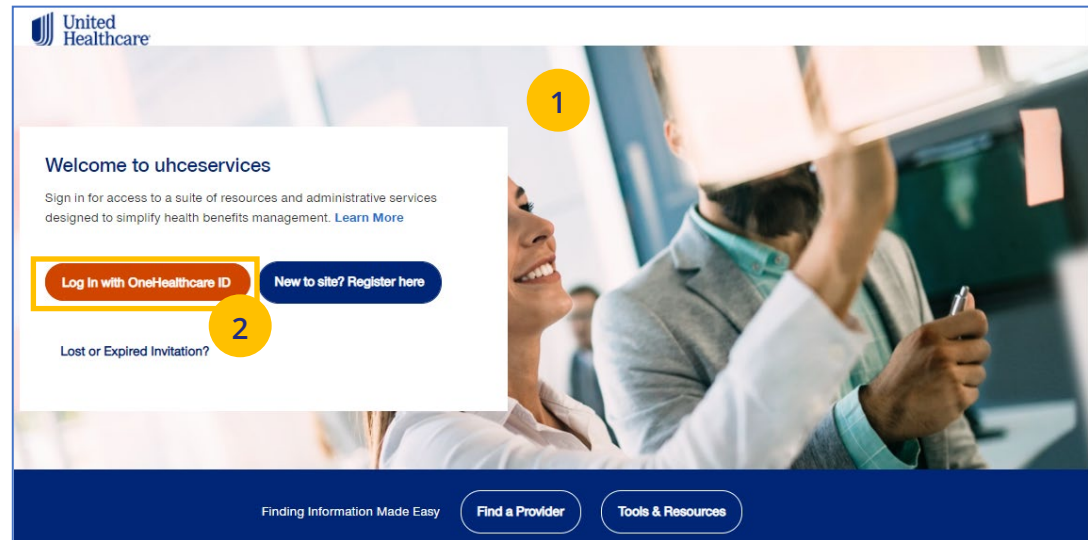
NOTE: If you have lost or deleted your email invitation, click the **Lost or Expired Invitation?** link. Follow the prompts to get a new invitation sent to you.

1. Go to uhceservices.com. The Log In page displays.
2. Click **Log In With OneHealthcare ID**.
3. Enter your One Healthcare ID in the **One Healthcare ID or email address** field.
4. Enter your Password in the **Password** field.
5. Click **Sign In**. The **Home** page displays.

What information will you see?

uhceservices.com is used by both brokers and employer groups. The content you see is tailored based on your login credentials as either a broker or representative of the employer group. You as a broker, and your delegates, see information that’s relevant to you.

NOTE: If user is inactive for 13 months, the account will be deactivated. If this happens, contact the technical support line.



Sign In With Your One Healthcare ID

<p>One Healthcare ID or email address</p> <input type="text"/>	3
<p>Password</p> <input type="password"/>	4
<input type="button" value="Sign In"/>	5

Additional options:

[Manage your One Healthcare ID](#)

[What is One Healthcare ID?](#)

[Forgot One Healthcare ID](#) | [Forgot Password](#)

Welcome to One Healthcare ID (formerly known as Optum ID). Please use your existing Optum ID credentials to log in.

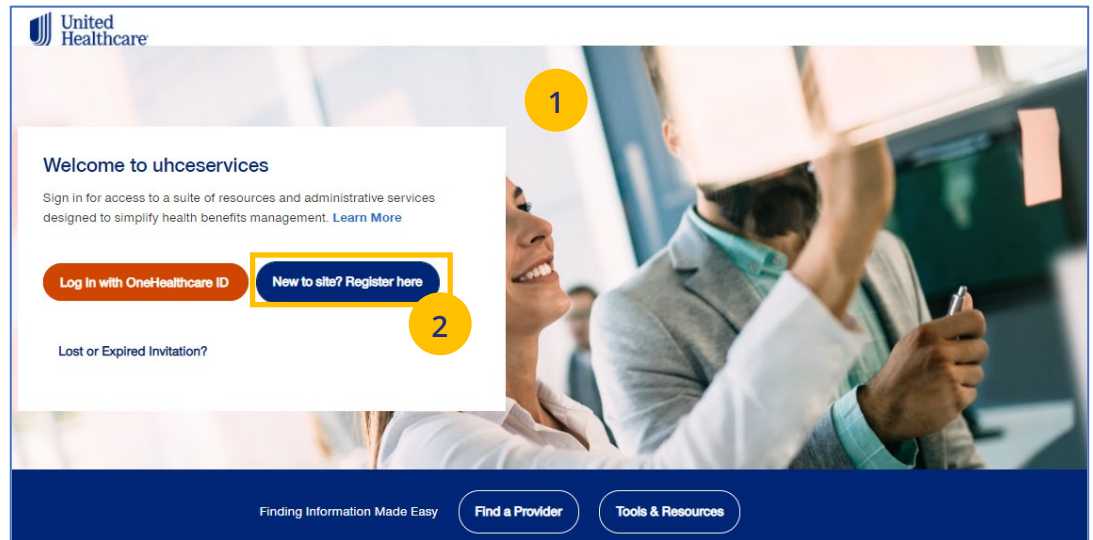


1 | Access: New to Site

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NOTE: If you are new to uhceservices and do not have a OneHealthcare ID, follow the steps below.

1. Go to uhceservices.com. The Log In page displays.
2. Click the **New to site? Register here** button. The **Search for United eServices Account** screen displays.



Search for United eServices Account

2

To begin, enter your United eServices username and password. We want to ensure your credentials from United eServices move over properly!

Username 3

Password 4

5

Don't have a United eServices Username and Password? Call us 866-908-5940.



1 | Access: New to Site (continued)

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3. Enter your UeS user name in the **Username** field.
4. Enter your UeS password in the **Password** field.
5. Click **Enter**. You will get a message that you have successfully migrated to uhceservices.com. You will receive an email with the link to register.

Note: If you have a User ID that has already migrated from UeS, you can follow the prompts to create your own account.

United Healthcare

Search for United eServices Account

To begin, enter your United eServices username and password. We want to ensure your credentials from United eServices move over properly!

Username

Password

You've been successfully migrated to uhceservices.com! You will no longer be able to access United eServices through United eServices login but can through uhceservices. Check your inbox for the subject line: Your registration for uhceservices.com.

5 Enter

Don't have a United eServices Username and Password? Call us 866-908-5940.

Your registration for uhceservices.com

uhceserv_invite@uhc.com
To: Gerber, Kathleen M
Retention Policy UHGINbox (90 days) Expires 3/6/2022

Dear Olivia Gerber,

Welcome. We're pleased to provide you access to the uhceservices.com broker and employer website on behalf of Olivia Gerber.

Uhceservices.com is meant to be your self-service destination for information pertaining to UnitedHealthcare commercial groups.

Please take a moment today to register on uhceservices.com. Doing so will allow you to become familiar with all the website has to offer you for servicing:

GERARDI INSURANCE SERVICES INC
RAY SMITH
MACK JACKSON

Get Started

- Click [Register](#) and follow the prompts for entering your One Healthcare ID and password in the appropriate fields.
- Need to create a One Healthcare ID? Follow the prompts for creating a One Healthcare ID and password.
- Forgot your One Healthcare ID? Follow the prompts to reset your One Healthcare ID and password.

Thank you,
uhceservices.com Administration Team

You are receiving this email from UnitedHealthcare because you receive a service or have a health plan with us. This mailbox is used for outbound messages only, please do not reply. When sending an email to us, do not include personal information.

This email was sent by UnitedHealthcare, 9700 Health Care Lane, Minnetonka, MN 55343 USA.

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



1 | Access: Lost or Expired Invitation

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NOTE: Registration invites expire after 60 days. If you have lost your email invitation to register or have an expired invitation, follow the steps below.

1. Go to uhceservices.com. The Log In page displays.
2. Click the **Lost or Expired Invitation?** The **Re-Send Invitation** screen displays.
3. Enter your email address in the **Email** field.
4. Enter your email address in the **Confirm Email** field.
5. Click **Send** page. You will get a message that the email invitation has been sent.

Note: If the system is unable to locate a pending invitation, you will receive a message asking you to call (866) 908-5940.

United Healthcare

Welcome to uhceservices

Sign in for access to a suite of resources and administrative services designed to simplify health benefits management. [Learn More](#)

Log In with OneHealthcare ID New to site? Register here

Lost or Expired Invitation?

Finding Information Made Easy Find a Provider Tools & Resources

United Healthcare

Re-Send Invitation

Do you think you've received an invite from us before?

If we find that we've already sent you one, no problem. We'll send you another one.

Email Email

Confirm Email Confirm Email

Send

Invite Sent

Thank you!

Check your inbox for the subject line: Your registration for uhceservices.com

Please read carefully as this email will have further instructions for the registration process.

After completing registration, you will no longer be able to log into United eServices through UnitedeServices.com. However, you will be able to access United eServices through uhceservices.



2 | Home

The **Home** page displays the following:


1. **Menu** items across the top of the page
2. **Quick Access links** or “shortcuts” provide easy access to the most common tasks performed
3. **Gear icon** that allows you to do the following:
 - invite others to use uhceservices.com
 - view your personal information
 - change your password
 - view messages or generate reports
 - logout

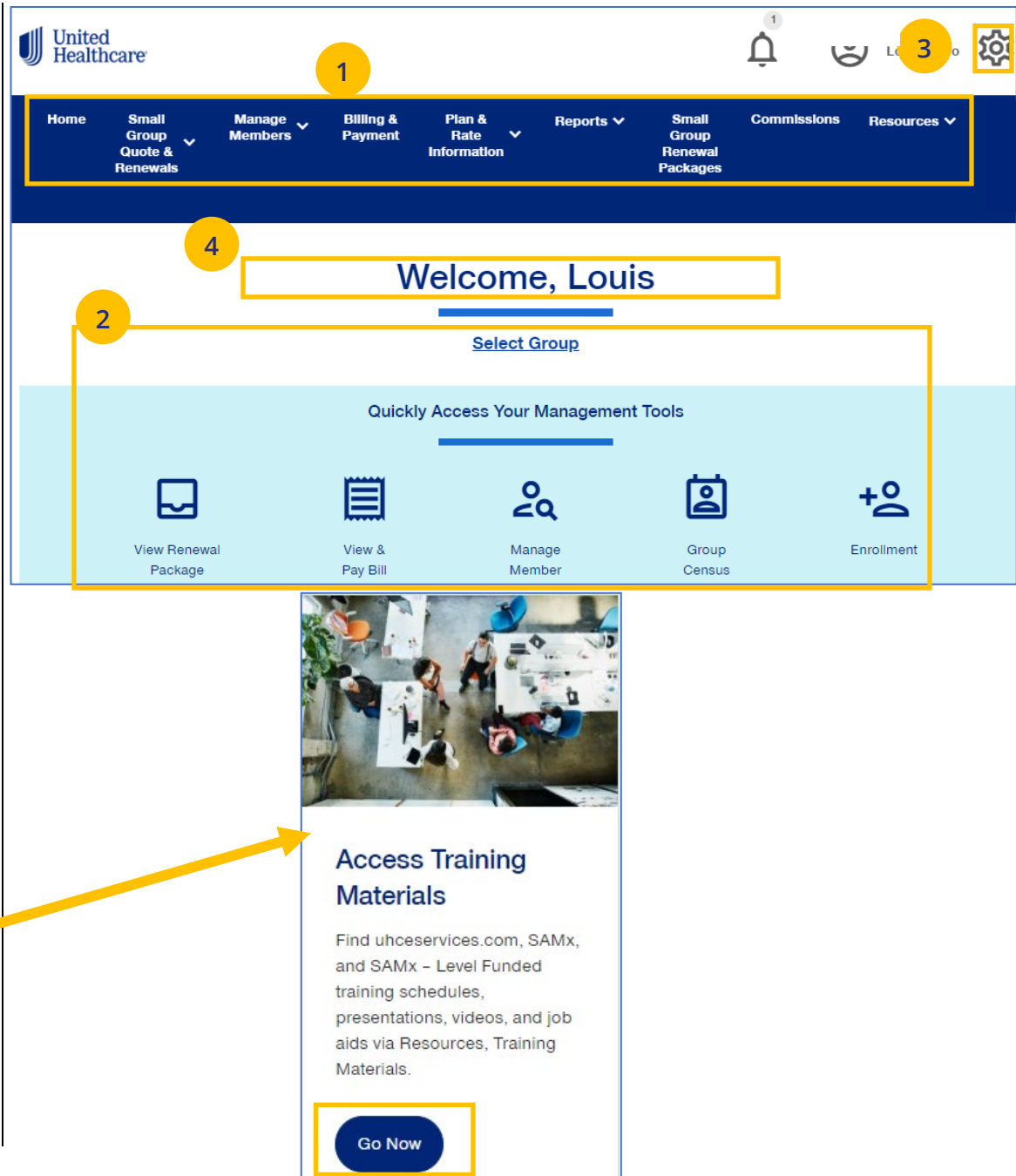
4. The **Group Selection** option is used initially to select a group. After selection, the group name and group number will be shown.

Note: PEO (Professional Employer Organization) Groups – For PEO Groups, a **Select Child Group** link will display. Click this link to select the Child Group needed.

Note: Group Eligibility Verification Audit – A message displays on the Home page if you have one or more groups required to complete an eligibility verification audit. Click **View Groups** to see the groups under eligibility review. Click [here](#) to view a Job Aid with step-by-step procedures.

Note: You can scroll down on the **Home Page** to access more information. Just click the **Go Now** button to view the specific information.

Note: Print Capability – You have the ability to print information throughout uhceservices.com. Click the Print icon  where displayed to print information.



The screenshot shows the United Healthcare Home page. At the top, the United Healthcare logo is on the left. To its right is a navigation bar (callout 1) with links: Home, Small Group Quote & Renewals, Manage Members, Billing & Payment, Plan & Rate Information, Reports, Small Group Renewal Packages, Commissions, and Resources. On the far right of the top bar are a notification bell (callout 1), a user profile icon labeled 'LO' (callout 3), and a gear icon (callout 3). Below the navigation bar is a large white box with a blue border (callout 2) containing the text 'Welcome, Louis' (callout 4) and a 'Select Group' link. Below this is a light blue section titled 'Quickly Access Your Management Tools' with five icons: 'View Renewal Package', 'View & Pay Bill', 'Manage Member', 'Group Census', and 'Enrollment'. At the bottom of the page is a section titled 'Access Training Materials' with a 'Go Now' button (callout 2). A yellow arrow points from the 'Go Now' button in the 'Access Training Materials' section to the 'Go Now' button in the 'Access Training Materials' section.



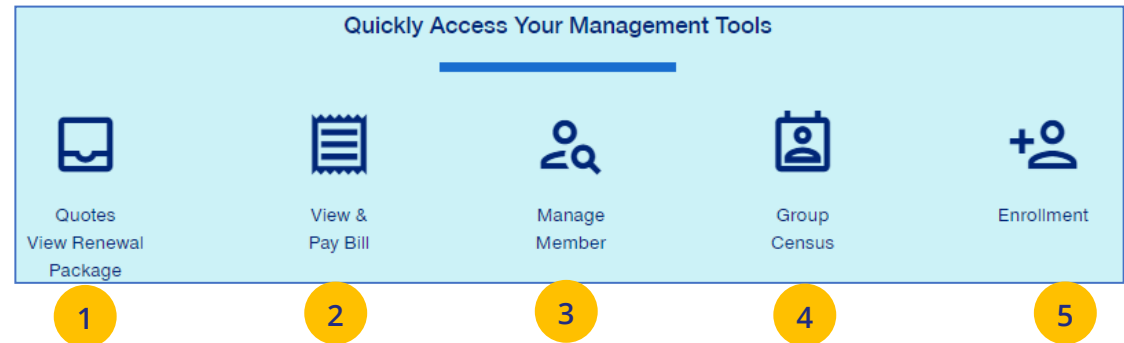
3 | Quickly Access Your Management Tools

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The **Home** page contains quick access icons that offer shortcuts to the most common tasks performed on uhceservices.com.

These shortcuts most often include:

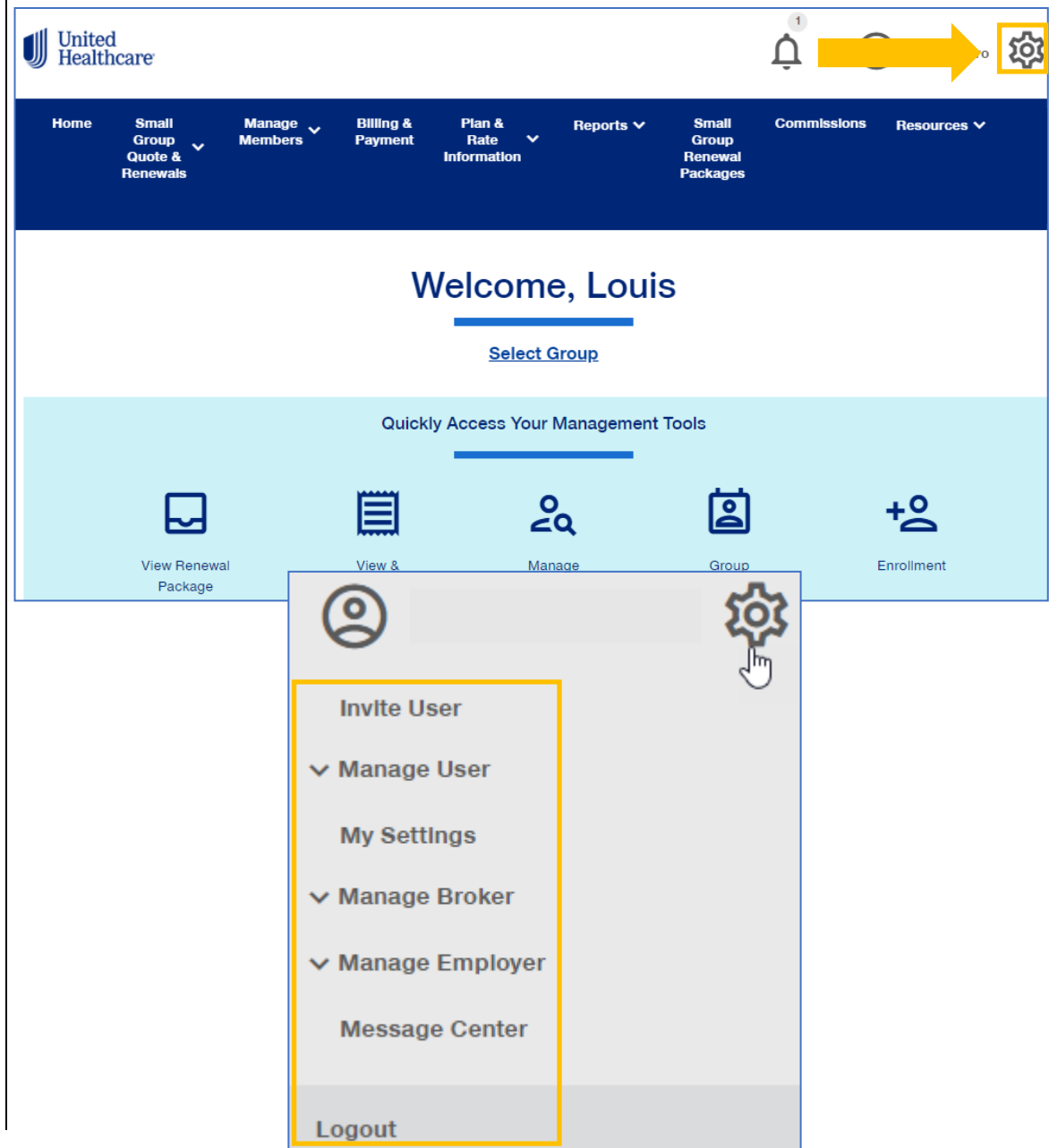
1. **Quotes View Renewal Package** – Access United eServices (UeS) to view quotes and renewal packages
2. **View & Pay Bill** – Displays Billing & Payment screen.
3. **Manage Member** – Allows you to search for a member within the specific group.
4. **Group Census** – Displays Member & Subscriber Lists.
5. **Enrollment** – Goes to the Enrollment screen where you can enroll a new member or a dependent.



4 | Gear Icon

The **gear icon**, located in the upper-right corner of the screen, is used to do the following:

1. **Invite User** – Invite someone to use uhceservices.com.
2. **Manage User** – Search for a user to view their details and permissions.
3. **My Settings** – Change password, edit your personal information, and view your “permissions” or what information you have access to.
4. **Manage Broker** – Search for a broker to view and manage information.
5. **Manage Employer** – Search for an employer to view and manage information.
6. **Message Center** – Contains Important messages and is used to retrieve reports that have been generated.
7. **Logout** – Logout of the application.



4 | Invite User

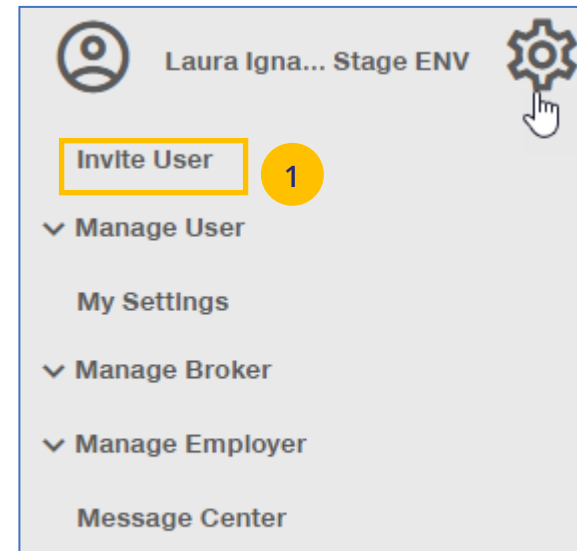
Broker users with user maintenance permissions can give support staff access to uhceservices so they can perform functions on the broker's behalf. To invite a someone to use uhceservices.com:

1. Click the **Gear icon** and select **Invite User**. The **Invite a Broker User** screen displays.
2. Enter **First Name, Last Name, Email** address.
3. Select the **Role** from the **Choose a Role** dropdown.

Note: UnitedHealthcare Sales & Account Management can also invite Broker users. For an individual Broker, there can be only one Broker Admin. An Agency can have multiple Admins.

Broker and Employer Roles

Click [here](#) to go an **Appendix** at the end of this document that shows (1) **Broker roles** and permission descriptions, and (2) **Employer roles** and permission descriptions.



Invite a Broker User

Agency/Broker Name:

User Information

By adding any individual as a portal user, the Group is granting the individual access to protected group information. Each user will create a User ID and password and in doing so, certifies that they have the authority to access confidential and personal information protected by Law. Company agrees to indemnify UnitedHealthcare Insurance Company and its affiliated companies from any and all liability and loss, expenses (including reasonable attorney's fees), and claims for damages or injury arising from any Incident or Breach (as defined by HIPAA) that is associated with the identified users. This indemnification includes any claim relating to the validity or eligibility information provided.

First Name *

Last Name *

Email *

Role *

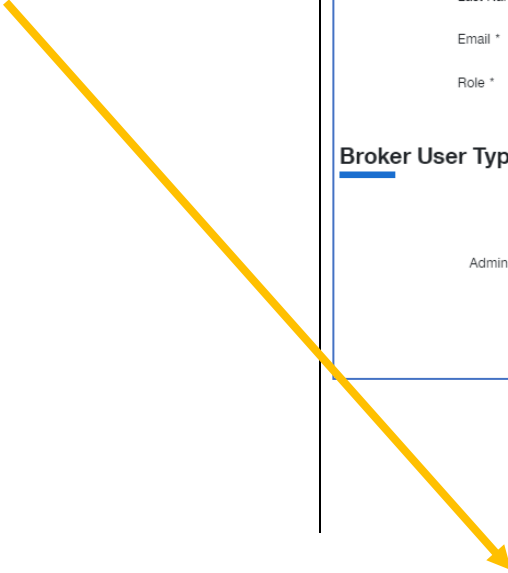
Broker User Type

User Type identifies the Principals/Owners associated to this Broker/Agency. By selecting the Broker User Type of Administrator, you are assigning this user as the Principal/Owner.

Administrator ☐ Delegate ☐

4 | Invite User (continued)

- Indicate whether the invitee is an **Administrator** or a **Delegate** within United eServices. Only the agency/principal owner should be an Administrator. All other agency employees should be a delegate.
- Click **Create**. A message indicates that your invitation has been successful.



Invite a Broker User

Agency/Broker Name:

User Information

By adding any individual as a portal user, the Group is granting the individual access to protected group information. Each user will create a User ID and password and in doing so, certifies that they have the authority to access confidential and personal information protected by Law. Company agrees to indemnify UnitedHealthcare Insurance Company and its affiliated companies from any and all liability and loss, expenses (including reasonable attorney's fees), and claims for damages or injury arising from any Incident or Breach (as defined by HIPAA) that is associated with the identified users. This indemnification includes any claim relating to the validity or eligibility information provided.

First Name *

Last Name *

Email *

Role * Choose a Role Compare Roles

Broker User Type

User Type identifies the Principals/Owners associated to this Broker/Agency. By selecting the Broker User Type of Administrator, you are assigning this user as the Principal/Owner.

Administrator ☐ Delegate ☐

4 5

Cancel Create


Invite a Broker User

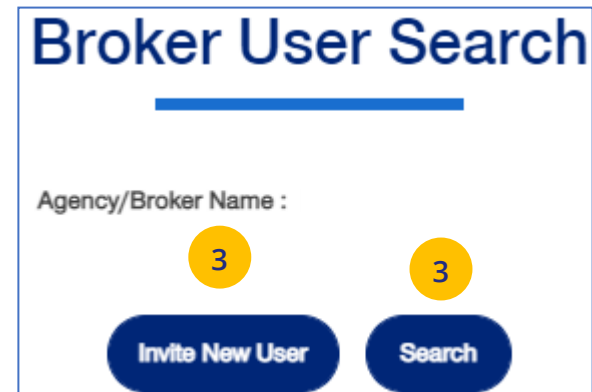
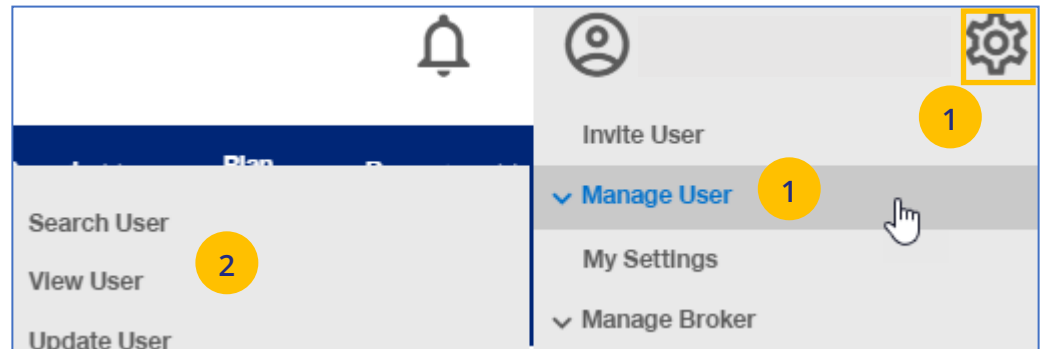
User Louis Johnson successfully invited as Agency/Broker User

4 | Manage User

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To search for and select a specific user to view or update user information, follow the steps below:

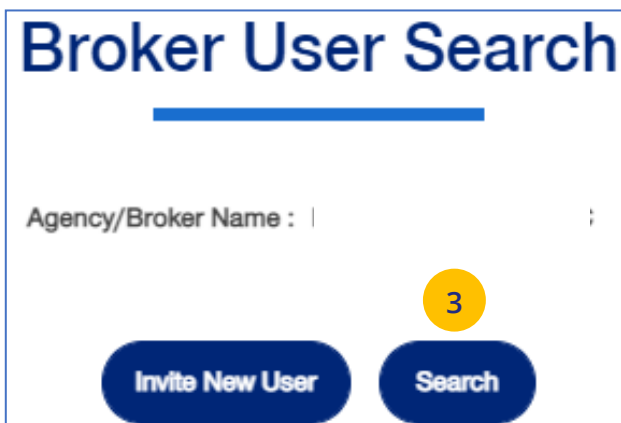
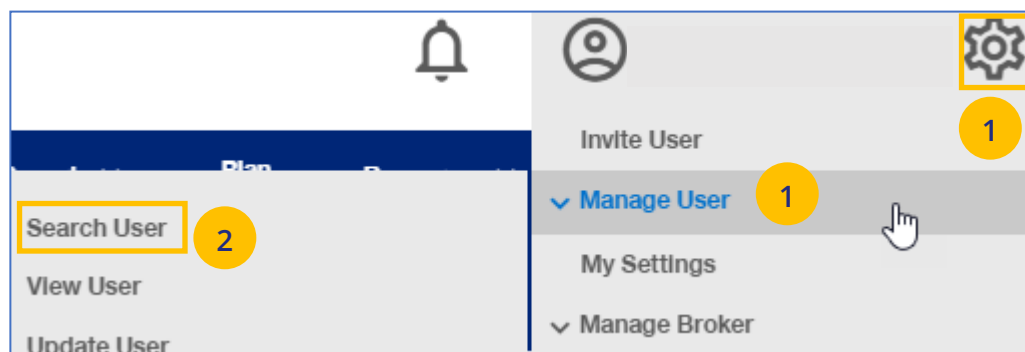
1. Click the **gear icon**  and select **Manage User**. You will have three options:
 - **Search User** – You can search for a user or invite a new user (if you have that capability)
 - **View User** – You can search for a user or invite a new user (if you have that capability)
 - **Update User** – You can search for a user or invite a new user (if you have that capability)
2. Select one of the options to display the **Broker User Search** screen.
3. You have two options:
 - Click **Search**. The search results will display with the list of users.
 - Click **Invite New User**. The **Invite a Broker User** screen displays. Complete the information and click **Create**.



4 | Re-Invite a User

To re-invite a specific user to view or update user information, follow the steps below:

1. Click the **gear icon**  and select **Manage User**.
2. Select **Search User**.
3. Click the **Search** button.



4 | Re-Invite a User (continued)

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To re-invite a specific user to view or update user information, follow the steps below:

4. In the **Filter by** area, click the plus sign to expand the filter fields. Search for the user you need using the filter fields
5. Click on **Re-Invite**. A message displays indicating the “re-invite” was successful. The user will receive a new invitation email.

Filter by

4

Select Deactivation Date Range

Select the date range

Optum ID

First Name

Last Name

User Email

Select Status

Select Role

Clear Filter

(Enabled)					Select User
One Healthcare ID	User Email	Role	Last Login	Deactivation	
apiatt3	anglette_d_piatt...	Standard Broker with Commissions	04/07/2020	05/07/2021	
(Invited)					Select User
One Healthcare ID	User Email	Role	Last Login	Deactivation	
	anglette_d_piatt...	Standard Broker with Commissions	N/A	N/A	Re-Invite
(Enabled)					Select User
One Healthcare ID	User Email	Role	Last Login	Deactivation	
Ignacio3	laura_l_ignacio@...	Broker Lead with User Maintenance	06/01/2021	N/A	
Dylan, Louis (Invited)					Select User
One Healthcare ID	User Email	Role	Last Login	Deactivation	
	ldylan@compny.or...	Standard Broker with Commissions	N/A	N/A	Re-Invite

5

User Louis Dylan successfully re-invited as Standard Broker with Commissions.



4 | My Settings

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The **My Settings** page can be used to do the following:

- **Change Password**
- **Manage My Profile** – Manage your One Healthcare ID.
- **Personal Information** – View details or edit personal information.
- **My Associations** – Broker associations and specific permissions.
- **Platforms/Tools** – Specific role or roles for the associated Platform/Tools
- **Account Overdue Balance Alert Preferences** – Account Overdue Balance alert can be sent through email or Message Center.
- **Contact Information** – Broker Contact information is shown with ability to edit (update).
- **Addresses** – Shows mailing addresses and telephone numbers.

My Settings

[Change Password](#) [Manage My Profile](#)

Your changes will be reflected after re-login.

Personal Information [Edit](#)

First Name
Last Name
Email
One Healthcare ID

My Associations

Broker Role:	Admin
--------------	-------

Permissions:


Billing & Payment	+
Commissions	+

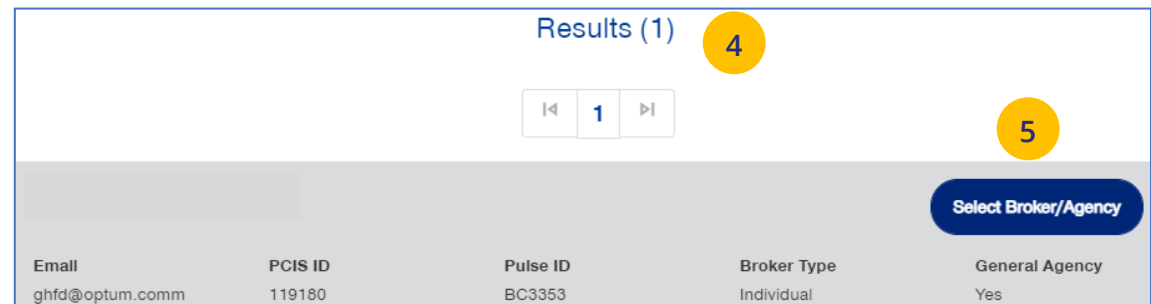
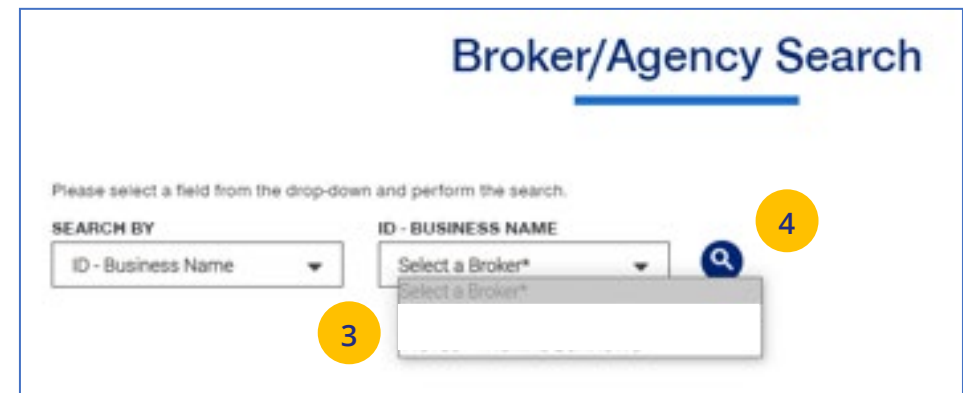
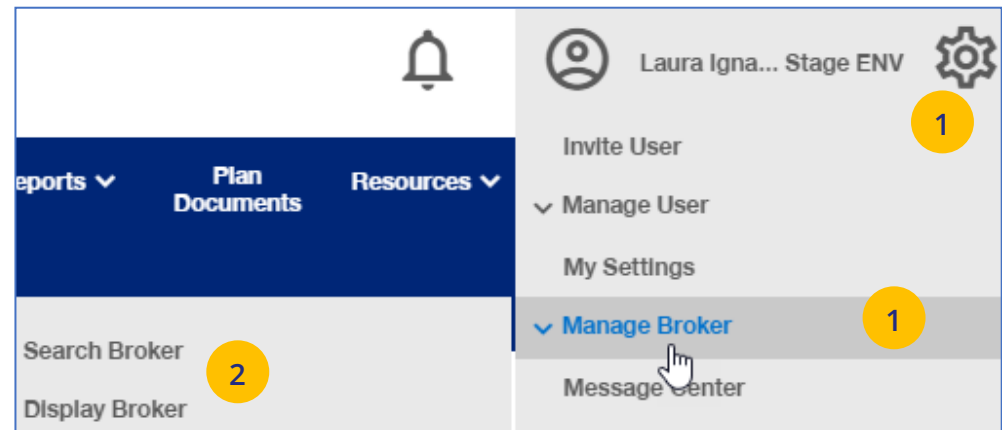


4 | Manage Broker

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To search for a Broker, follow the steps below:

1. Click the **gear icon**  and select **Manage Broker**.
2. Select either **Search Broker** or **Display Broker**. The Broker/Agency Search screen displays.
3. Select the broker from the dropdown.
4. Click the **Search** icon. The search results will be shown. Scroll down to see all the results.
5. Click **Select Broker/Agency** for the broker information you need. The **View Broker/Agency** screen displays with information on the broker.



4 | Manage Broker (continued)

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- **Broker/Agency Information** – Shows details on the broker.
- **Contact Information** – Broker Contact information.
- **Appointment Information** – Shows list of appointments.
- **Associated Groups** – Shows groups associated with the broker.
- **Associated Users** – Shows users associated with the broker.

Note: How are brokers/agencies tied to the group in uhceservices? It's important to understand how brokers/agencies are tied to the group in uhceservices.

- At New Business, a group is attached to the broker/agency (PCIS code). Each agency determines how they want their commissions paid (one or multiple PCIS codes). **Note: Anyone associated to the PCIS will see ALL groups under that PCIS code.**
- Each associated user, with a broker/agency, must be associated to all PCIS codes for which they support in order to see all the groups for that broker/agency.
- If you have a user that can't see all the groups, they need to be tied to additional PCIS codes. You can do this through the **Invite User** function.

View Broker/Agency

Broker/Agency Information		×
First Name		
Last Name		
Email	ghfd@optum.comm	
PCIS ID	119180	
Pulse ID	BC3353	
General Agent Indicator	Yes	
Broker Type	Individual	
Contact Information		+
Appointment Information		+
Associated Groups		+
Associated Users		+



4 | Manage My Profile

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To manage your One Healthcare IDs or to move Associations, follow the steps below:

Note: Click [here](#) for FAQs related to this topic.

1. Click the **Manage My Profile** button.
2. You have the option to move associations from another ID to your logged-in ID, or to another ID from your this logged-in ID. Select the button that indicates what you want to do and click **Next**.

The image displays two screenshots of a web application interface. The top screenshot, titled 'My Settings', shows a user profile for 'Hina Hinaemp' with email 'chintakayala_bhavani1@optum.com'. It features buttons for 'Change Password' and 'Manage My Profile' (highlighted with a yellow box and a yellow circle with the number 1). Below this is the 'Personal Information' section with an 'Edit' button. The bottom screenshot, titled 'Manage My Profile', shows a three-step process: 1. Direction, 2. Selection, and 3. Review & Submit. In the 'Selection' step, a yellow box highlights two radio button options: 'Move my associations from another One Healthcare ID into this One Healthcare ID' and 'Move my associations to another One Healthcare ID'. A yellow circle with the number 2 is next to the first option. At the bottom, there are 'Cancel' and 'Next' buttons, with the 'Next' button highlighted by a yellow box and a yellow circle with the number 2. A link for 'FAQs' is also visible on the right side of the 'Manage My Profile' section.



4 | Manage My Profile (continued)

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3. **Move Associations:** Choose one or more existing IDs that match their name and email, **or** manually enter the ID/password for another ID.
4. **Move Associations:** This page shows the list of associations under the ID chosen on the previous page. User will submit and get the success message.
5. Click **Next**.

Manage My Profile

✓ Direction 2 Selection 3 Review & Submit

What would you like to do with your One Healthcare ID - Hinaemp [FAQs](#)

☒ Move my associations from One Healthcare ID(s) that match my name/email

One Healthcare ID All

Hinaemp2
Hinaemp3
Hinaemp10
Hinaemp123
Hinaemp8
Hinaemp9
Hinaemp6
Hinaemp7
Hinaemp4

Or

☐ Move my associations from another One Healthcare ID I own

One Healthcare ID

Password

Cancel Previous Next



4 | Manage My Profile (continued)

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6. Click **Submit**. A success message displays.
7. Click the **Log off** button and log back in.

The top screenshot shows the 'Review & Submit' step of the 'Manage My Profile' process. A progress bar at the top indicates the current step. Below the progress bar, a confirmation message asks the user to confirm moving associations to their One Healthcare ID - Hinaemp. A list of associations is shown, including 'Louis Agency - 99999'. A yellow circle with the number 6 is placed over the 'Submit' button. Below the list, there are three buttons: 'Cancel', 'Previous', and 'Submit'. The 'Submit' button is highlighted with a yellow box.

The bottom screenshot shows the 'Manage My Profile' page after the successful move. A progress bar at the top indicates the current step. Below the progress bar, a success message states 'Your move was successful. Please log off and log back in.' A yellow circle with the number 6 is placed over the message. Below the message, there is a 'Log off' button highlighted with a yellow box. A yellow circle with the number 7 is placed over the 'Log off' button.



4 | Roles and Permissions (My Associations)

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You can use **My Settings** to view your specific roles and permissions and to view what information you have access to in uhceservices.

1. Under **My Settings**, scroll down to the **My Associations** section. You will see your specific **Broker Role** (Admin or Delegate) and your **User Role**.
2. Scroll down to **Permissions** to view all the tasks you can perform in uhceservices.
 - Click the plus sign **+** to expand the category to view specific permissions within that category.

Note: Requesting Change to User Role (Permissions): If you need to perform a task or tasks that you do not have permission to perform, work with your Agency Administrator or call 1-866-908-5940.

My Associations 1

Louis Agency - 99999

Broker Role: Admin

User Role: Broker Lead with User Maintenance

Permissions: 2

Billing & Payment +

Commissions +

Member Management ×

Add Member

Request ID card

Term Member

Update Member

View Eligibility

View Member

Quoting & Renewals ×

Quoting

Renewal

Renewal Package

Reports ×

Banking Reports

Delinquent Employer Accounts

Level Funded Reporting



4 | View and Update Broker Contact Information

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To update broker contact information, follow the steps below:

1. Click the **Edit** button in the **Contact Information** section to display the Contact Information screens.
2. In the **Go Green** field:
 - Click **Yes** if you want the renewals you are updating for the broker accessible in online form only (paper renewals will no longer be sent).
Note: Only a **Broker Admin** can update the **Go Green** indicator.
 - Click **No** if you want the information in paper form.
3. Enter information in any of the fields with the boxes.
4. Click **Save**. The following message will be shown: **"Updates have been submitted successfully. Your changes may not be reflected immediately."**

The image displays two screenshots of the 'Contact Information' form. The top screenshot shows the 'Edit' button in the top right corner, highlighted with a yellow circle labeled '1'. The bottom screenshot shows the 'Go Green' field with radio buttons for 'Yes' and 'No', and a 'Save' button highlighted with a yellow circle labeled '4'. The 'Go Green' field is highlighted with a yellow circle labeled '2'. The 'Business Email' field is highlighted with a yellow circle labeled '3'. The 'Business Phone' field is highlighted with a yellow circle labeled '3'. The 'Business Phone Ext' field is highlighted with a yellow circle labeled '3'. The 'Business Fax' field is highlighted with a yellow circle labeled '3'. The 'C/O' field is highlighted with a yellow circle labeled '3'. The 'Save' button is highlighted with a yellow circle labeled '4'. The 'Cancel' button is also visible.

Contact Information

1 Edit

Contact Information

Please note that this contact information will apply to the Broker ID and all associated users.

2 Go Green Yes ☐ No ☒

Business Email

Business Phone

Business Phone Ext

Business Fax

C/O

3


4 Save Cancel

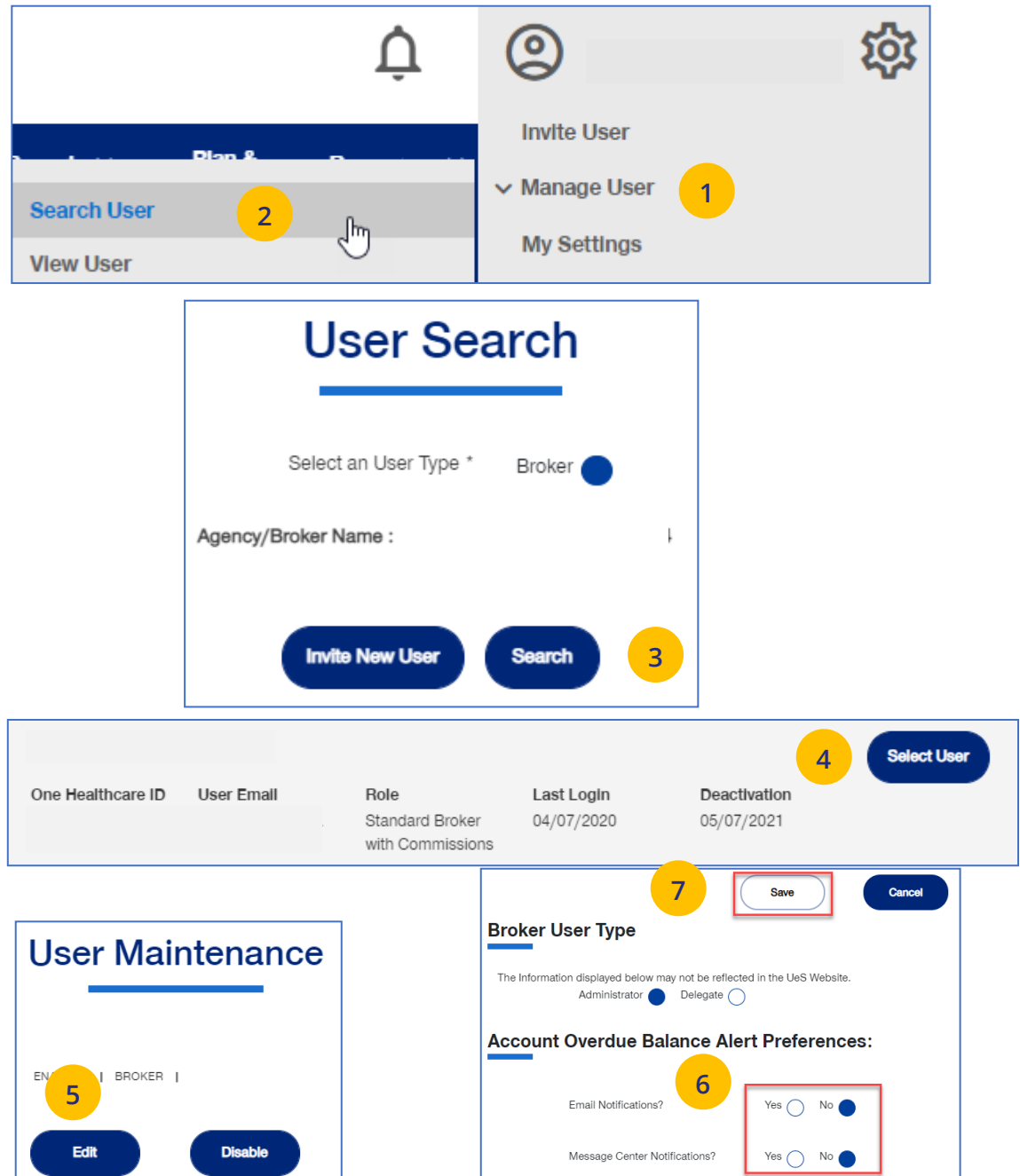


4 | Update a User's Account Overdue Balance Alert Preferences

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You can update a broker user's account overdue balance alert preferences through Manage Broker. To do this, follow the steps below:

1. Click the **gear icon**  and select **Manage User**.
2. Select **Search User**. The **User Search** screen displays.
3. Click **Search**.
4. Find the user you need and click **Select User**.
5. Click **Edit**.
6. Scroll down to **Account Overdue Balance Alert Preferences**. You can then choose how the user is to receive alerts. Choose **Yes** or **No** for **Email Notifications** and **Yes** or **No** for **Message Center Notifications**.
7. Click **Save**.



The screenshot illustrates the process of updating a user's account overdue balance alert preferences through the Manage Broker interface. The interface is divided into several sections:


- Manage Broker Header:** Includes a bell icon, a user profile icon, and a gear icon (1). Below the gear icon are options: "Invite User", "Manage User" (2), and "My Settings".
- User Search Screen:** Displays "Select an User Type *" with "Broker" selected. Below it is a field for "Agency/Broker Name :". At the bottom are buttons for "Invite New User" and "Search" (3).
- User Maintenance Table:** A table with columns: "One Healthcare ID", "User Email", "Role", "Last Login", and "Deactivation". The first row shows a user with role "Standard Broker with Commissions", last login "04/07/2020", and deactivation "05/07/2021". A "Select User" button (4) is next to the table.
- User Maintenance Edit Screen:** Shows "Edit" (5) and "Disable" buttons. Below the table, there are sections for "Broker User Type" (Administrator selected, Delegate unselected) and "Account Overdue Balance Alert Preferences".
- Account Overdue Balance Alert Preferences:** Includes "Email Notifications?" (6) and "Message Center Notifications?". Both have "Yes" and "No" radio buttons. The "Save" button is highlighted with a red box.




4 | Message Center

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The **Message Center** displays messages and links to reports that have been generated.

The bell icon  at the top of the screen indicates the number of new messages or reports you have in the Message Center.

Note: To open a message in the Message Center, click the Plus sign and click the link to the report or message.



Invite User

▼

Manage User



My Settings


▼




Manage Broker

Message Center

Logout







Home

Small Group Quote & Renewals

Manage Members

Billing & Payment

Plan & Rate Information

Reports

Small Group Renewal Packages

Commissions

Resources

Message Center

SORT BY:

Date Descending


Delete Selected

1

<input type="checkbox"/>	Date/Time	From	Subject	
	2023-03-14 12:10:28.0	uhceservices.com	Member Subscriber List	<div>+</div>

5 | Group Selection

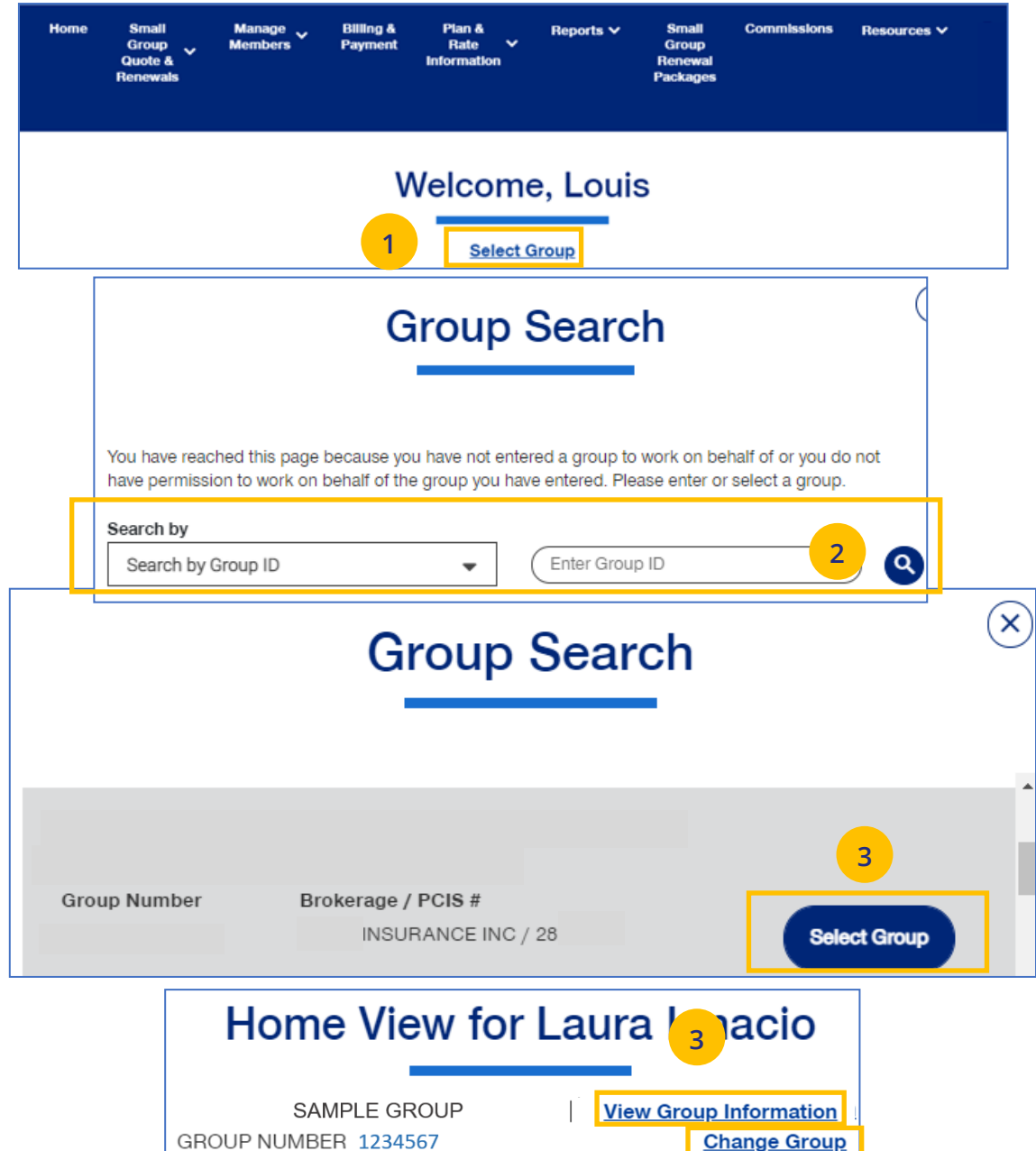
To select a group from the Home page:

1. Click the **Select Group** link. The **Group Search** screen displays.
2. Enter the **Group ID** number and click the **Search** icon . The **Search Results** display.
3. Click **Select Group**. The group will show as your default group on the Home page.
Note: You can click the **Last Viewed** box to view the five most recent groups that you have displayed. The current group you searched for will be at the top. You can view information on the group by clicking the **View Group Information** link.

NOTE: Change Group – Once a group number is selected, it will remain on the Home page until you change it. To change to a different group, click the Change Group link. Repeat steps 2 and 3 above to select your new group. (UnitedHealthcare employees have access to all groups).

NOTE: PEO (Professional Employer Organization) Groups – For PEO Groups, a **Select Child Group** link will display. Click this link to select the Child Group needed. **See step-by-step procedures on the following page.**

NOTE: MyAllSavers and Employer eServices (EeS) – If the group you are searching for is managed on another website, you will be redirected. Click on the button to do go that application.



The screenshot illustrates the Group Selection process in the UnitedHealthcare system. It is divided into three main sections corresponding to the steps in the instructions:

- Step 1:** The Home page shows a navigation bar with links like Home, Small Group Quote & Renewals, Manage Members, Billing & Payment, Plan & Rate Information, Reports, Small Group Renewal Packages, Commissions, and Resources. Below the navigation bar, a "Welcome, Louis" message is displayed. A yellow box highlights the "Select Group" link, and a yellow circle with the number "1" is next to it.
- Step 2:** The "Group Search" screen is shown. A message states: "You have reached this page because you have not entered a group to work on behalf of or you do not have permission to work on behalf of the group you have entered. Please enter or select a group." A yellow box highlights the search area, which includes a "Search by" dropdown menu (set to "Search by Group ID"), a text input field for "Enter Group ID", and a search icon. A yellow circle with the number "2" is next to the search icon.
- Step 3:** The "Group Search" screen shows the search results. A table displays the following information:

Group Number	Brokerage / PCIS #
	INSURANCE INC / 28

A yellow box highlights the "Select Group" button, and a yellow circle with the number "3" is next to it.
- Final Screen:** The "Home View for Laura Ignacio" is shown. It displays the "SAMPLE GROUP" and "GROUP NUMBER 1234567". Two buttons are highlighted with yellow boxes: "View Group Information" and "Change Group". A yellow circle with the number "3" is next to the "View Group Information" button.



5 | Group Selection: PEO Groups

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For PEO (Professional Employer Organization) groups, a **Select Child Group** link will display after you have selected the **Parent Group**. Follow the steps below to display **Child Group** information.

Note: PEO Groups do not apply to **UnitedHealthcare HMO**.

1. When you select a **PEO Group**, the **Select Child Group** link displays under the **Parent Group** name and number. Click **Select Child Group**. The **Child Group Names** and **Group Numbers** will be shown.

Note: A Parent Group can have one or more Child Groups.

2. Find the **Child Group** you need and click **Select Group**. The Parent Group and **Child Group** information will both show as your default Groups on the home page.

Note: You can click **Change Child Group** and select another child group if more than one are available. To display another group, you must click **Change Group** instead of **Change Child Group**.

PEO_ADP_PARENT4 | GROUP NUMBER : [Change Group](#)

[Select Child Group](#) 1

_CHILD2 1

Group Number

2 [Select Group](#)

_CHILD1

Group Number

[Select Group](#)

[_PARENT4 | GROUP NUMBER : \[Change Group\]\(#\)](#) 2

[_CHILD2 | GROUP NUMBER : \[Change Child Group\]\(#\)](#)



6 | Small Group Quoting & Renewals

The **Small Group Quoting & Renewals** tab will direct you to the correct quoting/enrolling and renewal tool, depending on funding, market, etc. Other common tools are provided under Quick Links.

1. **Help Me Decide** allows you to answer questions that will help you select the right tool for your Quote or Renewal.
2. **Quick Links** provides access to the following:
 - Small Group Renewal Packages
 - Upload Documents
 - United eServices (UeS)
 - MyAllSavers
 - SAM
 - UHC Benefit Services (COBRA)
 - Employer eServices
3. **Small Group Quoting and Renewal** provides links to quoting and enrolling and renewals (for Fully Insured and Level Funded) in the following applications:
 - SAMx
 - SAM
 - MyAllSavers

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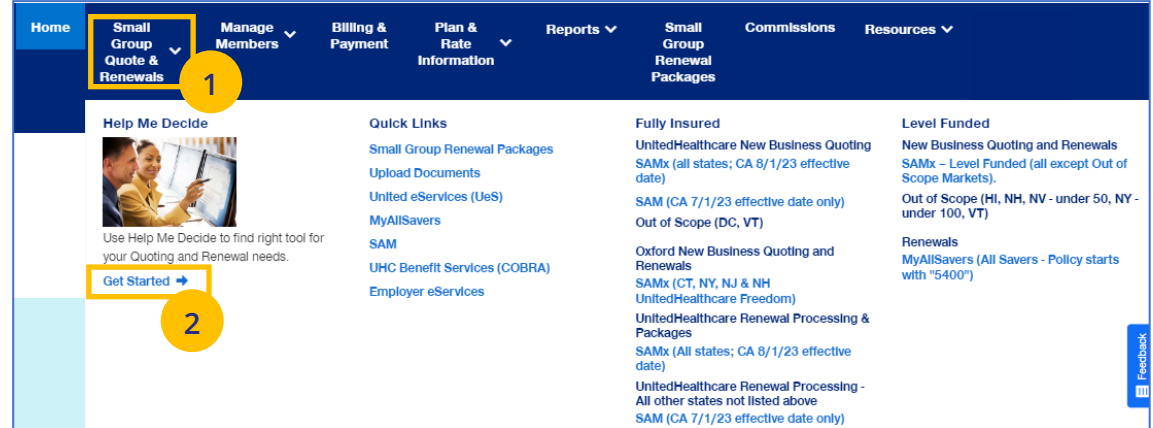


6 | Help Me Decide

The **Help Me Decide** link allows you to answer questions that will help you select the right tool for your Quote or Renewal.

To do this, follow the steps below.

1. Click the **Small Group Quoting & Renewals** tab. The **Small Group Quoting & Renewal** screen displays.
2. Under **Help Me Decide**, click **Get Started**. The **Help Me Decide** screen displays.



6 | Help Me Decide (continued)

[TABLE OF CONTENTS](#)

3. Enter the information to narrow your options.
Required fields are indicated by an asterisk.

Note: The **Products** listed will change depending whether you select **Create the New Business Quote** or **Process a Renewal**.

Note: The **Select Products** section is not displayed until the **Primary Location Zip Code** is selected.

4. Click **Update Results**. The **Results** screen displays with a link to the request that fit the criteria you entered.

Help Me Decide

Please enter the required fields below. The Results section below will help you select the right option for your Quote or Renewal.

**Required Fields*

I'm looking to...*

☒ Create a New Business Quote

☐ Process a Renewal

Select the effective date:*

June Select One 2021

Select the funding type:*

[Contact Us](#) for support around Self-Funded needs.

☒ Fully Insured

☐ Level Funded

Primary Location ZIP Code:*

Enter Zipcode

Select Products:*

☐ Medical - Oxford

☐ Medical - UnitedHealthcare

☐ Dental

☐ Vision

☐ Basic Life

☐ Supplemental Life

☐ Dependent Life

☐ Short Term Disability (STD)

☐ Long Term Disability (LTD)

Update Results



6 | Help Me Decide (continued)

[TABLE OF CONTENTS](#)

5. Click the link to go to the application to complete your task.

Results

Product: Medical - UnitedHealthcare

Create a Medical - UnitedHealthcare Quote

5



6 | Quick Links: Small Group Renewal Packages

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The **Small Group Renewal Packages** link is used to view the renewal documents for groups or brokers.

1. Click **Small Group Renewal Packages**. The **Small Group Renewal Packages** search screen displays. You can search by **Group ID** or **Broker ID**.

To Search by Group ID:

2. Select the **Group ID** button.
3. Enter the **Group ID** in the search box and click the search icon. A link to the group's renewal document is shown.
4. Click the **Renewal Document** link to view the document.

The screenshot shows the 'Small Group Renewal Packages' search interface. At the top, a 'Quick Links' menu is visible, with 'Small Group Renewal Packages' highlighted by a yellow box and labeled with a yellow circle '1'. Below this, the main search area is titled 'Small Group Renewal Packages'. It features a search bar with a dropdown menu labeled 'Select One' and two radio buttons: 'Group ID' (selected) and 'Broker ID'. A yellow box labeled '2' highlights the search bar area. Below the search bar, there is a text input field labeled 'Enter a Group ID *' with a yellow circle '3' next to it, and a search icon (magnifying glass) also labeled with a yellow circle '3'. Below the search bar, there is a table with columns for 'Group Number', 'Renewal Date', and 'Renewal Document'. The 'Renewal Document' column has a link labeled 'Manage Renewal' highlighted by a yellow box. The table shows one row with the value '255' in the 'Group Number' column and '02/01/2023' in the 'Renewal Date' column.



6 | Quick Links: Small Group Renewal Packages (continued)

[TABLE OF CONTENTS](#)

To Search by Broker ID:

2. Select the **Broker ID** button.
3. Enter the Broker's **PCIS ID** in the search box and click the search icon. The package or packages will be displayed for a group or groups.

Note: Multiple Packages – When you search by **Broker ID**, multiple packages can return. Place a checkmark in the boxes for the renewal documents you need to view. You can also put a checkmark in the “Select” box at the top of the window to view all the renewal documents shown on the page. There is a limit of 20 groups per page and a total of 1,000 renewal packages at one time. You must download the groups listed on one page at a time.

Note: Filter Results - You can also “filter” the results to narrow your search results. Using filters is recommended for agencies with many renewals. You can filter by **Group Name**, **Group ID**, **Renewal Date** or **Writing Agent**.

The screenshot displays the 'Small Group Renewal Packages' interface. At the top, there's a header with the title. Below it, a search section is highlighted with a yellow box. This section includes a 'Select One' dropdown menu with 'Group ID' and 'Broker ID' options. The 'Broker ID' option is selected and highlighted with a yellow circle labeled '2'. Below the dropdown is a search box labeled 'Enter a PCIS ID *' with a search icon. A yellow circle labeled '3' is next to the search box. Below the search section, there's a table of results. The table has columns for 'Group Number', 'Renewal Date', and 'Renewal Document'. The first row shows '1' for Group Number, '05/01/2021' for Renewal Date, and a document icon for Renewal Document. A yellow circle labeled '3' is next to the document icon. A 'Download (0/20)' button is in the top right corner. Below the table, there's a 'Filter by' section. This section has a title 'PROFESSIONAL GROUP PLANS, INC.' and a 'Filter by' dropdown. Below the dropdown, there's a message: 'Applying filters will allow you to refine your request and decrease the time to download your renewal packages. Please note that filtering will reset any selections listed below.' Below this message, there are four filter fields: 'Group Name' (text input), 'Group ID' (text input), 'Renewal Date' (dropdown menu), and 'Writing Agent' (dropdown menu). A 'Clear Filter' button is at the bottom right of the filter section.

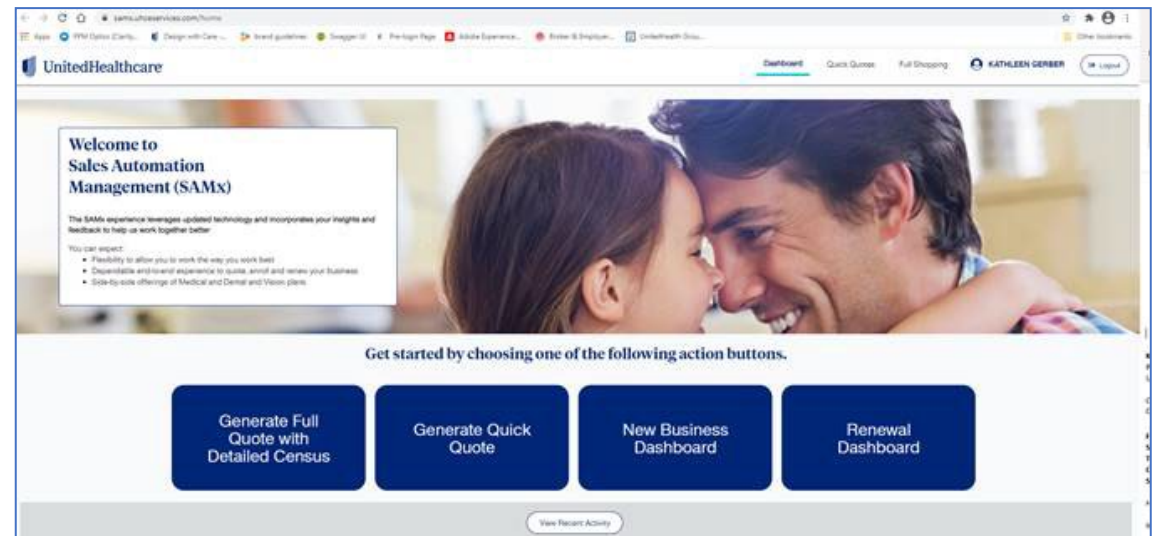
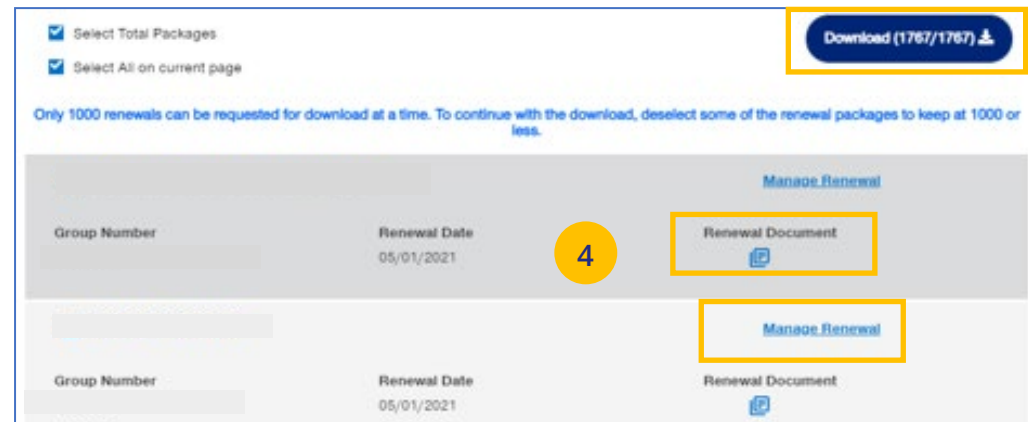


6 | Quick Links: Small Group Renewal Packages (continued)

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4. You can click on the **Renewal Document** link to display the document **or** click the **Manage Renewals** link. If you click the **Download** button, note that only 1,000 renewals can be requested for download at one time.

Note: The **Manage Renewal** link will re-direct you to SAMx FI or SAMx Oxford or SAM.



6 | Quick Links: Upload Documents

The **Upload Documents** tab allows you to select and upload a specific document. **This only applies if you have permission to upload documents.**

Note: **Upload Documents** is not applicable to **UnitedHealthcare HMO**.

Note: Access to **Upload Documents** is available only to users with the following roles:

- Internal Portal Admin
- Internal Risk Management
- Internal SAMx Admin
- Internal Service
- Internal Underwriting
- Internal Sales
- Employer Lead
- Employer User
- Broker Lead with User Maintenance
- Standard Broker without Commissions
- Broker View Only
- Standard Broker with Commissions

Note: If you have not entered a Group Number previously, you will be asked to search for and find your Group prior to selecting the document to upload.

1. Click the **Upload Documents** link. The **Upload Documents** screen displays.

Quick Links

Small Group Renewal Packages

Upload Documents 1

1 Upload Documents

SAMPLE GROUP | [View Group Information](#)
GROUP NUMBER 1234567 [Change Group](#)

Please select a document name and browse your computer for your file. You may upload five documents at a time.

Document Name * Select Document for Upload *

[Add Row](#) +

[Clear Selections](#) [Upload](#)

To check your verification click [here](#) ↗

If you have recently submitted information, please allow up to 5 business days for us to process your information and update your status.



6 | Quick Links: Upload Documents (continued)

2. Use the **Document Name** drop-down to select the document you need to upload.
3. Click the **Select Document for Upload** box and attach the document for upload. Repeat this if needed by clicking **Add Row**. You can upload up to five documents at one time.
4. Click **Upload**. A “successfully uploaded” confirmation message will display.

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The screenshot displays the document upload interface with three rows of the form. Row 1 shows the 'Document Name' dropdown menu open, displaying a list of document types: Annual Certification, Binder Check Payments and Paper Group Submission, Common Law Employee Attestation, Common Ownership Certification Form, Employer Information Form, Healthy NY Recertification, Miscellaneous, Professional Employer Association Certification Form, Religious Exemption Certification, and Wage & Tax Documents. Row 2 shows the 'Select Document for Upload' box with a file selection button. Row 3 shows the 'Upload' button and a confirmation message: 'Document xyz.pdf successfully uploaded as ANNUAL CERTIFICATION FORM. Document ID: 02b73856-28c5-498d-bc39-b13397eff1c6'.

Document Name *

Select One

Select One

Annual Certification

Binder Check Payments and Paper Group Submission

Common Law Employee Attestation

Common Ownership Certification Form

Employer Information Form

Healthy NY Recertification

Miscellaneous

Professional Employer Association Certification Form

Religious Exemption Certification

Wage & Tax Documents

Document Name *

Annual Certification

Select Document for Upload *

No file chosen...

Document Name *

Annual Certification

Select Document for Upload *

No file chosen...

Add Row +

Clear Selections

Upload

Document Name *

Annual Certification

Select Document for Upload *

Document xyz.pdf

Document xyz.pdf successfully uploaded as ANNUAL CERTIFICATION FORM. Document ID: 02b73856-28c5-498d-bc39-b13397eff1c6



6 | Quick Links: United eServices (UeS)

When you click the **United eServices (UeS)** link, you will be taken to the **United eServices** home page.

Note: First Time Access to UeS for Brokers:

- If you are not registered with United eServices, click the **Continue** button in the **I Do Not Have a United eServices Account** box. You will then be directed to the home page. After your first access, you will go to the SAM automatically.
- If you already have a UeS Username and Password, enter information in the **I Have a United eServices Account** box. Click **Submit**.

UnitedHealthcare® United eServices

You have been redirected to United eServices, a partner site to uhcservices. This ONE TIME action will link your United eServices access to uhcservices, allowing you to access Quoting, Renewals and Commissions. Please select the option below that reflects your experience using United eServices.

I Have a United eServices Account OR **I Do Not Have a United eServices Account**

Select this option if you already have a United eServices Username and Password.

United eServices Username
United eServices Password
SUBMIT

Forgot Your Password?

Select this option if you do not have a United eServices Username and Password.

Never had access to United eServices?
CONTINUE

Need Assistance? Call Customer Service at 1-888-201-4216

Quick Links

- Small Group Renewal Packages
- Upload Documents
- United eServices (UeS)**
- MyAllSavers
- SAM
- UHC Benefit Services (COBRA)

United Healthcare United eServices

Home | Help | My Account | Logout | Administration | Contact Us | Links

Quote Renewal Network Products Help & Training Forms Benefits Administration Compensation

Message Center 0 new messages (View)

SEARCH Advanced Search Search Help

Welcome Laura Ignacio Stage ENV Broker User

Useful Resources

- COVID-19 Return to Worksite Information
- Important information for members on COVID-19 2020
- COVID-19 Special Enrollment Period
- COVID-19 FAQ
- View Benefit Summaries
- View Product Grids
- View Brochures
- View Small Group Case Install Status (New Business only)
- View Agency Administrator Add/Remove Form
- View Recent Summary of Benefits and Coverages Downloads and Requests
- View Your Commission Statements
- Summary of Benefits and Coverages Request Form
- Employee Engagement Planner
- Communication Resource Center
- uh.com/broker
- Medical Loss Ratio Information
- UnitedHealthcare of the River Valley resources-Available in AR, GA, IL, IA, NC, HI, SC, TN, and SW VA
- Submit Online Renewal Tool Feedback
- Submit Site Feedback

Quick Links

SAM Sales Automation Management

SAM Quoting

Additional Tools

- UeS New Quote
- UeS Saved Quotes
- Specialty Quick Quote
- Benefit Summaries
- Summary of Benefits And Coverages Request Form
- Product Grids

* In the following situations, please continue to use your current system or process to obtain a quote:

1. Oxford business situated in NJ, NY
2. Management Carve Outs
3. New Business on Existing Accounts (NBEA): New Coverage on Existing Accounts (NCEA)
4. Business situated in: District of Columbia, HI, ME, MT, NH, NJ, NV, NY, VT
5. All Savers
6. Sierra
7. ACE

News & Rate Alerts

View all State-Specific Alerts



6 | Quick Links: United eServices (UeS) (continued)

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Note: Manage My UeS ID – If your UeS account is associated to more than one account, a pop-up screen displays asking you to select the account you want to use. Select the account you need or select All. Then click **Submit**.

Manage My UeS ID

Your account is associated to more than one UeS Account. Please select the account you would like to use from the below list:

☒ jeetp3
☐ jeetp9

Submit

We identified new association(s) that are not yet established in UeS. Please select any associations from the list below to have them associated to the UeS account selected above.

All ☐

119180	business_name
--------	---------------



6 | Quick Links: MyAllSavers (Level Funded)

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When you click the **MyAllSavers** link, the **All Savers Health Plans and Services** page displays. This is used for all who have Level Funded groups on All Savers.

Note: First Time Access – When you click the **Level Funded** tab the first time, you will have to complete a registration form to link your One Healthcare ID with uhcesservices.com and myallsavers.com. Once you do this you will enjoy the benefits of single sign-on.

Quick Links

[Small Group Renewal Packages](#)

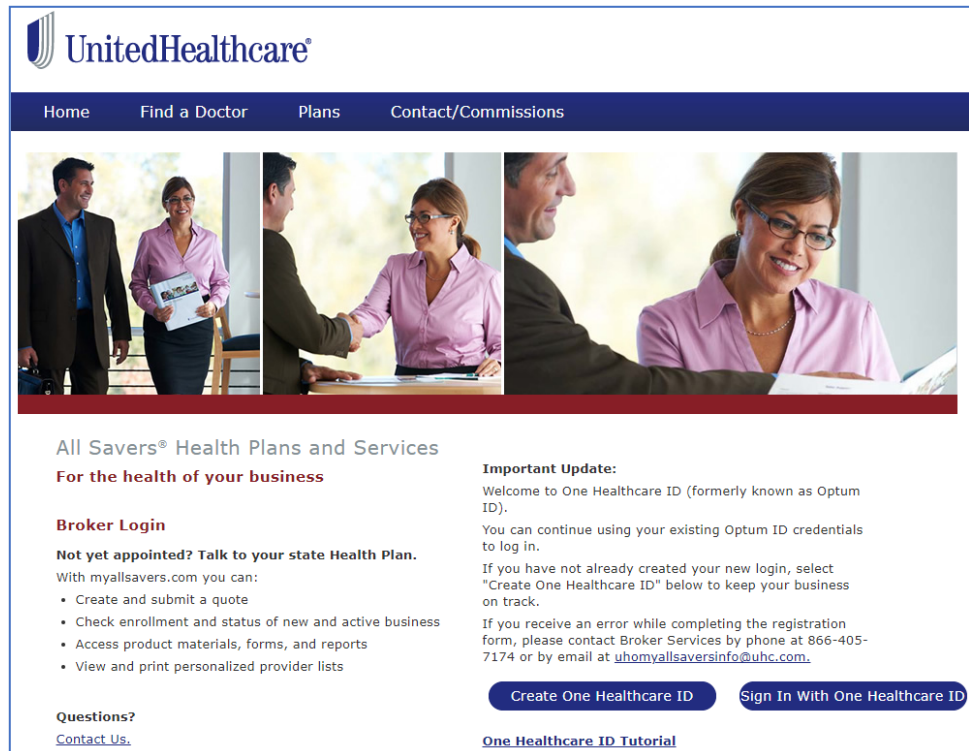
[Upload Documents](#)

[United eServices \(UeS\)](#)

[MyAllSavers](#)

[SAM](#)

[UHC Benefit Services \(COBRA\)](#)



The screenshot shows the UnitedHealthcare website interface. At the top is the UnitedHealthcare logo. Below it is a navigation bar with links: Home, Find a Doctor, Plans, and Contact/Commissions. The main content area features a large image of three people (two men and one woman) in a professional setting. Below the image, the text reads: "All Savers® Health Plans and Services For the health of your business". There are two main sections: "Broker Login" and "Important Update". The "Broker Login" section includes a link to "Not yet appointed? Talk to your state Health Plan." and a list of actions users can take with myallsavers.com. The "Important Update" section provides information about the transition to One Healthcare ID and includes links to "Create One Healthcare ID" and "Sign In With One Healthcare ID". At the bottom, there are links for "Questions?" and "Contact Us.", and a "One Healthcare ID Tutorial" link.

UnitedHealthcare®

Home Find a Doctor Plans Contact/Commissions

All Savers® Health Plans and Services
For the health of your business

Broker Login

Not yet appointed? Talk to your state Health Plan.

With myallsavers.com you can:

- Create and submit a quote
- Check enrollment and status of new and active business
- Access product materials, forms, and reports
- View and print personalized provider lists

Important Update:

Welcome to One Healthcare ID (formerly known as Optum ID).

You can continue using your existing Optum ID credentials to log in.

If you have not already created your new login, select "Create One Healthcare ID" below to keep your business on track.

If you receive an error while completing the registration form, please contact Broker Services by phone at 866-405-7174 or by email at uhomyallsaversinfo@uhc.com.

[Create One Healthcare ID](#) [Sign In With One Healthcare ID](#)

[Questions?](#)
[Contact Us.](#)

[One Healthcare ID Tutorial](#)

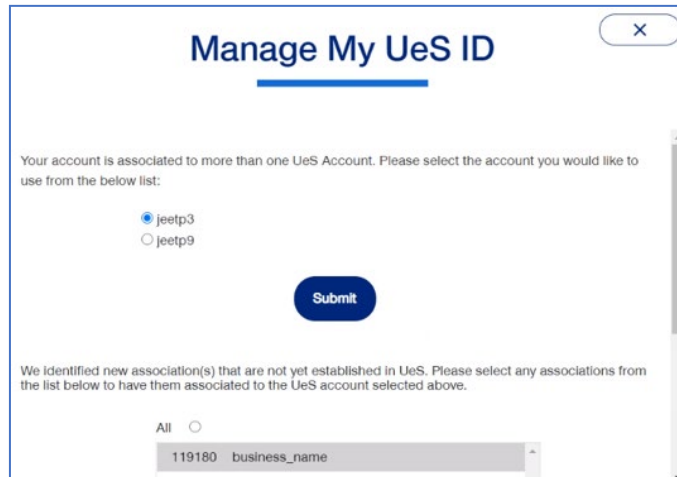


6 | Quick Links: SAM

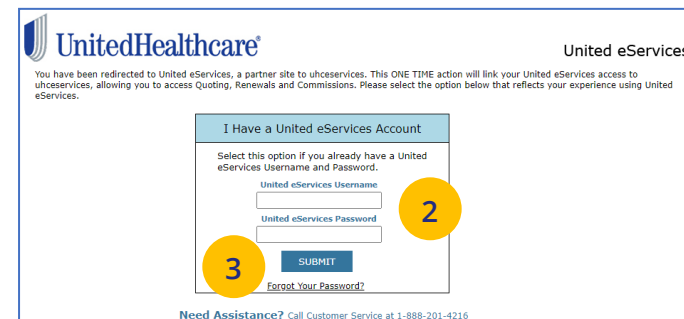
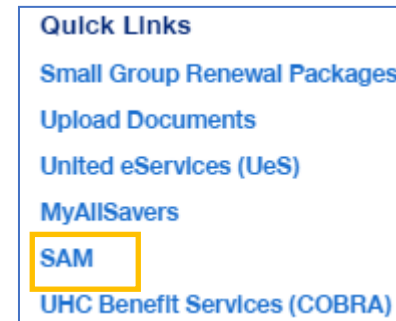
The **SAM** link allows you to sign on and access United eServices (UeS) to go into the SAM (Sales Automation Management) application.

1. Click the **SAM** link. The **United eServices** sign on screen will display the first time this link is used.
2. Enter your UeS **Username** and **Password**.
3. Click **Submit**. The UeS Home Page displays.
4. Click on the **SAM** button to access SAM.

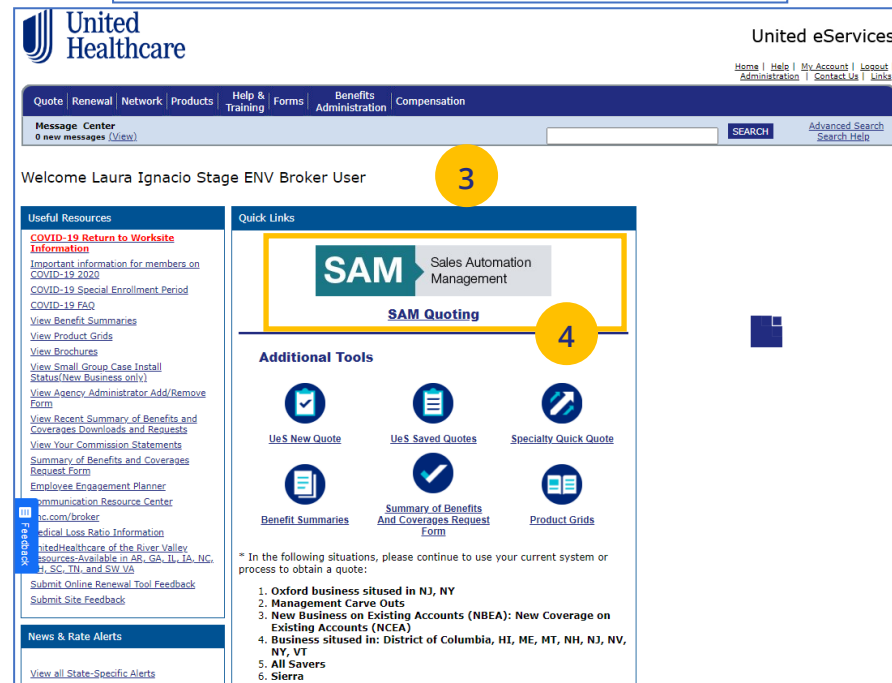
Note: Manage My UeS ID – If your UeS account is associated to more than one account, a pop-up screen displays asking you to select the account you want to use. Select the account you need or select All. Then click **Submit**.



The 'Manage My UeS ID' pop-up screen has a title bar with a close button. The main content area states: 'Your account is associated to more than one UeS Account. Please select the account you would like to use from the below list:'. Below this, there are two radio button options: 'jeetp3' (selected) and 'jeetp9'. A 'Submit' button is located below the options. At the bottom, there is a section titled 'We identified new association(s) that are not yet established in UeS. Please select any associations from the list below to have them associated to the UeS account selected above.' followed by a dropdown menu currently showing 'All' and a search bar with the text '119180 business_name'.



The 'United eServices' login screen features the UnitedHealthcare logo and the text 'United eServices'. A message states: 'You have been redirected to United eServices, a partner site to uhcservices. This ONE TIME action will link your United eServices access to uhcservices, allowing you to access Quoting, Renewals and Commissions. Please select the option below that reflects your experience using United eServices.' Below this is a form titled 'I Have a United eServices Account' with fields for 'United eServices Username' and 'United eServices Password', a 'SUBMIT' button, and a 'Forgot Your Password?' link. Numbered callouts 2 and 3 point to the password field and the SUBMIT button respectively.



The 'United eServices' home page displays the UnitedHealthcare logo and 'United eServices' text. A navigation bar includes links for 'Quote', 'Renewal', 'Network', 'Products', 'Help & Training', 'Forms', 'Benefits Administration', and 'Compensation'. A 'Message Center' shows '0 new messages (View)'. A welcome message reads 'Welcome Laura Ignacio Stage ENV Broker User'. A 'Quick Links' section highlights the 'SAM' (Sales Automation Management) link with a yellow box and a numbered callout 4. Below this is an 'Additional Tools' section with icons for 'UeS New Quote', 'UeS Saved Quotes', 'Specialty Quick Quote', 'Benefit Summaries', 'Summary of Benefits And Coverages Request Form', and 'Product Grids'. A footer note states: '* In the following situations, please continue to use your current system or process to obtain a quote: 1. Oxford business situated in NJ, NY 2. Management Carve Outs 3. New Business on Existing Accounts (NBEA): New Coverage on Existing Accounts (NCEA) 4. Business situated in: District of Columbia, HI, ME, MT, NH, NJ, NV, NY, VT 5. All Savers 6. Sierra'.



6 | Quick Links: UHC Benefit Services (COBRA)

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The **UHC Benefit Services (COBRA)** link allows you to access the UHC Benefits site for COBRA.

1. Under **Benefits services made simpler**, click **Log in for individuals**. The **Individual access** Login screen displays.
2. Enter your **Username** and **Password** and click **Login**. The **Billing Services Account Screen** displays.

Quick Links

- [Small Group Renewal Packages](#)
- [Upload Documents](#)
- [United eServices \(UeS\)](#)
- [MyAllSavers](#)
- [SAM](#)
- [UHC Benefit Services \(COBRA\)](#)

1

The screenshot shows the United Healthcare login interface. At the top, the United Healthcare logo is on the left, and a welcome message is in the center: "Welcome! Let's help you get started with UnitedHealthcare Benefit Services. Please select from the options below so we can better assist you." Below this is a large banner image of a smiling woman. On the left side of the banner, there is a white box titled "Benefits services made simpler" with the text "Access streamlined benefits services, featuring a secure easy-to-use portal, superior service and support from a dedicated team, and the highest level of compliance." Below this text are two buttons: "Log in for individuals" (highlighted with a yellow box and a yellow circle with the number 1) and "Log in for administrators". On the right side of the banner, there is a white box titled "Individual access" (highlighted with a yellow circle with the number 2). This box contains a "Username" field, a "Forgot your user name?" link, a "Password" field, a "Forgot your password?" link, a "Login" button, and a "Create an account" link.

United Healthcare

Welcome! Let's help you get started with UnitedHealthcare Benefit Services. Please select from the options below so we can better assist you.

Benefits services made simpler

Access streamlined benefits services, featuring a secure easy-to-use portal, superior service and support from a dedicated team, and the highest level of compliance.

[Log in for individuals](#)

[Log in for administrators](#)

Individual access

Username

[Forgot your user name?](#)

Password

[Forgot your password?](#)

[Login](#)

[Create an account](#)



6 | Quick Links: Employer eServices

The **Employer eServices** link allows you to access the Employer eServices site.

1. Click the **Employer eServices** link. The Employer eServices **Log In** page displays.

Quick Links

[Small Group Renewal Packages](#)

[Upload Documents](#)

[United eServices \(UeS\)](#)

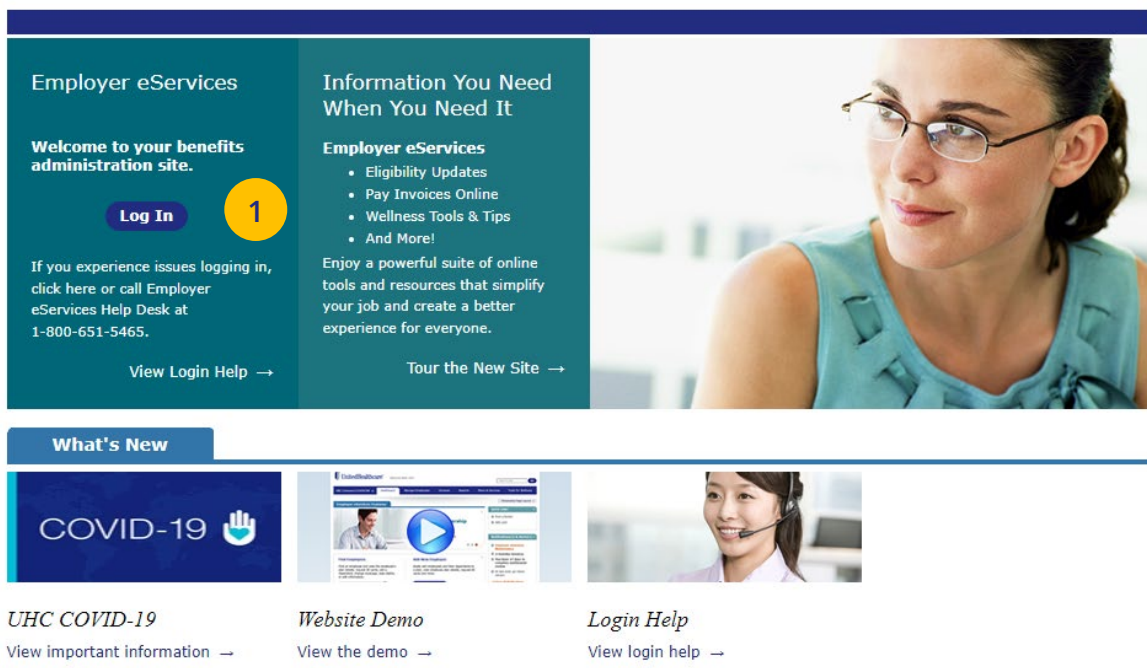
[MyAllSavers](#)

[SAM](#)

[UHC Benefit Services \(COBRA\)](#)

[Employer eServices](#)

Employer eServices



The screenshot displays the Employer eServices website. At the top right, the title "Employer eServices" is visible. The main content area is divided into two columns. The left column, titled "Employer eServices", contains a welcome message, a "Log In" button with a yellow circle containing the number "1", and a "View Login Help" link. The right column, titled "Information You Need When You Need It", lists "Employer eServices" features: Eligibility Updates, Pay Invoices Online, Wellness Tools & Tips, and And More!. It also includes a "Tour the New Site" link. Below this, a "What's New" section features three items: "UHC COVID-19" with a hand icon, "Website Demo" with a play button icon, and "Login Help" with a woman wearing a headset. Each item has a corresponding "View" link.

Employer eServices

Welcome to your benefits administration site.

[Log In](#) 1

If you experience issues logging in, click here or call Employer eServices Help Desk at 1-800-651-5465.

[View Login Help](#) →

Information You Need When You Need It


Employer eServices

- Eligibility Updates
- Pay Invoices Online
- Wellness Tools & Tips
- And More!

Enjoy a powerful suite of online tools and resources that simplify your job and create a better experience for everyone.


[Tour the New Site](#) →

What's New

COVID-19 


UHC COVID-19

[View important information](#) →



Website Demo

[View the demo](#) →



Login Help

[View login help](#) →



6 | Small Group Quoting & Renewal (Fully Insured and Level Funded)

The **Small Group Quoting & Renewal** section directs you to the correct quoting/enrolling and renewal tool, depending on market, funding, etc.

Home	Small Group Quote & Renewals	Manage Members	Billing & Payment	Plan & Rate Information	Reports	Small Group Renewal Packages	Commissions	Resources
	<div>Help Me Decide</div> <div></div> <div>Use Help Me Decide to find right tool for your Quoting and Renewal needs.</div> <div>Get Started →</div>	<div>Quick Links</div> <div>Small Group Renewal Packages</div> <div>Upload Documents</div> <div>United eServices (UeS)</div> <div>MyAllSavers</div> <div>SAM</div> <div>UHC Benefit Services (COBRA)</div> <div>Employer eServices</div>	<div>Fully Insured</div> <div>UnitedHealthcare New Business Quoting SAMx (all states; CA 8/1/23 effective date)</div> <div>SAM (CA 7/1/23 effective date only)</div> <div>Out of Scope (DC, VT)</div> <div>Oxford New Business Quoting and Renewals SAMx (CT, NY, NJ & NH UnitedHealthcare Freedom)</div> <div>UnitedHealthcare Renewal Processing & Packages SAMx (All states; CA 8/1/23 effective date)</div> <div>UnitedHealthcare Renewal Processing - All other states not listed above SAM (CA 7/1/23 effective date only)</div>	<div>Level Funded</div> <div>New Business Quoting and Renewals SAMx – Level Funded (all except Out of Scope Markets).</div> <div>Out of Scope (HI, NH, NV - under 50, NY - under 100, VT)</div> <div>Renewals MyAllSavers (All Savers - Policy starts with "5400")</div>				

7 | Manage Members

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The **Member Services** tab gives you access to the following:

- Member Search
- View Member
- Enroll Member
- Update Member
- Terminate Member
- Request ID Card
- Reinstate Member

The screenshot shows the 'Manage Members' dropdown menu open, highlighting the following options: Member Search, View Member, Enroll Member, Update Member, Terminate Member, Request ID Card, and Reinstate Member. The background page is titled 'Home View for Louis' and displays 'SAMPLE GROUP' and 'GROUP NUMBER 1234567'. It also includes links for 'View Group Information' and 'Change Group'.

Home	Small Group Quote & Renewals	Manage Members	Billing & Payment	Plan & Rate Information	Reports	Small Group Renewal Packages	Commissions	Resources
		Member Search View Member Enroll Member Update Member Terminate Member Request ID Card Reinstate Member						

Home View for Louis

SAMPLE GROUP | [View Group Information](#)
GROUP NUMBER 1234567 | [Change Group](#)




7 | Member Search / View Member

[TABLE OF CONTENTS](#)

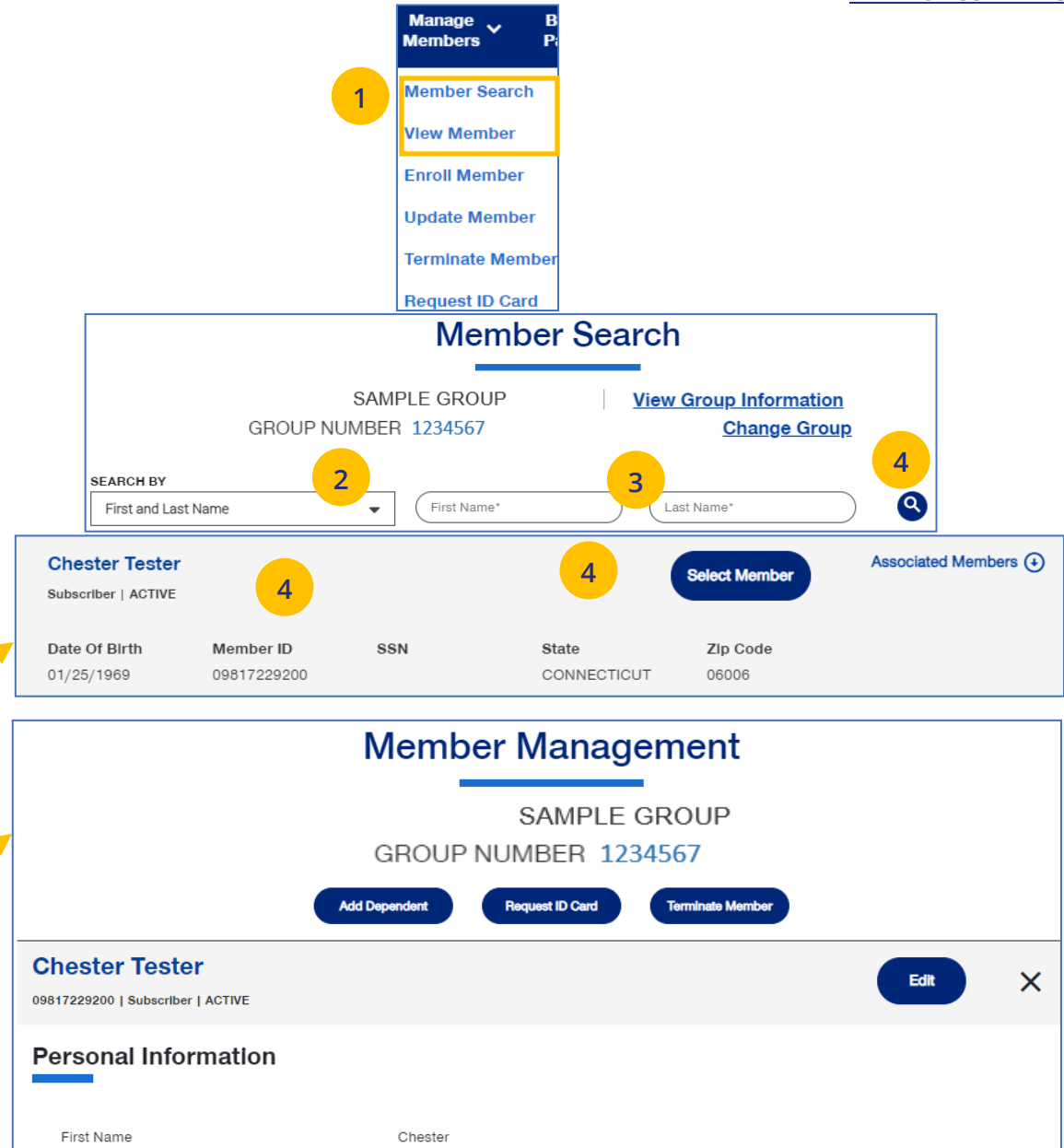
The **Member Search** and **View Member** tabs are used to search for a specific member record. **They both perform the same function.** You can search for a member using one of the following options:

- Member ID
- First and Last Name
- First Name and Last Four Digits of the Social Security Number (SSN)
- Last Name and Last Four Digits of the SSN

To search for a member:

1. Click the **Member Services** tab and select **Member Search**.
 2. Select the search criteria from the **Search By** drop-down.
 3. Enter the search criteria.
 4. Click the **Search** icon .
- **If you search using any of the Name options**, the search results will be shown. Click **Select Member**. The **Member Management** screen displays with detailed information on the member.
 - **If you search using Member ID**, the **Member Management** screen displays with detailed information on the member.

Note: The **Member Management** screen shows personal, contact and coverage information, including links to Plan Documents (if available).



The screenshot illustrates the workflow for searching and managing a member. It is divided into two main sections: **Member Search** and **Member Management**.

Member Search Section:

- 1:** A dropdown menu labeled "Manage Members" is shown with "Member Search" highlighted.
- 2:** The "SEARCH BY" dropdown is set to "First and Last Name".
- 3:** The "First Name*" and "Last Name*" input fields are shown.
- 4:** The search icon (magnifying glass) is highlighted.

Member Management Section:

- 4:** The "Select Member" button is highlighted.
- 4:** The "Associated Members" link is highlighted.
- 4:** The "Edit" button is highlighted.

Member Search Results:

Date Of Birth	Member ID	SSN	State	Zip Code
01/25/1969	09817229200		CONNECTICUT	06006

Member Management Details:

Chester Tester | 09817229200 | Subscriber | ACTIVE

Personal Information

First Name	Last Name
Chester	Tester



8 | Enroll Member

Enroll Member is used to add a new member or new dependent member to a group.

1. Click the Manage Members tab and select **Enroll Member**.

Note: If you have not done so, you will be asked to enter a group number.

Manage Members

1

Member Search

View Member

Enroll Member

Update Member

Terminate Member

Request ID Card

Reinstate Member

Member Enrollment

SAMPLE GROUP

GROUP NUMBER 1234567

[View Group Information](#)

[Change Group](#)

Who are you enrolling?

+o

New Member

+o

Dependent

(Add to existing family)

Cancel

8 | Enroll Member: Demographics

The enroll member process walks you through the **Demographics** and **Coverage** sections, then asks you to **Review & Submit** the new member information.

To enroll a new member:

- Click the **New Member** box. The **Member Enrollment** detail screen displays.
- Select the appropriate **Health Products**.
- Enter the **Reason for Enrollment**.

Note: COBRA Enrollment – If you are enrolling a member into **COBRA**, select **Continuation. IMPORTANT:** An active member must be **terminated** from their current enrollment before being enrolled in COBRA. The member's COBRA coverage will automatically be terminated at the end of their coverage period unless the member terminates coverage earlier.

Note: An information icon **i** will display at the end of the **Reason for Enrollment** field. Click the icon to display a **Reason for Enrollment** pop-up box that shows more information on active enrollment and COBRA enrollment. **See the screen on the following page.**

Who are you enrolling?

2 + Person Icon
New Member

+ Person Icon
Dependent
(Add to existing family)

Cancel

Member Enrollment

SAMPLE GROUP | [View Group Information](#)
GROUP NUMBER 1234567 | [Change Group](#)

1 Demographics | 2 Coverage | 3 Review & Submit

Fields marked with an asterisk * are required.

Product Selection

What products(s) do you want to work with? *

Health Products : ☒ Medical ☐ Vision ☐ Dental

Reason for Enrollment * **4** Select Reason **0**

Date of Qualifying Event * MM/DD/YYYY

Requested Effective Date * MM/DD/YYYY

By adding individual member enrollment, the Group agrees to keep and provide upon request the original enrollment forms for its subscriber and their dependents. Enrollment forms must be signed by each subscriber. Signatures may be electronic. Any person who knowingly and with intent to defraud the insurance company or other person files an enrollment containing materially false information, or conceals for the purpose of misleading the company commits a fraudulent insurance act. In NY this is a crime that is subject to a civil penalty not to exceed \$5000 dollars and the stated value of the claim for each violation.

Note: Member management for Financial protection products is not currently available via uhceservices.com. Please contact Client Services at 866-908-5940 or your DCSM to enroll members in these products.



8 | Enroll Member: Demographics (continued)

After selecting a qualifying event, a document upload box may appear letting you know that you will be asked to upload a proof document once you get to the Review & Submit page. This is optional.

If you click **Document**, a pop up will show more information on document types based on enrollment reason.

Product Selection

by each subscriber. Signatures may be electronic. Any person who knowingly and with intent to defraud the insurance company or other person files an enrollment containing materially false information, or conceals for the purpose of misleading the company commits a fraudulent insurance act. In NY this is a crime that is subject to a civil penalty not to exceed \$5000 dollars and the stated value of the claim for each violation.

Note: Member management for Financial protection products is not currently available via uhcservices.com. Please contact Client Services at 866-908-5940 or your DCSM to enroll members in these products.

What product(s) do you want to work with?*

Health Products : ☒ Medical

Reason for Enrollment *

Involuntary Loss of Coverage

Document upload option for Qualifying event available at Review & Submit page

By adding individual member enrollment, the Group agrees to keep and provide upon request the

Required Documents

Reason	Document Types
Birth	Birth certificate from State/County
Legal Adoption or Placement for Adoption	Legal Adoption Court Order or, Legal Adoption Placement Court Order
Marriage	Official copy of state-issued Marriage License - should be notarized and/or contain seal from state/country. Certificates from church are not acceptable documentation.
Legal Guardianship	Court issued Guardianship Order
Court or Administrative Order of support	Qualified Domestic Child Support Court Order filed with courts indicating the subscriber is required to carry the health benefits for the dependent. Must include names of parents and children.
Domestic Partner	State or local certificate of registration of domestic partnership, as required by each state if required to be registered. Otherwise lease/loan/bank statement showing



8 | Enroll Member: Demographics (continued)

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5. Enter the qualifying event date in the **Date of Qualifying Event** field. A **qualifying event** is a change in life circumstances that allows you to alter an existing health insurance policy, or sign up for a new one, outside of open enrollment periods. Without a qualifying event, you would need to wait until the next open enrollment period before making any changes.

Common examples of qualifying events include the [birth](#) or adoption of a child, death of a spouse, or a change in marital status.

Enter the date in which that particular event occurred – like the date of the birth, the date of adoption, the date of death, or the date marriage of divorce.

For new hire – enter the date of hire.

For open enrollment – enter the renewal effective date.

Note: If you select **New Hire** or **Initial Enrollment** for the **Reason for Enrollment**, the **Requested Effective Date** will populate after you enter the **Date of Qualifying Event**. The **Waiting Period Rules** indicate the specific rules that will apply for effective dates based on the group contract. You can override the **Requested Effective Date** if needed.

Reason For Enrollment

For Active Enrollment

Select the enrollment reason that best describes the event that allows the member to enroll.

- New Hire: Adding a new member outside of open enrollment period qualifies for health care coverage.
- Open Enrollment: Period of time when employees may elect or change benefit options as they qualify for health care coverage.
- Adoption: Adopting a child qualifies for health care coverage.
- Benefit Selection: Selecting benefits during open enrollment qualifies for health care coverage.
- Birth: Having a baby qualifies for health care coverage.
- COBRA: Continuing benefits after leaving a company qualifies for health care coverage. For many employers, benefit continuation after employment is covered by COBRA.
- Court or Administrative Order: Being ordered by a court to support a child qualifies for adding health care coverage.
- Domestic Partner: Adding a domestic partner qualifies for adding health care coverage.
- Initial Enrollment: Adding a new member outside of the open enrollment period qualifies for health care coverage.
- Involuntary Loss of Coverage: Adding a new member outside of open enrollment period qualifies for health care coverage.
- Late Enrollee: Adding a new member outside of the open enrollment period qualifies for health care coverage.
- Legal Guardianship: Being designated as a legal guardian qualifies for adding health care coverage.
- Marriage: Adding a spouse or dependents because of marriage qualifies for health care coverage.

Reason For Enrollment

By adding individual member enrollment, the Group agrees to keep and provide upon request the original enrollment forms for its subscriber and their dependents. Enrollment forms must be signed by each subscriber. Signatures may be electronic. Any person who knowingly and with intent to defraud the insurance company or other person files an enrollment containing materially false information, or conceals for the purpose of misleading the company commits a fraudulent insurance act. In NY this is a crime that is subject to a civil penalty not to exceed \$5000 dollars and the stated value of the claim for each violation.

Reason for Enrollment *

Date of Qualifying Event *

Requested Effective Date *

Waiting Period Rules

- Coverage will be effective on the first day of the month following 02 month(s) after the date of qualifying event date.



8 | Enroll Member: Demographics (continued)

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After enrollment is submitted, the system will display the **Actual Effective Date** you entered.

Note: For UnitedHealthcare HMO – If one of the COBRA options is selected for **Reason for Enrollment**, the **Date of Qualifying Event** can go back up to 36 months.

- If you need to override the date shown, enter the effective date in the **Requested Effective Date** field. Follow your state guidelines applicable to effective dates.

Note: If no plans are available for the **Qualifying Event** and **Requested Effective Date**, the message “There are no plans available at this time” displays.

Reason For Enrollment

By adding individual member enrollment, the Group agrees to keep and provide upon request the original enrollment forms for its subscriber and their dependents. Enrollment forms must be signed by each subscriber. Signatures may be electronic. Any person who knowingly and with intent to defraud the insurance company or other person files an enrollment containing materially false information, or conceals for the purpose of misleading the company commits a fraudulent insurance act. In NY this is a crime that is subject to a civil penalty not to exceed \$5000 dollars and the stated value of the claim for each violation.

Reason for Enrollment *	New Hire	?
Date of Qualifying Event *	09/30/2022	
Requested Effective Date *	12/01/2022	

6

⚠ Waiting Period Rules

- Coverage will be effective on the first day of the month following 02 month(s) after the date of qualifying event date.



8 | Enroll Member: Demographics (continued)

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7. Enter information in the **Subscriber information** fields. **Note: Social Security Number** - For **UnitedHealthcare HMO** users, the **Select Reason SSN Not Provided** dropdown will not be available.

Note: Custom Attributes – If a Group has requested it, custom attribute fields will be displayed. If displayed, entry in these fields is required.

8. Enter the enrollee's contact information in the **Contact Information** fields.
9. Click **Add Dependent** or **Next**.

Note: Home Zip Code – If the zip code you entered has no plans available, the message **“Unfortunately, there are no plans available based on your Zip Code selection. Please call customer service at 866-908-5940”** displays when you click Next. **This applies to groups with Doctors, Navigate Now or Charter plans.**

Subscriber Information

First Name *	<input type="text" value="First Name"/>
Middle Name	<input type="text" value="Middle Name"/>
Last Name *	<input type="text" value="Last Name"/>
Suffix	<input type="text" value="Select Suffix"/>
Birth Date *	<input type="text" value="MM/DD/YYYY"/>
Gender *	<input type="text" value="Select Gender"/>
Social Security Number *	<div><input type="text" value="XXX-XX-XXXX"/> OR <input type="text" value="Select Reason SSN not Provided"/></div>
Date of Hire *	<input type="text" value="03/05/2022"/>
<p>Please note: If the date of hire field is different from the date of qualifying event date, the requested effective date may change based on enrollment business rules.</p>	
Employment Status	<input type="text" value="Select Status"/>

Contact Information

Home Address Line 1 *	<input type="text" value="Address Line 1"/>
Home Address Line 2	<input type="text" value="Address Line 2"/>
Home Zip Code *	<input type="text" value="Zip Code"/>
Home City *	<input type="text" value="Home City"/>
Home State *	<input type="text" value="Select State"/>
Home Phone	<input type="text" value="(XXX) XXX-XXXX"/>
Work Phone	<input type="text" value="(XXX) XXX-XXXX"/>
Mobile Phone	<input type="text" value="(XXX) XXX-XXXX"/>
Preferred Phone	<input type="text" value="Select Phone"/>
Email Address	<input type="text" value="abc@xyz.com"/>

8 | Enroll Member: Coverage - Medical

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1. In the **Coverage** section, enter the subscriber's **Medical** coverage information in the **Medical Information** area.

Note: Based on the zip code you entered previously, if there are plans available based on that zip code, this message displays in blue: **“Based on your zip code, the following plans are available are available for you to choose from.” This applies to groups with Doctors, Navigate Now or Charter plans.**

Note: For **UnitedHealthcare HMO**, fields shown under **Medical** will be **Plan, HMO Provider ID** and **Current Patient Indicator**. **Plan** and **HMO Provider ID** are required. The **Billing Group** and **Population** fields are not available for UnitedHealthcare HMO users.

Medical Information

Plan*

HMO Provider ID* [Find Provider](#)

Current Patient Indicator ☐ Yes ☒ No

2. Click **Next**.

✓ Demographics > 2 Coverage > 3 Review & Submit

Fields marked with an asterisk * are required.

John Sunnyside
Subscriber

Medical Information

Based on your Zip code, the following plans are available for you to choose from 1

Would you like to change to this coverage? Yes ☒ No ☐

Billing Group*

Coverage Population*

Plan*

Provider Type

Provider Location ID [Find Provider](#)

[Add Additional Provider](#)

[Cancel](#) [Previous](#) [Next](#) 2



8 | Enroll Member: Coverage - Medical (continued)

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Note: Some groups may be set-up with **PV (Plan Variation)** and **RC (Reporting Code)** structure.

For those groups, they will see those options on the Coverage screen. Use the drop down boxes to select the **PV** (Plan Variation) and **RC** (Reporting Code). The **Find Coverage** button will be enabled and the **Billing Group** will be populated. Then select the **Plan**.

Entry in these fields is optional based on the group setup.

The image displays two screenshots of the 'Medical Information' form, which is part of the 'Coverage' step (Step 2) in a three-step process (Demographics, Coverage, Review & Submit). The form is titled 'Medical Information' and includes a 'Yes' radio button (selected) and a 'No' radio button.

Top Screenshot: This view shows the initial state of the form. The 'PV' (Plan Variation) and 'RC' (Reporting Code) fields are highlighted with a yellow box. Both fields are dropdown menus with the placeholder text 'Select PV' and 'Select RC' respectively. A 'Find Coverage' button is located at the bottom right of the form.

Bottom Screenshot: This view shows the form after the 'Find Coverage' button has been clicked. The 'PV' and 'RC' fields now display '0005 - NON-UNION_1'. The 'Find Coverage' button is highlighted with a yellow box. Below these fields, the 'Billing Group' field is populated with '1193101-BILLGROUP' and is also highlighted with a yellow box. The 'Plan' field is a dropdown menu with the placeholder text 'Select Plan' and is highlighted with a yellow box. The 'Provider Type' field is a dropdown menu with the placeholder text 'Select Provider Type'. The 'Provider Location ID' field is a text input field with the placeholder text 'Provider Location ID'. A 'Find Provider' button is located at the bottom right of the form.



8 | Enroll Member: Coverage - Specialty, Basic Life and AD&D

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1. If the subscriber has **Specialty (Medical, Dental or Vision) and/or Basic Life and AD&D** coverage, enter information in the fields shown.

Note: Dental and Vision are currently not applicable to **UnitedHealthcare HMO**.

2. Click **Next**.

Dental Information

Based on your Zip code, the following plans are available for you to choose from

Would you like to change to this coverage? Yes ☒ No ☐

Billing Group *1362976-Bill Group Desc

Coverage Population *POP1 - POP1

Plan *26071100 - plan dental | Dental OP604

Vision Information

Based on your Zip code, the following plans are available for you to choose from

Would you like to change to this coverage? Yes ☒ No ☐

Billing Group *1362976-Bill Group Desc

Coverage Population *POP1 - POP1

Plan *26071101 - plan vision | Vision VH076

Basic Life Information

Would you like to change to this coverage? Yes ☒ No ☐

Billing Group *1362976-Bill Group Desc

Coverage Population *Select Population

Plan *Select Plan

AD&D Information

Billing Group *1362976-Bill Group Desc

Plan *Select Plan

Cancel

Previous

Next

8 | Enroll Member: Document Upload, Review, & Submit

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1. Review the information. If edits are needed on any of the information shown, click **Edit**.
2. Document upload section may appear at the bottom. Clicking **Document List** opens pop up for more information on document types based on enrollment reason. This is optional.
3. Select document type from the drop down.
4. Upload document through “**Select Document for Upload**”
5. If you have more than one document to upload, click on “**Add More +**”

Document Upload

2 **Document List** for Qualifying Events

Reason	Document Type
Birth	Birth Certificate from State/Country
Legal Adoption or Placement for Adoption	Legal Adoption Court Order or Legal Adoption Placement Court Order
Marriage	Official copy of state issued Marriage License, should be obtained and/or confirmed from country. Certificate from church is not acceptable documentation.
Legal Guardianship	Court Issued Guardianship Order
Court or Administrative Order of support	Qualified Domestic Child Support Court Order filed with courts indicating the subscriber is required to carry the health benefits for the dependent. Must include names of parents and children.
Domestic Partner	State or local certificate of registration of domestic partnership, as required by each state if required to be registered or partnership from appropriate domestic partner.

3 Document Name
Involuntary Loss of Coverage

Select One
Birth
Adoption
Marriage
Legal Guardianship
Court or Administrative Order
Domestic Partner
Involuntary Loss of Coverage
New Hire
Medicaid Redetermination

4 Select Document for Upload

No file chosen...

Add More +

Selections

Upload

Submit

Enrollment, the Group agrees to keep and provide upon request the original enrollment forms for its subscriber and their dependents. Enrollment forms must be signed by each subscriber. Signatures may be electronic. Any person who knowingly and with intent to defraud the insurance company or other person files an enrollment containing materially false information, or conceals for the purpose of misleading the company commits a fraudulent insurance act. In NY this is a crime that is subject to a civil penalty not to exceed \$5000 dollars and the stated value of the claim for each violation.



8 | Enroll Member: Document Upload, Review, & Submit (continued)

When adding a dependent to an existing subscriber, the document upload section will be under the subscriber. Expand the subscriber accordion to upload documents.

✓ Demographics

✓ Coverage

3 Review & Submit

Product Selection

Edit

Health Products :

Reason for EnrollmentAdoption

Date of Qualifying Event05/20/2024

Requested Effective Date05/20/2024

agbz xgnbcv

Subscriber | ACTIVE

+

argafdy aedr

Child | ACTIVE

+

xgftdhsfgh stht

Child

×

Demographics

Edit

Dependent

Type of DependentChild

First Namexgftdhsfgh

Middle Name


Last Namestht

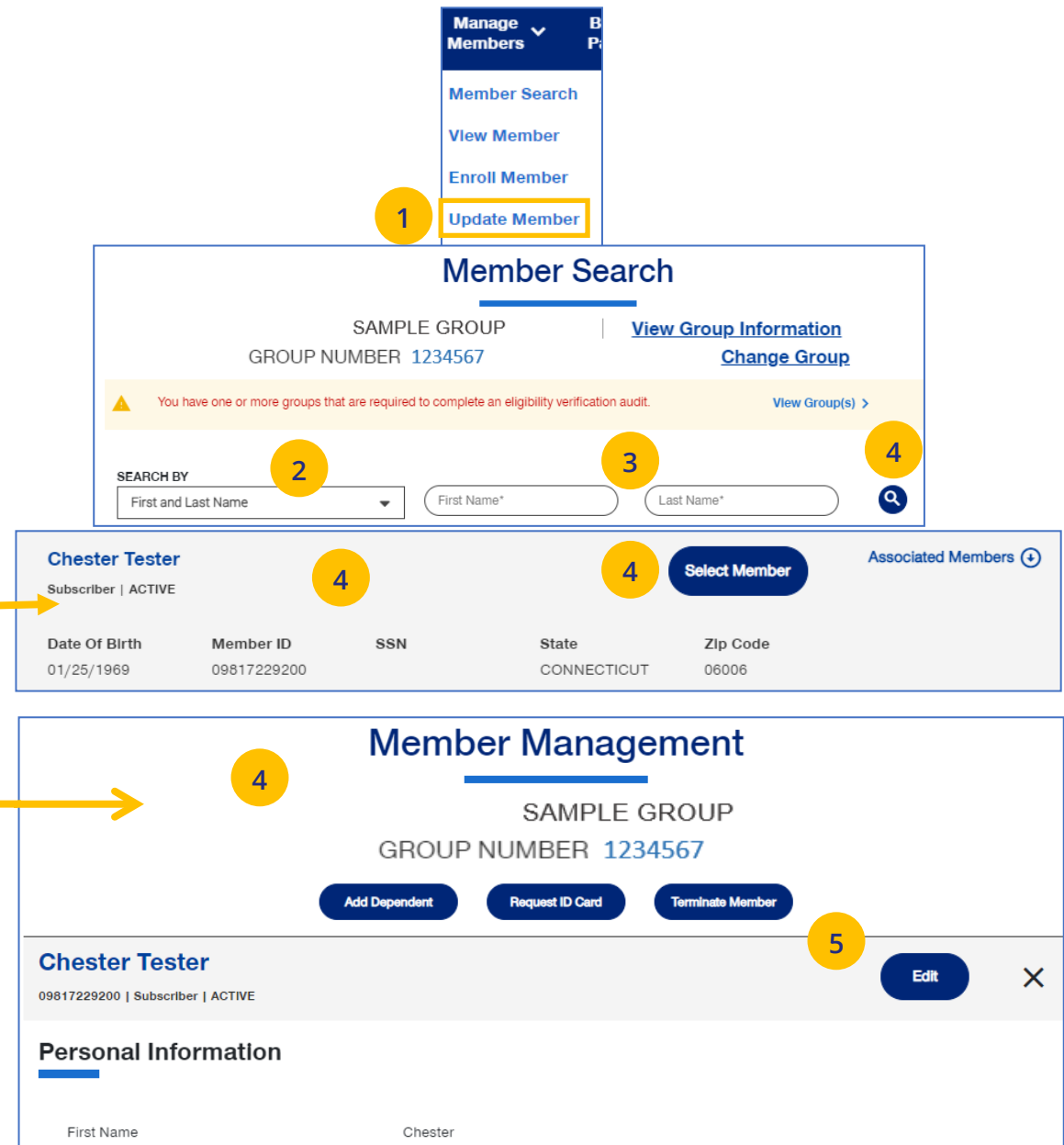
7 | Update Member

Update Member is used to search for and edit a specific member record. You can search for a member using one of the following options:

- Member ID
- First and Last Name
- First Name and Last Four Digits of the Social Security Number (SSN)
- Last Name and Last Four Digits of the SSN

To search for and edit member information:

1. Select **Update Member**.
 2. Select the search criteria from the **Search By** drop-down.
 3. Enter the search criteria.
 4. Click the **Search** icon .
 - **If you search using any of the Name options**, the search results will be shown. Click **Select Member**. The **Member Management** screen displays with detailed information on the member.
 - **If you search using Member ID**, the **Member Management** screen displays with detailed information on the member. **Note:** The **Member Management** screen shows personal, contact and coverage information, including links to Plan Documents (if available).
5. Click the **Edit** button.



The screenshot illustrates the 'Update Member' process in two main sections: 'Member Search' and 'Member Management'.

Member Search Section:

- 1:** A dropdown menu labeled 'Manage Members' is open, showing options: 'Member Search', 'View Member', 'Enroll Member', and 'Update Member' (highlighted with a yellow box).
- 2:** The 'SEARCH BY' dropdown menu is set to 'First and Last Name'.
- 3:** The 'First Name*' input field contains the text 'SAMPLE GROUP'.
- 4:** The 'Last Name*' input field contains the text 'GROUP NUMBER 1234567'.
- A search icon (magnifying glass) is located to the right of the input fields.
- A warning message states: 'You have one or more groups that are required to complete an eligibility verification audit. View Group(s) >'.

Member Management Section:

- 4:** The 'Select Member' button is highlighted with a yellow circle.
- The member details for 'Chester Tester' are displayed: Subscriber | ACTIVE, Date Of Birth: 01/25/1969, Member ID: 09817229200, SSN: 09817229200, State: CONNECTICUT, Zip Code: 06006.
- 5:** The 'Edit' button is highlighted with a yellow circle.
- The 'Personal Information' section is visible, showing the first name 'Chester'.

7 | Update Member (continued)

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- Update the needed information in the **Demographics** section if needed. You will have to scroll to see all fields.

Note: Updating SSN: If you previously did not include a Social Security Number with a Reason Code, you can now update this number and remove the Reason Code. Once you save the updated Social Security Number, you will not be able to edit. If you entered the wrong social security number when editing, contact Client Services for help.

Note: Social Security Number - For **UnitedHealthcare HMO** users, the **Refusal to Provide** dropdown will not be available.

- Click **Save & Continue**. The message “Updates saved successfully” will be shown and the **Coverage** screens will display.

Member Update

GROUP NUMBER :

1 Demographics

2 Coverage

3 Review & Submit

Louis Dylan

Subscriber | FUTURE

X

Subscriber Information

6

First Name*

Louis

Middle Name

Middle Name

Last Name *

Dylan

Suffix

Select Suffix

Birth Date *

06/16/1992

Gender *

Male

Social Security Number *

XXX-XX-XXXX

OR

Refusal To Provide

Cancel or Exit

Save

7

Save and Continue



7 | Update Member (continued)

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8. Update the needed information in the **Coverage** section if needed. You will have to scroll to see all fields.

If you are only trying to add or edit the provider and not looking to make any plan changes, the only fields which will need to be completed are the Provider Effective Date, Provider Type and Provider Location ID.

Note: Please do not enter a requested effective date in the field at the top of this page unless you are looking to make changes to the coverage.

Note: This page can look a little different based on either the coverage offered or on the group type.

Note: Billing Group – In the Billing Group area, you can narrow your search for a billing group by typing in the first few letters or number in the billing group.

Billing Group * 1201 - TOTAL MORTGAGE SERVICES, LLC - 1718478

Note: Billing Group – For **UnitedHealthcare HMO** users, **Billing Group** is not available.

Note: Basic Life Updates - Any updates to Basic Life must be made by contacting Broker & Employer Services.

9. Click **Save & Continue**.

10. When you have completed your updates, review your information and click **Submit**. A “Changes submitted successfully” message will display, telling you the member information has been updated successfully.

Updates saved successfully.
Fields marked with an asterisk * are required.

Subscriber | ACTIVE

Coverage Effective Date

Requested Effective Date MM/DD/YYYY

Medical Information

Would you like to change to this coverage? Yes No

Billing Group *

Plan *

Provider Effective Date MM/DD/YYYY

Provider Type

Provider Location ID Find Provider

Add Additional Provider

Cancel or Exit Previous Save & Continue

Submit

Changes submitted successfully.




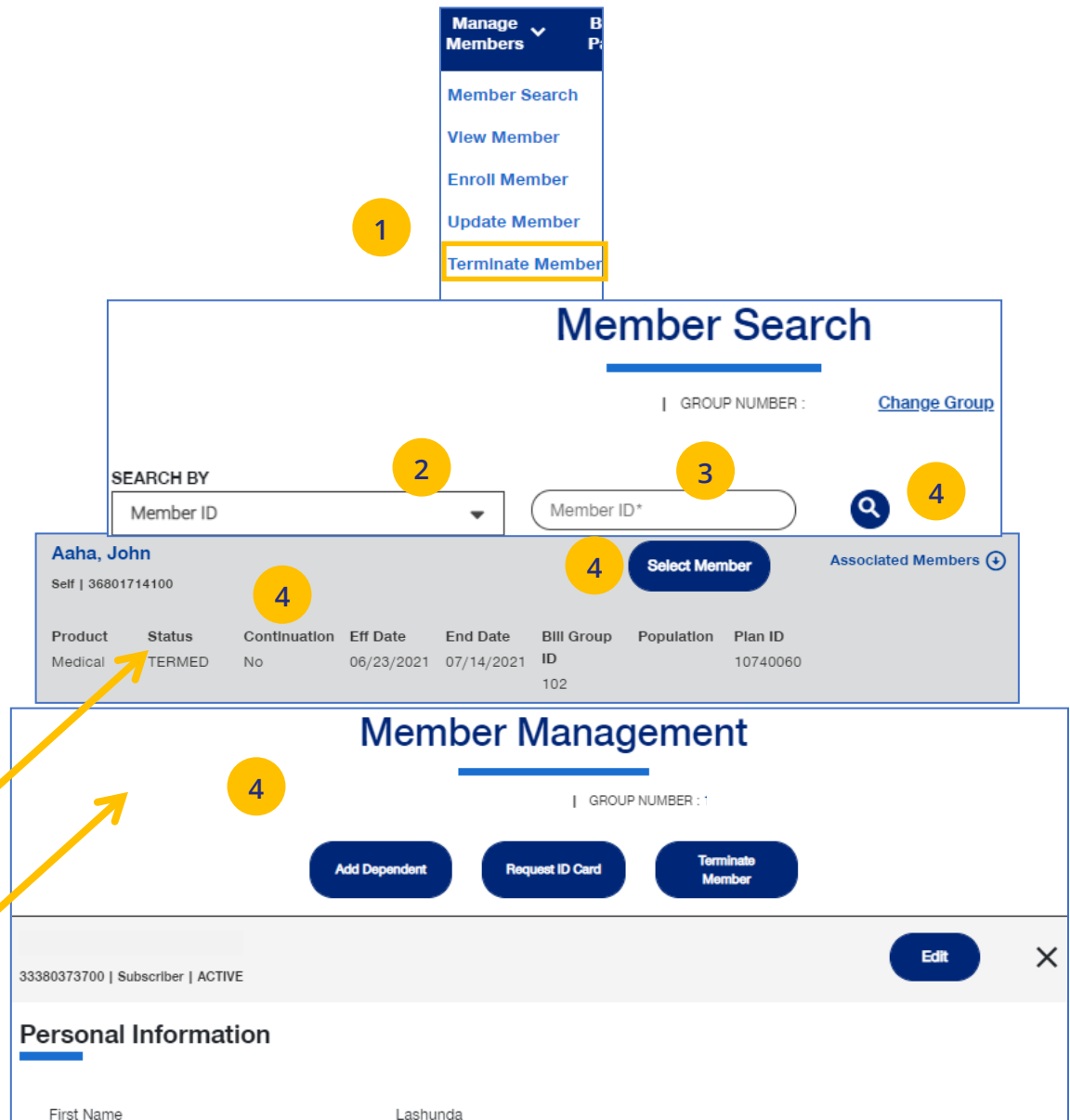
7 | Terminate a Member's Coverage

The **Terminate Member** tab is used to search for and terminate a specific member record. You can search for a member using one of the following options:

- Member ID
- First and Last Name
- First Name and Last Four Digits of the Social Security Number (SSN)
- Last Name and Last Four Digits of the SSN

To search for and terminate a member:

1. Select **Terminate Member**.
 2. Select the search criteria from the **Search By** drop-down.
 3. Enter the search criteria.
 4. Click the **Search** icon .
- **If you search using any of the Name options**, the search results will be shown. Click **Select Member**. The **Member Management** screen displays with detailed information on the member.
 - **If you search using Member ID**, the **Member Management** screen displays with detailed information on the member.



The screenshot shows the 'Manage Members' dropdown menu with 'Terminate Member' highlighted (1). Below is the 'Member Search' section with a 'SEARCH BY' dropdown set to 'Member ID' (2), a search input field with 'Member ID*' (3), and a search icon (4). The search results show 'Aaha, John' with a 'Select Member' button (4). Below this is the 'Member Management' section for 'Aaha, John' (36801714100), showing a table with columns: Product, Status, Continuation, Eff Date, End Date, Bill Group, Population, and Plan ID. The table shows 'Medical', 'TERMED', 'No', '06/23/2021', '07/14/2021', '102', and '10740060'. Below the table are buttons for 'Add Dependent', 'Request ID Card', and 'Terminate Member'. At the bottom is the 'Personal Information' section showing 'First Name' as 'Lashunda' and an 'Edit' button.

7 | Terminate a Member's Coverage (continued)

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- Click **Terminate Member**. The **Terminate Member Benefits** screen displays.
- In the **Termination Reason** section, use the **Select Reason** dropdown to enter the reason for the termination.

Note: COBRA Termination – For COBRA Terminations, select **Discontinue COBRA** for the **Termination Reason**.

- Enter the requested termination date in the **Requested Termination Date** field.

Note: Help with Determining Date – When you click the **Help with Determining Date** link, the following pop-up box displays:

Help with Determining Date

The term date should be the last day of coverage. Example – if coverage runs through January and member should not have coverage in February, the term date is 1/31/XX. If there should be no coverage at all (delete coverage), then term date should be one day prior to coverage effective date. Example – if coverage began 2/1/XX and you need to delete the coverage entirely, term the member 1/31/XX.

- Click the information icon **i** after **Requested Effective Date**. A **Waiting Period Rules** box indicates rules that apply for termination dates based on the group contract. Click the **X** in the upper-right corner to return to the **Terminate Member Benefits** screen.

Member Management

GROUP NUMBER :

Add Dependent Request ID Card **Terminate Member** 5

Louis Dylan 54867991300 | Subscriber | FUTURE Edit X

Personal Information

Terminate Member Benefits

GROUP NUMBER :

Reason for Termination

Termination Reason* 6 Select Reason

Requested Termination Date* 7 MM/DD/YYYY X

Help with Determining Date 8

Waiting Period Rules

8

termination will be effective on the last day of the month of the qualifying termination event.



7 | Terminate a Member's Coverage (continued)

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9. Scroll down to the **Member Information** section and click the **Select** box for each member whose coverage is being terminated.
10. Click **Next**. The **Terminate Member Benefits** screen displays, asking you to confirm that the information is correct.

Note: If you terminate the coverage for the subscriber, the system will also select all dependents for termination.

Member Information

Multiple selections are allowed. Please select each applicable row.

John Doe Subscriber Male	Member ID 70514124400	Date of Birth 01/01/1972	Effective Date 04/01/2020	Status ACTIVE	Select <input checked="" type="checkbox"/> Medical
Jane Doe Spouse Female	Member ID 70514124401	Date of Birth 02/01/1972	Effective Date 04/01/2020	Status ACTIVE	Select <input checked="" type="checkbox"/> Medical
Jonathan Doe Child Male	Member ID 70514124402	Date of Birth 07/19/2001	Effective Date 04/01/2020	Status ACTIVE	Select <input checked="" type="checkbox"/> Medical
Janet Doe Child Female	Member ID 70514124403	Date of Birth 08/11/2006	Effective Date 04/01/2020	Status ACTIVE	Select <input checked="" type="checkbox"/> Medical
Jack Doe Child Male	Member ID 70514124404	Date of Birth 08/08/1998	Effective Date 04/01/2020	Status ACTIVE	Select <input checked="" type="checkbox"/> Medical

By adding individual member enrollment, the Group agrees to keep and provide upon request the original enrollment forms for its employees and their dependents. Enrollment forms must be signed by each employee. Signatures may be electronic. Any person who knowingly and with intent to defraud the insurance company or other person files an enrollment containing materially false information, or conceals for the purpose of misleading the company commits a fraudulent insurance act. In NY this is a crime that is subject to a civil penalty not to exceed \$5000 dollars and the stated value of the claim for each violation.

Cancel

Next

10




7 | Terminate a Member's Coverage (continued)

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11. Click **Terminate**. A message displays telling you the member has been terminated successfully.

Note: Print Termination Confirmation

Option – If you want paper confirmation when the Termination Confirmed message displays, click the Print icon  to print the termination confirmation.

Note: Group Termination: When a Group is terminated, Broker access to the Group is no longer available from the uhceservices.com website (as of the Group termination date).

9

Terminate Member Benefits

| GROUP NUMBER :

Member Information

Please confirm that following information is correct and click Terminate.

Allison, Lashunda Subscriber Male	Plan Type Medical	Termination Reason Left Employer	Requested Termination Date 04/24/2021
--	----------------------	-------------------------------------	--

10

Terminate

Cancel

< Member Management

Termination Confirmation

| GROUP NUMBER :

Member Information ⓘ

You may want to print this page for your records.

Allison, Lashunda Subscriber Male	Plan Type Medical	Requested Termination Date 04/24/2021	Actual Termination Date 04/30/2021	Status Termination request successful.
--	----------------------	--	---------------------------------------	---

10

Return



7 | Request a Health Plan ID Card


The **Request ID Card** tab is used to search for a member and then (1) request an ID card be mailed to that member, or (2) print an ID card. You can search for a member using one of the following options:

- Member ID
- First and Last Name
- First Name and Last Four Digits of the Social Security Number (SSN)
- Last Name and Last Four Digits of the SSN

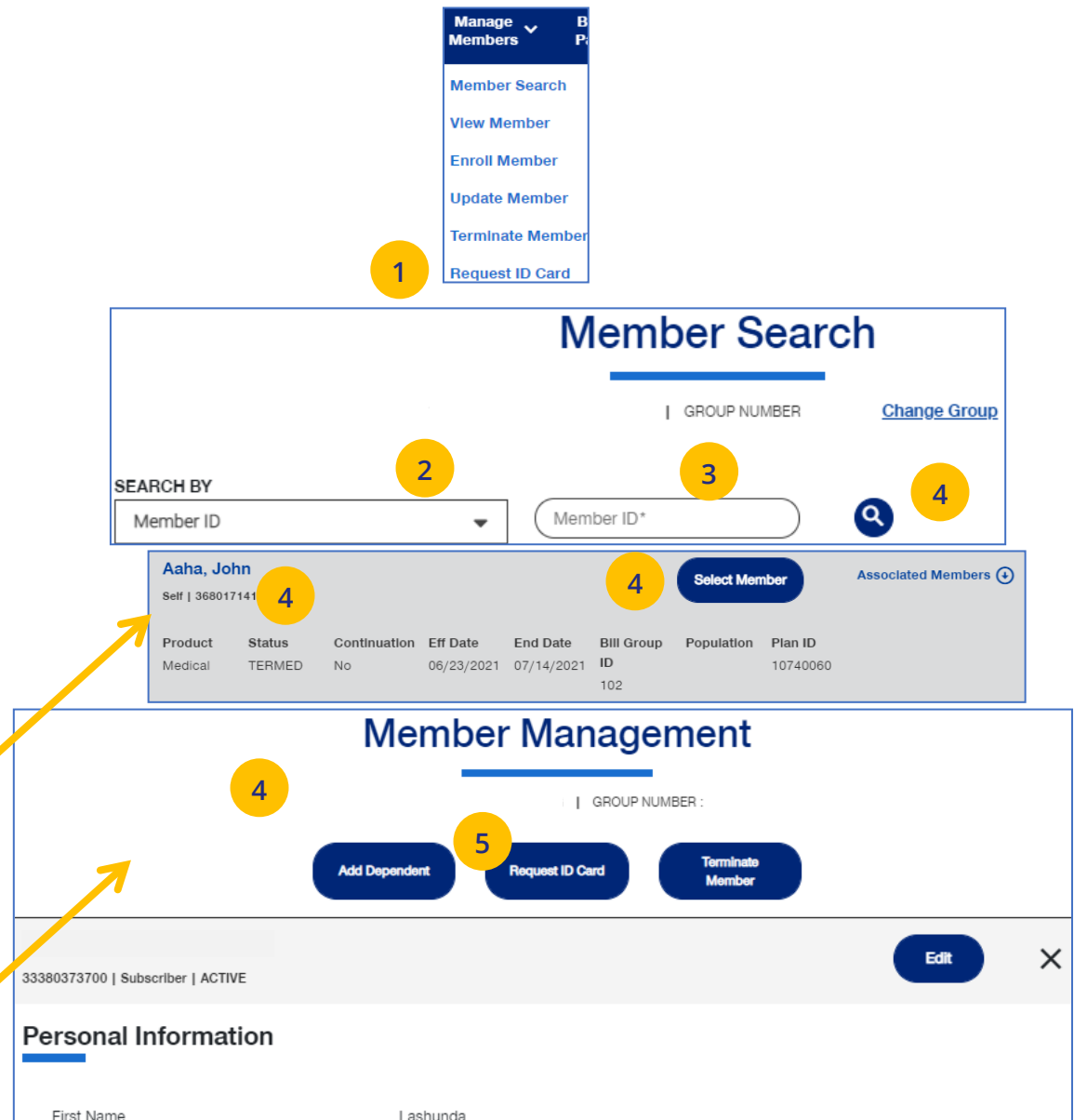
To Request an ID Card:

1. Select **Request ID Card**.
2. Select the search criteria from the **Search By** drop-down.
3. Enter the search criteria.

Note: If you search by Member Name, the next screen will show the **Request ID Card** button.

4. Click the **Search** icon .
 - **If you search using any of the Name options**, the search results will be shown. Click **Select Member**. The **Member Management** screen displays with detailed information on the member.
 - **If you search using Member ID**, the **Member Management** screen displays with detailed information on the member.

5. Click **Request ID Card**.



The screenshot shows the 'Manage Members' dropdown menu with 'Request ID Card' selected (1). The 'Member Search' screen has a 'SEARCH BY' dropdown set to 'Member ID' (2) and a search input field with 'Member ID*' (3). A search icon (4) is next to the input field. Below the search bar, a member card for 'Aaha, John' is displayed (4), showing details like 'Self | 368017141', 'Product: Medical', 'Status: TERMED', 'Continuation: No', 'Eff Date: 06/23/2021', 'End Date: 07/14/2021', 'Bill Group ID: 102', 'Population', and 'Plan ID: 10740060'. A 'Select Member' button (4) is next to the member card. Below the member card, the 'Member Management' screen is shown (4). It has a 'GROUP NUMBER' field and three buttons: 'Add Dependent', 'Request ID Card' (5), and 'Terminate Member'. Below the buttons, a member card for '33380373700 | Subscriber | ACTIVE' is displayed. The 'Personal Information' section shows 'First Name: Lashunda'.



7 | Request a Health Plan ID Card (continued)

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6. Select the member and (1) click **Print ID Card** to print the card or save it as a pdf, **or** (2) click **Order ID Card** to order the card. For **Dental** cards, only **Print ID Card** is available. The message “Request sent successfully” displays. Repeat this for other members or dependents if needed.

Note: If any dependent is classified as “infant,” their status must be changed to “Child” before a Health Plan ID card can be ordered or printed.

Note: If there is a member change, it will take 24 to 48 hours for a new ID card to be available.

Note: Level Funded groups have the capability to print ID cards for an entire group. Click the **Download Group IDs** button. The download will be available in the **Message Center**.



Note: Only **Medical ID Cards** are available for **UnitedHealthcare HMO** users.

Request ID Card

The following ID card options are available. Select one or more options below. Mailed ID Cards will arrive in 7-10 business days. Printed ID Cards are available 48 hours after the effective date. Updates to demographic information on existing members will be available for Printed ID Cards after 8 hours.

Note: Member ID cards will be automatically mailed to members after an enrollment or plan change.

<input type="radio"/>	TermedSameAddr bbb Child - DOB 03/01/2005	Current Coverage Start 03/01/2022
<input type="radio"/>	kyle barnes Subscriber - DOB 01/01/2000	Future Coverage Start 05/01/2022
<input type="radio"/>	Mememe Yayayarr Child - DOB 01/09/2022	Future Coverage Start 05/01/2022

Print ID Card Image

6

Mail ID Card

☒ John Doe
Subscriber

☐ Jane Doe
Spouse

☐ Jonathan Doe
Child

☐ Janet Doe
Child

☐ Jack Doe
Child

Print Medical ID Card

Order Medical ID Card

Request sent successfully.



8 | Request Health Plan ID Cards for Entire Group (Level Funded Groups)

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For Level Funded groups, you have the option to request health plan ID cards for all members in a group. This applies to Level Funded Medical plans only.

To Request Health Plan ID cards for an Entire Group (Level Funded Only)

1. Select **Request ID Card**. You will have the option to (1) Request individual ID cards, or (2) Request ID Cards for all group members.
2. Click **Download Group IDs**. A message displays telling you that the Medical; ID Cards will be posted in message center when ready.

The screenshot displays the 'Member Search' interface. At the top, a 'Manage Members' dropdown menu is open, showing options: Member Search, View Member, Enroll Member, Update Member, Terminate Member, **Request ID Card** (highlighted with a yellow box and a yellow circle with the number 1), and Reinstate Member. Below this, the 'Member Search' section has a 'GROUP NUMBER :' field and links for 'View Group Information' and 'Change Group'. There are two main sections for requesting ID cards: 'Request Individual ID cards' and 'Request ID Cards for all group members'. The 'Request ID Cards for all group members' section features a 'Download Group IDs' button with a download icon, highlighted with a yellow box and a yellow circle with the number 2. A note at the bottom states: 'Group ID downloads are only available for Level Funded Medical plans. Please contact us at 866-908-5940 for all other ID card requests.' Below this, a separate box titled 'Request ID Cards for all group members' also contains a 'Download Group IDs' button. A green message at the bottom reads: 'We have received your request. The medical ID card PDFs will be posted in message center when ready. Please note that if not available immediately, it can take up to 24 hours to process.'




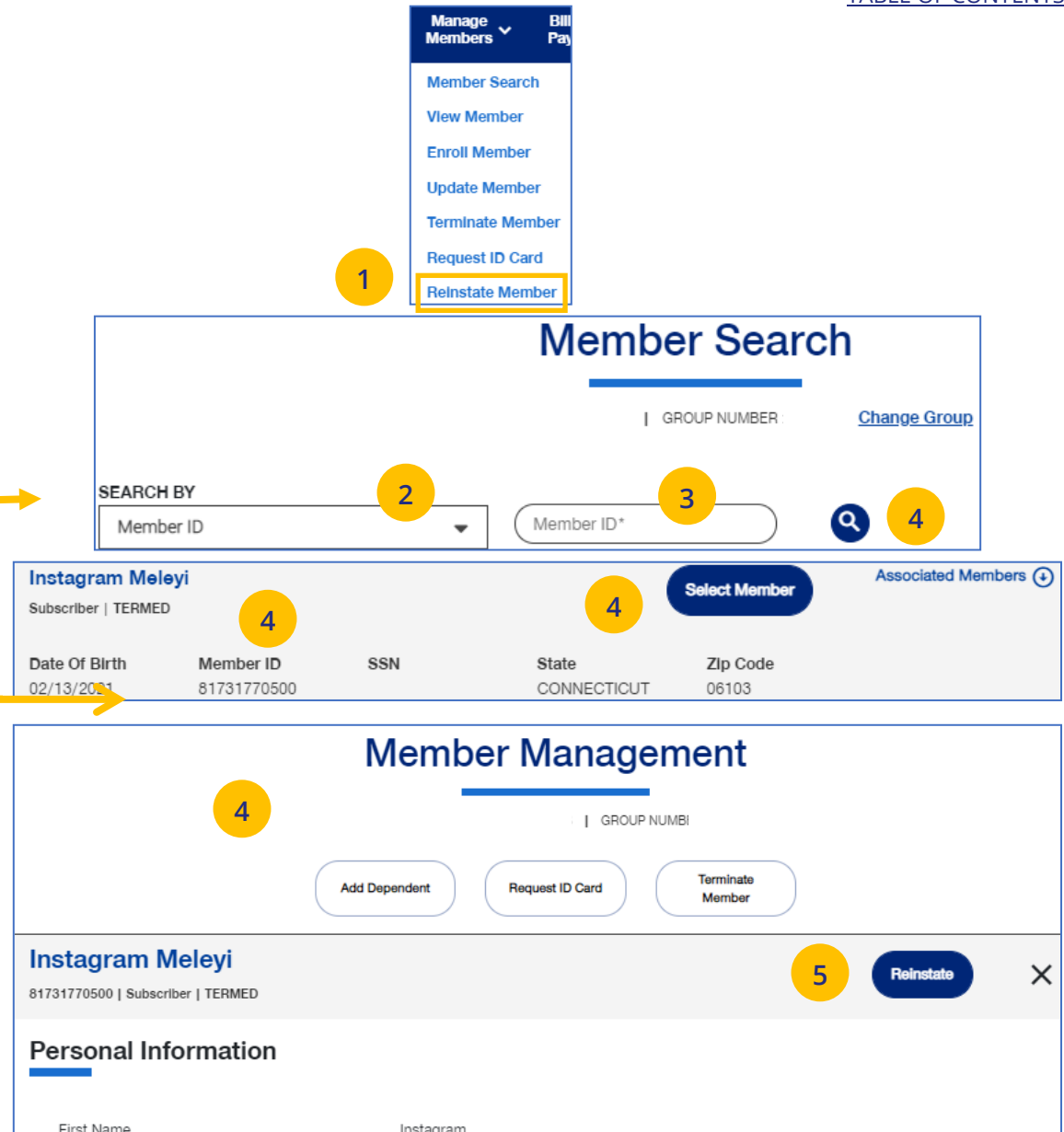
7 | Reinstate Member

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Reinstate Member is used to reinstate a member, and dependents if needed, who were previously terminated. The reason can be for COBRA and non-COBRA reasons.

To search for and reinstate a termed member:

1. Select **Reinstate Member**.
 2. Select the search criteria from the **Search By** drop-down.
 3. Enter the search criteria.
 4. Click the **Search** icon .
 - **If you search using any of the Name options**, the search results will be shown. Click **Select Member**. The **Member Management** screen displays with detailed information on the member.
 - **If you search using Member ID**, the **Member Management** screen displays with detailed information on the member. **Note:** The **Member Management** screen shows personal, contact and coverage information, including links to Plan Documents (if available).
5. Click the **Reinstate** button.



The screenshot illustrates the process of reinstating a member through a web application. It is divided into two main sections: **Member Search** and **Member Management**.

Member Search Section:

- 1:** A dropdown menu under "Manage Members" is open, showing options like "Member Search", "View Member", "Enroll Member", "Update Member", "Terminate Member", "Request ID Card", and "Reinstate Member". The "Reinstate Member" option is highlighted with a yellow box.
- 2:** The "SEARCH BY" dropdown menu is set to "Member ID".
- 3:** The search input field contains "Member ID*".
- 4:** The search icon (magnifying glass) is clicked.

Member Management Section:

- 4:** The member details for "Instagram Meleyi" are displayed, including "Subscriber | TERMED", "Date Of Birth: 02/13/2021", "Member ID: 81731770500", "SSN", "State: CONNECTICUT", and "Zip Code: 06103". A "Select Member" button is visible.
- 5:** The "Reinstate" button is highlighted in the "Member Management" section.



7 | Reinstate Member (continued)

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6. Update the needed information in the **Demographics** sections: **Reason for Enrollment**, Date of Qualifying Event. **Contact Information** is an optional section that can be edited at this time for the member being reinstated. You will have to scroll down to see all fields.

Note: Updating SSN: If you previously did not include a Social Security Number with a Reason Code, you can now update this number and remove the Reason Code. Once you save the updated Social Security Number, you will not be able to edit. If you entered the wrong social security number when editing, contact Client Services for help.

Note: Social Security Number - For UnitedHealthcare HMO users, the Refusal to Provide dropdown will not be available.

7. Click **Save and Continue**. The message “Updates saved successfully” will be shown and the **Coverage** screens will display.

Reinstate Member

GROUP NUMBER :

1 Demographics

2 Coverage

3 Review & Submit

6

Reason For Enrollment

By adding individual member enrollment, the Group agrees to keep and provide upon request the original enrollment forms for its subscriber and their dependents. Enrollment forms must be signed by each subscriber. Signatures may be electronic. Any person who knowingly and with intent to defraud the insurance company or other person files an enrollment containing materially false information, or conceals for the purpose of misleading the company commits a fraudulent insurance act. In NY this is a crime that is subject to a civil penalty not to exceed \$5000 dollars and the stated value of the claim for each violation.

Reason for Enrollment *

Select Reason

Date of Qualifying Event *

MM/DD/YYYY

Requested Effective Date *

MM/DD/YYYY

Instagram Meleyi

Subscriber | TERMED

Reinstatement for this subscriber may fail based on the group's rules.

Subscriber Information

First Name*

Instagram

Cancel

Save and Continue

7



7 | Reinstate Member (continued)

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8. Update information in the **Coverage** section if needed. You will have to scroll to see all fields.

Note: Billing Group – In Billing Group, you can narrow your search by typing in the first few letters or number in the billing group.

Billing Group *	1201 - TOTAL MORTGAGE SERVICES, LLC - 1718478
-----------------	---

Note: Billing Group – For **UnitedHealthcare HMO** users, Billing Group is not available.

Note: Basic Life - Any updates to Basic Life must be made by contacting Broker & Employer Services.

9. Click **Save & Continue**.
10. After completing updates, review your information and click **Submit**. A “Changes submitted successfully” message displays, telling you the member has been updated.

Newborn to Child Status – If a child dependent is in temporary **newborn** status, the coverage will terminate unless the child is enrolled as a new dependent. Once the newborn is enrolled, the status changes to **child**. If the child dependent has already been terminated, go through the reinstatement process, if needed, to reinstate the child dependent. **Remember that terminated employees must be reinstated before any dependents can be enrolled or reinstated.**

Note: Twins with the same last name and date of birth cannot be enrolled. Call Client Services at 1-866-908-5940.

Member Update

GROUP NUMBER :

✓ Demographics

2 Coverage

3 Review & Submit

Updates saved successfully.

kath Bennett

Subscriber | ACTIVE

Coverage Effective Date

Requested Effective Date

MM/DD/YYYY

Medical Information

Do you want to reinstate this coverage?

Yes ☐ No ☒

Billing Group *

1030902 - CT LIBERTY HMO GATED BASE PLAN

Plan *

10740060 - CT LIBERTY HMO GATED BASE PLAN | CT LIBERTY

Provider Effective Date

06/10/2021

Provider Type *

PCP

Provider Location ID *

4576279

Find Provider

PCP

4576279

Cancel or Exit

Previous

9 Save & Continue

Submit

10



Changes submitted successfully.



8 | Billing & Payment

The **Billing & Payment** tab is used to (1) display billing and payment information related to a specific group, or (2) make a payment.

1. Click the **Billing & Payment** tab. The **Billing & Payment** selection screen displays.
2. You have two options:
 - Click **Pay as Billed** to go through a series of screens to pay the bill, **or**
 - Click **Go to Billing Home** to display the group's billing and payment information.

Note: Billing and Payment information for UnitedHealthcare HMO users is available on Employer eServices. Click the link on the Billing & Payment screen to go to Employer eServices.



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8 | Billing & Payment: Pay as Billed

To pay a bill from the **Billing & Payment** tab, follow the steps below.

1. Click the **Billing & Payment** tab. The **Billing & Payment** selection screen displays.
2. Click **Pay as Billed**. The **Select Payment Options** screen displays.
3. Make changes (if needed) and click **Review & Submit**.

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The screenshot displays the 'Billing & Payment' section of a web application. The top navigation bar includes links for Home, Small Group Quote & Renewals, Manage Members, Billing & Payment (highlighted with a yellow box and a yellow circle with the number 1), Reports, Small Group Renewal Packages, Commissions, and Resources. The main content area is titled 'Billing & Payment' (also with a yellow circle 1) and shows 'SAMPLE GROUP' and 'GROUP NUMBER 1234567'. It includes links for 'View Group Information' and 'Change Group'. A note states: 'Amount Due reflects the sum of all invoices and adjustments that have a due date of (today) or a past date.' The 'Amount Due' is displayed as '\$202,862.97'. At the bottom of this section is a 'Go to Billing Home' link and a 'Pay as Billed' button (highlighted with a yellow box and a yellow circle with the number 2). Below this is the 'Select Payment Options' section. It shows the 'Amount Due' as '\$202,862.97' with an information icon. The 'Payment Method' is set to 'PCM FRB' in a dropdown menu, with an 'Add Payment Method' link below it. The 'Date' is set to '07/18/2023' with a calendar icon. At the bottom of this section are a 'Cancel' button and a 'Review & Submit' button (highlighted with a yellow box and a yellow circle with the number 3).

Home Small Group Quote & Renewals Manage Members **Billing & Payment** Reports Small Group Renewal Packages Commissions Resources

Billing & Payment

SAMPLE GROUP | [View Group Information](#)
GROUP NUMBER 1234567 [Change Group](#)

Amount Due reflects the sum of all invoices and adjustments that have a due date of (today) or a past date.

Amount Due: **\$202,862.97**

[Go to Billing Home](#) **Pay as Billed**

Select Payment Options

Amount Due: **\$202,862.97**

Payment Method: PCM FRB [Add Payment Method](#)

Date: 07/18/2023

Cancel **Review & Submit**



8 | Billing & Payment: Pay as Billed (continued)

- 4. Review the payment details and click **Submit Payment**. You will receive confirmation on your payment.

Note: Click the **Back** button if the payment details need to be changed.

Review Payment Details

Payment Method	Amount	Date
PCM FRB	\$202,862.97	07/18/2023

Back

4

Submit Payment

Thank you for your payment!

4

Your payment information has been scheduled successfully. The confirmation number for this payment is 036710177560. Please click Confirmation PDF to save a record of this payment.

For all other billing needs or to manage payment methods, [click here](#) to see other billing options.

Group Name: PROSPECT CAPITAL MANAGEMENT LP
Group Number: 1248476

Confirmation PDF

Total Payment: \$202,862.97

Confirmation Number: 036710177560

Payment Account: PCM FRB

Payment Submitted Date: 07/18/2023

Payment Date: 07/18/2023

Invoice Date	Invoice Number	Due Date	Bill Group	Total Amount Due	Amount Paid	Reason Code
06/07/2023	327041105086	07/01/2023	2211	\$17,819.35	\$17,819.35	Pay as billed
06/07/2023	327001106772	07/01/2023	2212	\$2,562.68	\$2,562.68	Pay as billed
06/07/2023	327221100728	07/01/2023	2213	\$63,773.37	\$63,773.37	Pay as billed
06/07/2023	327611106816	07/01/2023	2217	\$22,569.64	\$22,569.64	Pay as billed
06/07/2023	432411439666	07/01/2023	28201	\$11,134.81	\$11,134.81	Pay as billed
06/07/2023	432061430069	07/01/2023	28203	\$28,124.87	\$28,124.87	Pay as billed
06/07/2023	432471432040	07/01/2023	28207	\$10,232.41	\$10,232.41	Pay as billed
06/07/2023	308481344971	07/01/2023	1057822	\$25,405.68	\$25,405.68	Pay as billed
06/07/2023	238380783321	07/01/2023	1058208	\$21,240.16	\$21,240.16	Pay as billed

8 | Billing & Payment: Go to Billing Home

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To display a group's billing information, follow the steps below.

1. Click the **Billing & Payment** tab. The **Billing & Payment** selection screen displays.
2. Click **Go to Billing Home**. The **Billing & Payment** information displays.

Home Small Group Quote & Renewals Manage Members **Billing & Payment** Reports Small Group Renewal Packages Commissions Resources

Billing & Payment

SAMPLE GROUP | [View Group Information](#)
GROUP NUMBER 1234567 [Change Group](#)

Amount Due reflects the sum of all invoices and adjustments that have a due date of (today) or a past date.

Amount Due: **\$202,862.97**

[Go to Billing Home](#) **Pay as Billed**

Invoices Payment History Payment Method Notifications Bill vs Paid Help System Alerts

Account Summary

Customer Name: PROSPECT CAPITAL MANAGEMENT LP Billing Customer Number: 1248476

Last Payment Rec'd: 06/01/2023 Next Payment Due Date: 07/18/2023 Current Balance: \$202,862.97
Last Payment Amount: \$63,773.37 Next Payment Amount: \$202,862.97

Open Invoice Listing Closed Invoice Listing

> Filter by No filter applied

Make Payment

Rows per page: 100 Row Count: 9

Pay	Invoice Date	Invoice Number	Due Date	Policies	Bill Group	Invoice Type	Payment(s) Pending	Adjustment(s) Pending	Amount	Outstanding Balance
<input type="checkbox"/>	06/07/2023	327241100086	07/01/2023	210501	2211	List	Yes	No	\$17,819.35	\$17,819.35
<input type="checkbox"/>	06/07/2023	3272001108772	07/01/2023	210501	2212	List	Yes	No	\$2,562.68	\$2,562.68
<input type="checkbox"/>	06/07/2023	327221100728	07/01/2023	210501	2213	List	Yes	No	\$63,773.37	\$63,773.37
<input type="checkbox"/>	06/07/2023	327611100816	07/01/2023	210501	2217	List	Yes	No	\$22,569.64	\$22,569.64
<input type="checkbox"/>	06/07/2023	432411139666	07/01/2023	210501	28201	List	Yes	No	\$11,134.81	\$11,134.81
<input type="checkbox"/>	06/07/2023	432061430069	07/01/2023	210501	28203	List	Yes	No	\$28,124.87	\$28,124.87
<input type="checkbox"/>	06/07/2023	432471133240	07/01/2023	210501	28207	List	Yes	No	\$10,232.41	\$10,232.41
<input type="checkbox"/>	06/07/2023	308481344971	07/01/2023	210501	1057822	List	Yes	No	\$25,405.68	\$25,405.68
<input type="checkbox"/>	06/07/2023	238380783321	07/01/2023	210501	1058208	List	Yes	No	\$21,240.16	\$21,240.16
Total									\$202,862.97	\$202,862.97

Aging

Note: The Aging amounts displayed here are calculated based on the filters applied in the Open Invoice Section.

Future	0-30	30-60	61-90	91-120	120+	Total past due balance
\$0.00	\$202,862.97	\$0.00	\$0.00	\$0.00	\$0.00	\$202,862.97

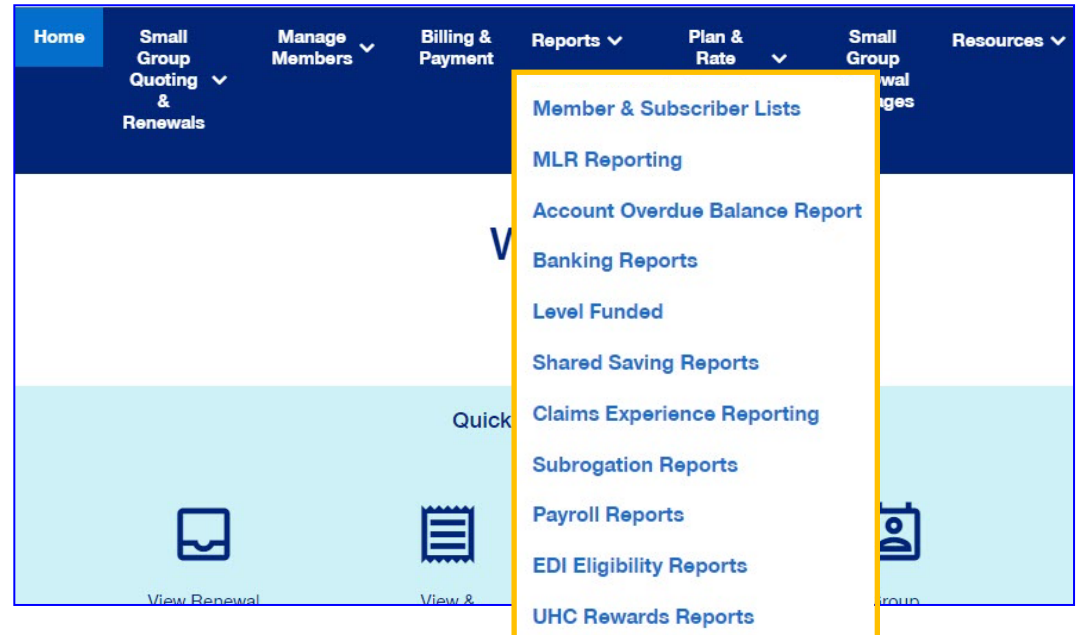


9 | Reports

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Reports is used to generate specific reports. **Note:** **Member & Subscriber Lists** is the only report option available for **UnitedHealthcare HMO** users.

- **Member & Subscriber Lists** - All subscribers or members affiliated with the Group.
- **MLR Reporting** - Access the annual report on rebates as mandated by the Medical Loss Ratio provision of health care reform.
- **Account Overdue Balance Report** - Groups with late payments or terminations due to non-payment.
- **Banking Reports** - Daily, monthly and historical banking reports for the Group.
- **Level Funded** - Monthly Executive Summary, IRS Documents 6055 and IRS documents 1095 B.
- **Shared Savings Reports (ASO Groups Only)** - Summary and detailed information on claims for a specific group (month and year).
- **Claims Experience Reporting** - Monitors plan performance through utilization and incurred costs.
- **Subrogation Reports (ASO Groups Only)** - Monthly reports or reports for a specific date range.
- **Claim Level Payment Integrity Reports (ASO Groups Only)** - Reports for specific month and year.
- **Payroll Reports** - Detailed data for specific check dates, a high-level overview of all payments.



- **EDI Eligibility Reports** - Detailed data for groups with ability to send data through EDI.
- **Broker Bonus Statements** - Bonus payments earned once a performance threshold is met.
- **UHC Rewards Reports** - Redemption report generated quarterly for customers with members that have redeemed an earned incentive. This report can assist with tax reporting. Report is available one week after the quarter ends.



9 | Member & Subscriber Lists

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To generate the Member or Subscriber List:

1. Click the **Reports** tab.
2. Select **Member & Subscriber Lists**. The **Member & Subscriber Lists** screen is shown.

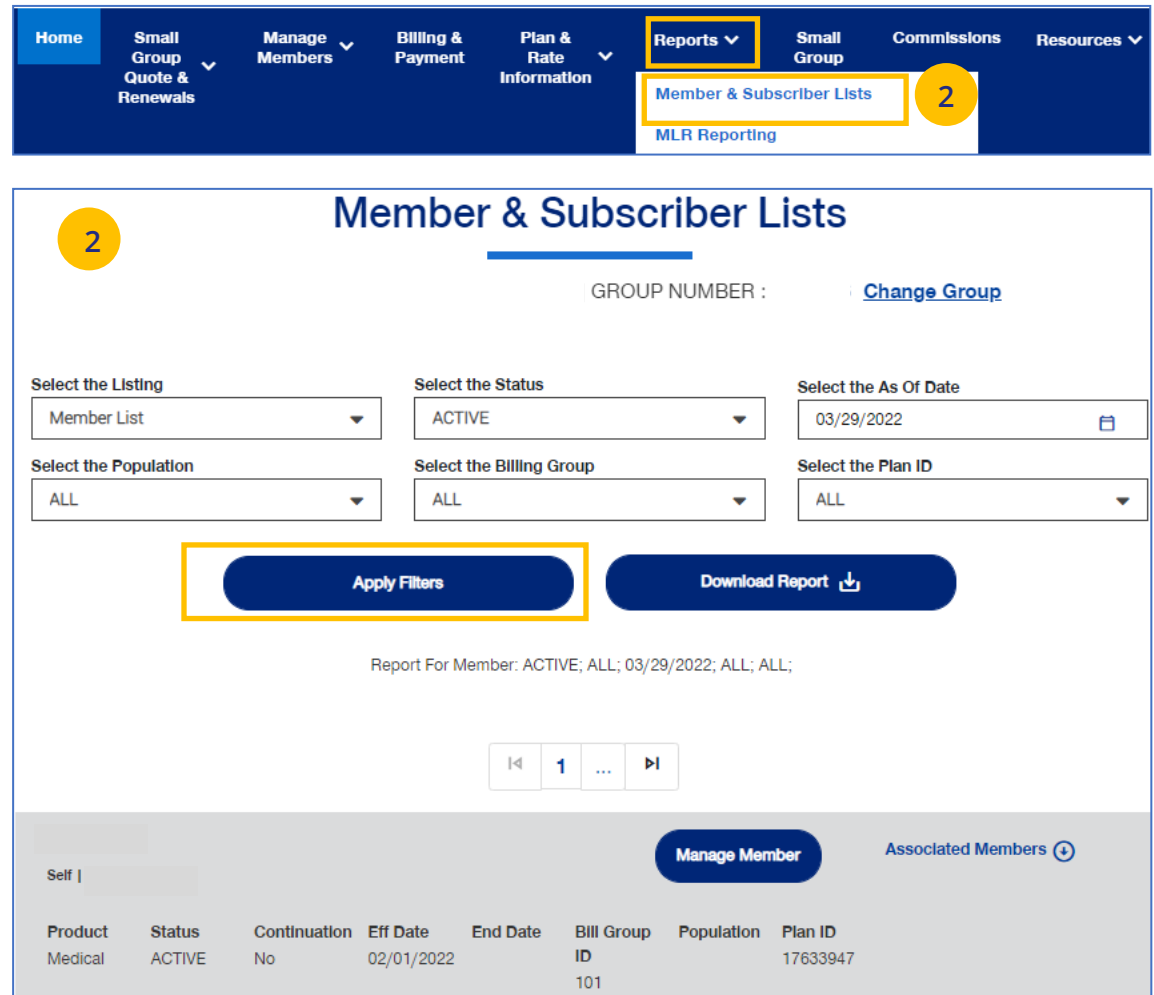
Note: **Member List** is the default and the default report will be shown when the screen displays. Just scroll down to view members in the report who met the default search criteria.

Note: The **Select the Billing Group** and **Select the Plan ID** fields are not available for **UnitedHealthcare HMO** users.

To Change the Search Criteria: Use the dropdowns in each field to enter the needed information. Fields include:

- Member List or Subscriber List
- Status (All Including Incomplete, All Excluding Complete, Active, Pending, Termined, Incomplete)
- As of Date
- Population
- Billing Group
- Plan ID

After selecting your search criteria, click **Apply Filters**. Scroll down to view the members or subscribers that met your search criteria.



Home Small Group Quote & Renewals Manage Members Billing & Payment Plan & Rate Information Reports Member & Subscriber Lists MLR Reporting Small Group Commissions Resources

Member & Subscriber Lists

GROUP NUMBER : [Change Group](#)

Select the Listing: Member List Select the Status: ACTIVE Select the As Of Date: 03/29/2022

Select the Population: ALL Select the Billing Group: ALL Select the Plan ID: ALL

[Apply Filters](#) [Download Report](#)

Report For Member: ACTIVE; ALL; 03/29/2022; ALL; ALL;

1

Self | [Manage Member](#) [Associated Members](#)

Product	Status	Continuation	Eff Date	End Date	Bill Group ID	Population	Plan ID
Medical	ACTIVE	No	02/01/2022		101		17633947



9 | Member & Subscriber Lists (continued)

To generate the Member or Subscriber List:

- 3. Click **Download Report**. A message indicates that you will be notified in the **Message Center** when your report is ready. When the report is ready a number will be displayed next to the bell icon.

Member & Subscriber Lists

| GROUP NUMBER : [Change Group](#)

Select the Listing
Member List

Select the Status
ACTIVE

Select the As Of Date
03/29/2022

Select the Population
ALL

Select the Billing Group
ALL

Select the Plan ID
ALL

Apply Filters

Download Report

Report For Member: ACTIVE; ALL; 03/29/2022; ALL; ALL;

Your request to download the report is successful. You will be notified in the Message Center when your report is complete.

United Healthcare

3

2

Laura Igna... Stage ENV

9 | Member & Subscriber Lists (continued)

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- Click on the bell icon to open **Message Center**.
- Click on the plus sign.
- Click on the attachment link to display the report.

Note: After you have finished using the report, you can delete it from the **Message Center** by checking the box and clicking the **Delete Selected** button.

The screenshot displays the United Healthcare Message Center interface. At the top, the United Healthcare logo is on the left, and a navigation bar on the right includes a bell icon (labeled 4), a user profile for 'Laura Igna... Stage ENV', and a settings gear icon. The main heading is 'Message Center'. Below this, there is a 'SORT BY:' dropdown menu set to 'Date Descending' and a 'Delete Selected' button. A pagination bar shows '1' of 1 items. The message list table has columns for 'Date/Time', 'From', and 'Subject'. One message is listed with a checkbox (labeled 5) in the first column. The detailed view of this message shows the header information (To: Ilgnacio2, From: SYSTEM, Date: 2021-03-01 09:09:15.0, Message Expiration Date: 2021-06-01 09:09:17.0, Subject: Member Subscriber List) and the attachment 'MembersListReport.xlsx' (labeled 6) in the 'Attachments and Links' section. A close button (X) is in the top right corner of the message detail view.

	Date/Time	From	Subject
<input type="checkbox"/>	2021-03-01 09:09:15.0	SYSTEM	Member Subscriber List

Message Details	
To:	Ilgnacio2
From:	SYSTEM
Date:	2021-03-01 09:09:15.0
Message Expiration Date:	2021-06-01 09:09:17.0
Subject:	Member Subscriber List
Attachments and Links:	MembersListReport.xlsx
Message:	



9 | MLR Reporting

The **MLR Reporting** tab allows you to generate the Medical Loss Ratio (MLR) Information report. You can download the report as a pdf document or as an Excel file.

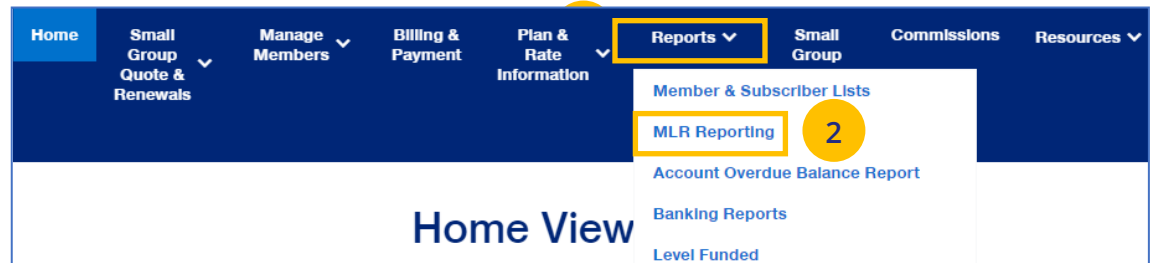
Note: This report is not available for **UnitedHealthcare HMO** users.

1. Click the **Reports** tab.
2. Select **MLR Reporting**. The **MLR Reporting** screen displays with the report.

Note: If the **Broker/Agency Search** screen displays, enter the Broker's **PCIS ID** and click the search icon. The search results display. Click **Select Broker**.

You can view a snapshot of the report in the window or click Export to PDF to generate a pdf file or Export as Excel to download an Excel report.

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MLR Reporting

[Change Broker](#)

3

Export as PDF Export as Excel

1

3

Policy Year	Policy #	Legal Entity	State	MLR Case Size	MLR Reported Percentage	Aggregate Premium Revenue	Aggregate Rebate Amount Owed	Distributed Rebate Amt for Employer Policy
2018	01Y1351	UnitedHealthcare Insurance Company	USALA	L	81.900%	\$300,537,476.50	\$9,316,661.77	\$2,185.29
2018	09Y7576	Optimum Choice, Inc.	USADC	S	78.700%	\$4,395,553.69	\$57,142.20	\$6.47



9 | Account Overdue Balance Report

The **Account Overdue Balance Report** shows account balances for a specific date for both late groups and terminated groups.

Note: This report is not available for **UnitedHealthcare HMO** users.

1. Click the **Reports** tab.
2. Select **Account Overdue Balance Report**.
3. Search for and select the Broker using the PCIS ID. The **Account Overdue Balance Report** screen displays.

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The screenshot displays the UnitedHealthcare system's top navigation bar and a search interface. The navigation bar includes tabs for Home, Small Group Quote & Renewals, Manage Members, Billing & Payment, Plan Rate Information, Reports, Small Group, Commissions, and Resources. The 'Reports' tab is highlighted with a yellow circle and the number 1. A dropdown menu for 'Reports' is open, showing options: Member & Subscriber Lists, MLR Reporting, Account Overdue Balance Report (highlighted with a yellow circle and the number 2), Banking Reports, and Level Funded. Below the navigation bar, the 'Home View' section is visible. The main content area is titled 'Broker/Agency Search' and contains a message: 'You have been redirected to this page because the action you are performing requires you to select a broker / agency.' Below this message is a search bar labeled 'Search by' with a yellow circle and the number 3. To the right of the search bar are 'X' and 'Q' icons. Below the search bar, the text 'Search Result (1)' is displayed. At the bottom of the page, there is a grey bar with the text 'PCIS ID' and a 'Select Broker' button, which is also highlighted with a yellow circle and the number 3.



9 | Account Overdue Balance Report (continued)

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To change your search criteria:

- In the **Select the Report Type** field, select either **Late Groups** or **Terminated Groups**.
- In the **Report Date** field, select the report date. **Note:** At this time, you must select the exact date that a report ran on the current UI.
- Click **Apply**.

Note: The system will look for and display the five most recent late groups or terminations reports for each group the broker is associated.

Note: Download Report – To download the report, click **Download Report**. An alert displays on the message icon when the report is ready.

Note: If no reports are available for the group, a message displays.

Account Overdue Balance Report

[Change Broker](#)

This report will not contain Account Balance information for UnitedHealthcare HMO Groups.

Select the Report Type
Late Groups

Report Date
2020-11-03

Apply

Report for BKS:PCIS ID 119180 as of 2020-11-03

Download

Results (1)

< 1 >

Broker Name	Employer Name	Customer No.	Policy No.	Bill Group	Pending Term Date	Total Past Due Balance	Customer Balance	Past Due Aging					Most Recent Payment	Payment Date	Current Past due balance as of 10/10/2021
								0-30 Days	31-60 Days	61-90 Days	91-120 Days	>120 Days			
PROFESSI...	COMPANIO...	1258757	220782	1	2021-09-01	\$7,604.75	\$7,604.75	\$0.00	\$7,604.75	\$0.00	\$0.00	\$0.00	\$12,246.97	2021-06-21	\$18,468.24

Account Overdue Balance Report

[Change Broker](#)

This report will not contain Account Balance information for UnitedHealthcare HMO Groups.

No Termed Group reports available

Select the Report Type
Terminated Groups

Report Date



9 | Banking Reports

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The **Banking Reports** tab allows you to generate the daily, monthly and historical banking reports for a specific Group.

Note: This report is not available for **UnitedHealthcare HMO** users.

Note: The banking reports are for ASO groups only. The reports will be either a pdf document or an Excel file.

1. Click the **Reports** tab.
2. Select **Banking Reports**. The **Banking Reports** window displays with the Daily, Monthly and Historical Banking reports.
3. Click the specific **File Link** to view the report you need.

The screenshot shows the 'Banking Reports' interface. At the top, a navigation bar includes 'Home', 'Small Group Quote & Renewals', 'Manage Members', 'Billing & Payment', 'Plan Rate Information', 'Reports' (highlighted with a yellow box and callout 1), 'Small Group', 'Commissions', and 'Resources'. Below the navigation bar, a dropdown menu for 'Reports' is open, showing options: 'Member & Subscriber Lists', 'MLR Reporting', 'Account Overdue Balance Report', 'Banking Reports' (highlighted with a yellow box and callout 2), and 'Level Funded'. The main content area is titled 'Banking Reports' and includes a 'GROUP NUMBER' field. Below this, a message states: 'To view a banking report, Select from the report listed below.' There are three expandable sections: 'Daily Banking Reports', 'Monthly Banking Reports', and 'Historical Banking Reports'. The 'Daily Banking Reports' section is expanded, showing a table with two rows. The first row has 'Daily Report Name' as 'Charge Claim Activity', 'Last Updated' as '2020-12-14', and a 'File Link' icon (highlighted with a yellow box and callout 3). The second row has 'Daily Report Name' as 'Funding Advice', 'Last Updated' as '2020-12-08', and a 'File Link' icon. The 'Monthly Banking Reports' section shows 'No reports found'. The 'Historical Banking Reports' section is currently empty. At the bottom, there are two dropdown menus: 'Select the Report *' with 'Aged Outstanding' selected, and 'Select the Date Range' with '12/14/2020 - 12/14/2020' selected. An 'Apply' button is located to the right of these dropdowns.

Daily Report Name	Last Updated	File Link
Charge Claim Activity	2020-12-14	
Funding Advice	2020-12-08	



9 | Banking Reports (continued)

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Selecting Other Reports

You can generate and view different reports using the dropdown.

1. Select the report you need from the **Select the Report** dropdown list.
2. Select the date range you need in the **Select the Date Range** field.
3. Click **Apply** to display the report.

Note: The monthly executive report will only be available to external users if the group has five or more subscribers

Select the Report *

Select the Date Range

12/15/2020 - 12/15/2020

Apply

Below is a list of available reports and descriptions.

Report Name	Report Description	Frequency
Notification of Amount of Request (aka Funding Advice)	Reports amount being charged against the customer bank account or request/advise of funding amounts due	Daily
Charged Claim Activity Report	Daily listing of claim charge activity by check/item and member/dependent	Daily
Summary Report for Daily Transfer Evaluation	Displays the claim activities for each bank day in a calendar month	Monthly
Outstanding Report (Section 1 & 2)	Section 1- Lists drafts less than 90 days old that have not cashed; Section 2-Lists members and affected draft items greater than 90 days old that have not cashed	Monthly
Aged Outstanding with Stop Payment Placed	Details in-house stop payments automatically placed on items that remain uncashed 12 months from issuance. <i>The aged items are reported to the customer to include in their unclaimed property filing/escheatment process</i>	Monthly
Issued/Cashed Reconciliation Report	Issued claim payment items vs. cashed items in a policy month	Monthly
Monthly Report of Net Charge Distribution	Displays the charge allocations to the bank account by claim structure	Monthly
Detailed Report for Transfer Evaluation	Details all claim charge items at the member level on a daily basis	Monthly



9 | Level Funded

The **Level Funded** reports show the Monthly Executive Summary, the IRS Documents 6055 and IRS documents 1095 B reports and Reconciliation reports.

Note: The Level Funded reports are not available for **UnitedHealthcare HMO** users.

Note: This report is for Level Funded groups only.

1. Click the **Reports** tab.
2. Select **Level Funded**. The **Level Funded Reports** window displays with the available reports for level Funded groups. Reports include:
 - Monthly Executive Summary
 - IRS Documents 6055
 - IRS Documents 1095 B
 - Reconciliation Reports – Can include **Early Term**, **Annual** or **Final** report

Note: If specific reports are available, a plus sign is displayed. Click the plus sign (+) to view the reports.

3. Click the specific **File Link** to view the report you need.

The screenshot shows the 'Level Funded Reports' interface. At the top, a navigation bar includes 'Home', 'Small Group Quote & Renewals', 'Manage Members', 'Billing & Payment', 'Plan Rate Information', 'Reports' (highlighted with a yellow box and callout 1), 'Small Group', 'Commissions', and 'Resources'. The 'Reports' dropdown menu is open, showing 'Member & Subscriber Lists', 'MLR Reporting', 'Account Overdue Balance Report', 'Banking Reports', and 'Level Funded' (highlighted with a yellow box and callout 2). Below the navigation bar, the 'Home View' section displays 'Level Funded Reports' for 'GROUP NUMBER : 1373'. A yellow box with callout 2 highlights the 'Level Funded' link. The main content area lists reports: 'Monthly Executive Summary' (with a plus sign), 'IRS Documents 6055' (with a plus sign), 'IRS Documents 1095B' (with a plus sign), and 'Reconciliation Reports' (with a plus sign). The 'IRS Documents 6055' section is expanded, showing a table with columns: 'Type Of Report', 'Plan Year Start Date', 'Last Updated', and 'File Link'. The table has three rows: 'FINAL', 'EARLY TERM', and 'ANNUAL'. Each row has a 'File Link' icon (highlighted with a yellow box and callout 3). The 'Reconciliation Reports' section is also expanded, showing a similar table with three rows: 'FINAL', 'EARLY TERM', and 'ANNUAL'. Each row has a 'File Link' icon (highlighted with a yellow box and callout 3). A yellow arrow points from the 'Early Term' report in the list to the 'Early Term' report in the expanded 'Reconciliation Reports' table.

Type Of Report	Plan Year Start Date	Last Updated	File Link
FINAL	01/01/2021	05/31/2022	File Link
EARLY TERM	01/01/2021	05/31/2022	File Link
ANNUAL	01/01/2021	05/31/2022	File Link



9 | Shared Saving Reports

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The **Shared Saving Reports** are in Excel and show claims (summary and detail) for a specific month and year. Historical reports are also available.

Note: The Shared Saving reports are not available for **UnitedHealthcare HMO** users.

Note: This report is for **ASO groups** only.

1. Click the **Reports** tab.
2. Select **Shared Saving Reports**. File links to Monthly and Historical reports are displayed (if available)
3. To generate a monthly report for a specific month and year, enter the search criteria and click **Apply**.
4. Click the specific **File Link** to open the Excel file.

The screenshot shows the 'Shared Saving Reports' interface. At the top, a navigation bar includes 'Home', 'Small Group Quote & Renewals', 'Manage Members', 'Billing & Payment', 'Plan Rate Information', 'Reports' (highlighted with a yellow box and callout 1), 'Small Group', 'Commissions', and 'Resources'. The 'Reports' dropdown menu is open, showing options like 'Member & Subscriber Lists', 'MLR Reporting', 'Account Overdue Balance Report', 'Banking Reports', 'Level Funded', 'Shared Saving Reports' (highlighted with a yellow box and callout 2), 'Claims Experience Reporting', 'Subrogation Reports', and 'Claim Level Payment Integrity Reports'. Below the navigation bar, the 'Home View' section displays 'SAMPLE GROUP' and 'GROUP NUMBER 1234567'. The 'Shared Saving Reports' section is titled 'Shared Saving Reports' and includes a 'View Group Information' link and a 'Change Group' link. Below this, a message states 'To view a Shared Saving report, Select from the report listed below.' There are two report categories: 'Monthly Shared Saving Reports' and 'Historical Shared Saving Report' (highlighted with a yellow box and callout 3). Below these, there are two dropdown menus: 'Select Year' (set to 2021) and 'Select Month' (set to January), followed by an 'Apply' button. At the bottom, a table displays report details: 'Monthly Report Name' (Shared Savings Report), 'Report Date' (01/28/2022), 'Paid From Date' (12/01/2021), 'Paid To Date' (12/31/2021), and 'File Link' (highlighted with a yellow box and callout 4, containing a document icon).

Monthly Report Name	Report Date	Paid From Date	Paid To Date	File Link
Shared Savings Report	01/28/2022	12/01/2021	12/31/2021	



9 | Claims Experience Reporting

Claims Experience Reporting provides access to claim experience reporting used to monitor plan performance through utilization and incurred costs.

Note: The Claims Experience reports are not available for **UnitedHealthcare HMO** users.

1. Click the **Reports** tab.
2. Select **Claims Experience Reporting**. You will be directed to the page used to generate the reports.

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9 | Subrogation Reports

The **Subrogation Reports** show information for a specific month and year. Historical reports are also available.

Note: The Subrogation reports are not available for **UnitedHealthcare HMO** users.

Note: This report is for **ASO groups** only.

1. Click the **Reports** tab.
2. Select **Subrogation Reports**. File links to any available reports will be displayed. Click the **File Link** to open the report.

Note: You can generate a new report by selecting a new date range and clicking **Apply**.

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The screenshot shows the 'Home View' of a system with a 'SAMPLE GROUP' and 'GROUP NUMBER 1234567'. A navigation bar at the top includes tabs like 'Home', 'Small Group Quote & Renewals', 'Manage Members', 'Billing & Payment', 'Plan & Rate Information', 'Reports', 'Small Group', 'Commissions', and 'Resources'. The 'Reports' tab is highlighted with a yellow box and a '1' callout. A dropdown menu from 'Reports' lists various report types, with 'Subrogation Reports' highlighted by a yellow box and a '2' callout. Below this, the 'Subrogation Reports' section displays a table of reports. The table has columns for 'Monthly Report Name', 'Last Updated', 'PHI', and 'File Link'. Two rows are shown, both for 'Subrogation Report' dated '2021-08-23'. The first row has 'PHI: No' and the second 'PHI: Yes'. Both rows have a 'File Link' icon highlighted with a yellow box and a '2' callout. Below the table is a section for 'Historical Subrogation Reports'. At the bottom, there is a form with 'Select the Report *' (set to 'Subrogation Report') and 'Select the Date Range *' (set to '01/13/2023 - 01/13/2023'), followed by an 'Apply' button.

Home View

SAMPLE GROUP
GROUP NUMBER 1234567

Quickly Access Your

Subrogation Reports

GROUP NUMBER : [View Group Information](#)
[Change Group](#)

To view a subrogation report, Select from the report listed below.

Monthly Subrogation Reports			
Monthly Report Name	Last Updated	PHI	File Link
Subrogation Report	2021-08-23	No	
Subrogation Report	2021-08-23	Yes	

Historical Subrogation Reports

Select the Report *
Subrogation Report

Select the Date Range *
01/13/2023 - 01/13/2023

Apply



9 | Claim Level Payment Integrity Reports

The **Claim Level Payment Integrity Reports** are in Excel and detailed information on claims per member.

Note: The Claim Level Payment Integrity reports are not available for **UnitedHealthcare HMO** users.

Note: This report is for **ASO groups** only.

1. Click the **Reports** tab.
2. Select **Claim Level Payment Integrity Reports**.
3. Enter the Year and Month for the report you need.
4. Click **Download Report**. The report will be generated. Click the link to open the file.

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The screenshot shows the UnitedHealthcare portal interface. The top navigation bar includes links for Home, Small Group Quote & Renewals, Manage Members, Billing & Payment, Plan & Rate Information, Reports (highlighted with a yellow box and a yellow circle with the number 1), Small Group, Commissions, and Resources. A dropdown menu for the Reports tab is open, showing various report options. The 'Claim Level Payment Integrity Reports' option is highlighted with a yellow box and a yellow circle with the number 2. Below the navigation bar, the 'Home View' section displays 'SAMPLE GROUP' and 'GROUP NUMBER 1234567'. A 'Quickly Access Your' section at the bottom of the Home View also highlights the 'Claim Level Payment Integrity Reports' link with a yellow box and a yellow circle with the number 2. The main content area is titled 'Claim Level Payment Integrity Reports'. It includes a 'View Group Information' link and a 'Change Group' link. Below this, a message states: 'To view a payment integrity report, Select from the report listed below.' A yellow box highlights the selection area, which includes a 'Select the Year' dropdown menu (set to 2021, with a yellow circle with the number 3), a 'Select the Month' dropdown menu (set to August, with a yellow circle with the number 4), and a 'Download Report' button with a download icon.



9 | Payroll Reports

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The **Payroll Reports** show detailed data for specific check dates, providing a high-level overview of all payments.

A summary includes: earnings, employee taxes and deductions, and employer taxes and deductions.

1. Click the **Reports** tab.
2. Select **Payroll Reports**. The **Payroll Reports** window displays with the **Latest Payroll Results** and **Historical Payroll Reports** sections.
3. Click the specific **File Link** to view the report you need.

Home Small Group Quote & Renewals Manage Members Billing & Payment Plan Rate Information **1 Reports** Small Group Commissions Resources

- Member & Subscriber Lists
- MLR Reporting
- Account Overdue Balance Report
- Banking Reports
- Level Funded
- Shared Saving Reports
- Claims Experience Reporting
- Subrogation Reports
- Claim Level Payment Integrity Reports
- 2 Payroll Reports**
- EDI Eligibility Reports

Home View
SAMPLE GROUP
GROUP NUMBER 1234567
Quickly Access Your

To view a Payroll Report, select from the reports listed below:

Latest Payroll Reports

Schedule Name	Check Date	Generated Date	File Link
HCL BI-WEEKLY1 - 26 - SALARIED NON EXEMPT	03/24/2023	03/26/2023	
HCL SEMI-MONTHLY2 - 24 - SALARIED	03/24/2023	03/26/2023	
HCL SEMI-MONTHLY1 - 24 - HOURLY	02/28/2023	03/01/2023	

Employer Name:	Surestmarch09 (Employer G#78700089)	Schedule:	HCL Semi-Mon	Frequency:	SEMI_MONTHLY					
All Payroll Deductions:										
Report Generated On:	03/01/2023									
Pay Period Check Date:	02/28/2023									
Employee Number	Last Name	First Name	Date Of Birth	Last Four SSN	Benefit Name	Per Pay Period Deduction	First Paycheck Deduction	Total Premiums	Total Deductions	Deductions Remaining
Duck1	Donald1		11/15/1981	8330	Coverage	75.00		01/31/2023 1,650.00	22	19
Duck2	Donald2		12/02/1969	8331	Coverage	50.00		11/25/2022 450.00	9	1
Duck3	Donald3		01/29/1962	8332	Coverage	125.00		09/09/2022 3,250.00	26	13
Duck4	Donald4		09/19/1983	8333	Coverage	50.00		01/31/2023 450.00	9	6



9 | EDI Eligibility Reports

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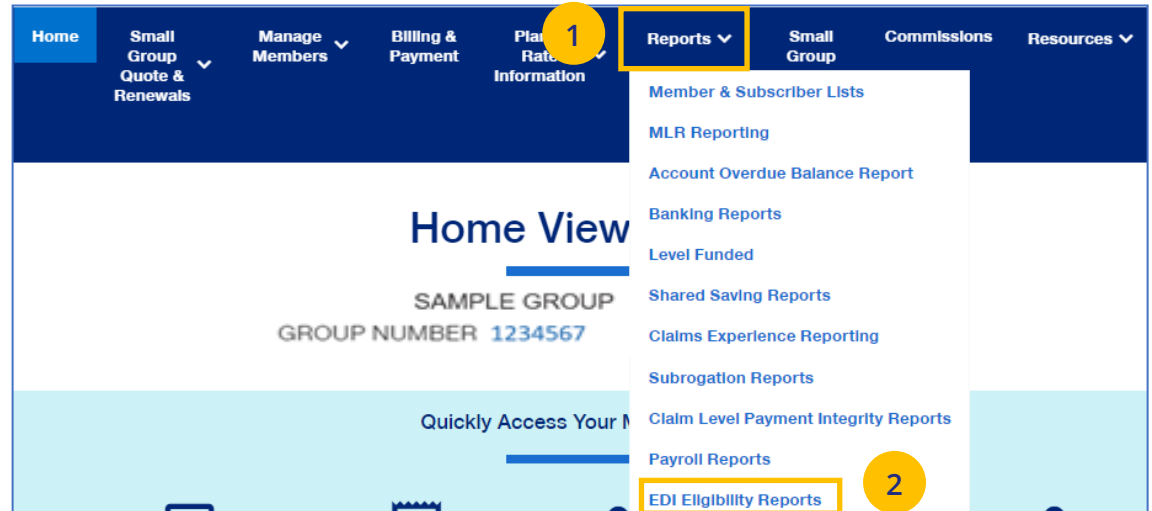
EDI Eligibility Reports are for groups that submit eligibility data electronically to UnitedHealthcare. The report shows the results of the data load.

1. Click the **Reports** tab.
2. Select **EDI Eligibility Reports**. The **EDI Eligibility Reports** window displays with reports that fall within the default time period. Each report will show a **File ID**, **File Name**, **Group Name** and **Report Status**.

An **In Progress** message shows in the **Report Status** field if the report has not finished loading. **Report Complete** status indicates the report is ready to be viewed. **File Error** status indicates the entire file has failed submission. Examples for a failed submission include a wrong format or the service was down.

Note: File Name – The file name will not have the same name as the file you loaded. The File Name is assigned internally by the system.

Note: Searching by Date or Keyword – You can search for reports by **Time Period** (Start Date and End Date) or by **Keyword**. **Time Period** searches must be within a 14-day window and are limited to the previous six months. **Keyword** searches will show results as you enter the word.



EDI Eligibility Reports

SUREST SAMPLE GROUP | [View Group Information](#)
GROUP NUMBER 1234567 (SUREST: 780000000) [Change Group](#)

Reports may take additional time to load. Loading will continue if you navigate to another page and return. Thank you for your patience as we work to improve your experience.

Select Time Period

Start Date *
06/27/2023

End Date *
07/10/2023

[Search](#)

Enter Keyword
e.g. File Name, Group Name [Clear Filter](#)

File ID	File Name	Group Name	Report Status
7819	SURESTMIG.TESTBINDMIG.2 02306211612.cpf		✓ Report Complete Report
8476	ALPHADSSSEnrmint20230630 121712071*0000	FedEx Corporation	✓ Report Complete Report
8481	ALPHADSSSEnrmint20230630 122619559*0000	FedEx Corporation	✓ Report Complete Report
8484	ALPHADSSSEnrmint20230630 123231980*0000	FedEx Corporation	⋯ In Progress
8486	ALPHADSSSEnrmint20230630 123349711*0000	FedEx Corporation	⋯ In Progress
8505	ALPHADSSSEnrmint20230630 125821460*0000	FedEx Corporation	✓ Report Complete Report



9 | EDI Eligibility Reports (continued)

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- Click the link for the report you need. The **Report Overview** screen displays with three sections.

Below is a description of the sections of the report:

File Completed – Group details, including when the file was received, processed and the status.

- Note: Download Report** – Click the Download Report link to download the report in Excel.

Errors & Warnings – File statistics, including how many transactions on the file errored or processed with warnings. A maximum of three items can be displayed in the **Top Errors & Warnings** section.

Detailed Updates and Errors – Click on each tab to view the specific record notes.

File ID	File Name	Group Name	Report Status
7819	SURESTMIG.TESTBINDMIG.2 02306211612.cpf		✓ Report Complete Report
8476	ALPHADSSEnrImnt20230630 121712071+0000	FedEx Corporation	✓ Report Complete Report
8481	ALPHADSSEnrImnt20230630 122619559+0000	FedEx Corporation	✓ Report Complete Report

Report Overview

SUREST SAMPLE GROUP | [View Group Information](#)
GROUP NUMBER 1234567 (SUREST: 780000000) [Change Group](#)

File Completed ✕

[Download Report](#)

Customer Subscriber	HCLSurest	File Received Date	
Policy Number	3234453	Processing Date	07/07/2023 07:01 AM
File Identifier	53533	Processing Status	Complete

Errors & Warnings

Errors
0

Warnings
0

Top Errors & Warnings
This report contains no errors or warnings.

Detailed Updates and Errors

☑ Added (23) ❌ Errors (0) ⚠ Warnings (0) ⌚ Updated (0) ⌚ Terminated (0) **☑ All (23)**

Member Name ▼	DOB ▼	Member Type ▼	Transaction ▼
Soraya Hinoje	1968-01-01	Subscriber	Added
James Gretz	1972-01-01	Subscriber	Added



9 | UHC Rewards Reports

The **UHC Rewards Reports** - Redemption report generated quarterly for customers with members that have redeemed an earned incentive.

- 1. Click the **Reports** tab.
- 2. Select **UHC Reward Reports**.
- 3. Click the specific **File Link** to view the report you need.

This report can assist with tax reporting. Report is available one week after the quarter ends.

1

Reports

Plan & Rate

Sm Gro

Member & Subscriber Lists

MLR Reporting

Account Overdue Balance Report

Banking Reports

Level Funded

Shared Saving Reports

Claims Experience Reporting

Subrogation Reports

Claim Level Payment Integrity Reports

Payroll Reports

EDI Eligibility Reports

Broker Bonus Statements

2 UHC Rewards Reports

UHC Rewards Reports

GROUP NUMBER : | [View Group Information](#)
[Change Group](#)

Quarterly UHC Rewards Reports

Quarterly Report Jan - Mar 2024	Last Updated 01/11/2024	File Link 3
Quarterly Report Jan - Mar 2024	Last Updated 01/11/2024	File Link
Quarterly Report Oct - Dec 2023	Last Updated 10/06/2023	File Link
Quarterly Report Jul - Sept 2023	Last Updated 07/06/2023	File Link

10 | Plan & Rate Information

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The **Plan & Rate Information** tab gives you access to the following:

- Rates
- Employer Handbook (Group Policy/Administrative Services Agreement)
- Member Handbook (Certificate of Coverage/Summary Plan Description)
- Summary Benefit Coverage (SBC)
- View Benefits

Note: Plan documents that are displayed and available for access will be based on the products the group purchases.

To View Plan Information:

1. Click the **Plan & Rate Information** tab.
2. Click **Plan Information**. The **Plan Information** screen will be shown.
3. Click on the specific document link to view the document.

Note: The documents available for **UnitedHealthcare HMO** users are **Summary of Benefit Coverage (SBC)** and **Schedule of Benefits**.

Note: To access medical, dental or vision rates (if available) from this screen, click the link or links.

Note: Basic Life/AD&D - Contact Broker & Employer Services or your sales representative for copies of Basic Life /AD&D plan documents and rates.

Home Small Group Quote & Renewals Manage Members Bill Payment **1** Plan & Rate Information Reports Small Group Renewal Packages Commissions Resources

Plan Information **2**

GROUP NUMBER [Change Group](#)

For future effective dates, documents will be available on or after plan effective date. If you need a Member or Employer Handbook for Dental or Vision with an effective date of 5/1/21 or later, please contact Client Services for assistance.

Enter partial or full Plan ID/Description to limit results.

FILTER BY
Description Description

Medical

[View Medical Rates >](#)

Plan: 5318360 - FREEDOM HMO 30/50/3500 w/HRA | CT 30/50/3500/100 HMO

Coverage Dates
12/01/2020-11/30/2021

Employer Handbook Member Handbook
Summary Benefit Coverage View Benefits



10 | Plan & Rate Information

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To View Medical, Vision and Dental Rates:

- Click the **Plan & Rate Information** tab.
- Click **Plan Rates**. The **Plan Rates** screen will be shown.

Note: You can view Medical, Dental and Vision rates (if available) from this screen by clicking the link or links.

You can view these rates, download a pdf or print the rates.

Note: Plan Rates are not available for Grandfathered or Transitional Relief Groups

Plan Rates

Show Rates for Effective Date:

All Dates

☐ All Dates

☐ 05/01/2021

☐ 01/01/2022

[Download PDF](#) [Print All Rates](#)

[Medical Plans](#) [Dental Plans](#) [Vision Plans](#)

Rates Effective 01/01/2022

Plan: 12527295	
OPTION 3 NY G MTRO GT 25/40/1250/80 EPO 22	
Employee Tier	Premium / Month
Employee Only	\$926.58
Employee & Spouse	\$1,853.16
Employee & Child	\$1,575.19
Employee & Family	\$2,640.75

Plan: 7755086	
OPTION 1 NY G LBTY NG 25/50/100 EPO ZD 22	
Employee Tier	Premium / Month
Employee Only	\$1,157.30
Employee & Spouse	\$2,314.60
Employee & Child	\$1,967.41
Employee & Family	\$3,298.31

Plan: 12608209	
OPTION 4 NY S MTRO GT 30/80/3500/70 EPO 22	
Employee Tier	Premium / Month
Employee Only	\$770.15
Employee & Spouse	\$1,540.30
Employee & Child	\$1,309.26
Employee & Family	\$2,194.93



10 | View Benefits

The **View Benefits** link allows you to view benefits for a specific plan.

The benefits are listed in alphabetical order. Click on a letter to go to benefits beginning with that letter.

Note: For **Level Funded** and **Oxford Fully Insured** groups, you will be able to view the detailed benefits of the plan as well as the programs they offer.

Note: This is not available for **UnitedHealthcare HMO** users.

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Plan Information

| GROUP NUMBER : [Change Group](#)

For future effective dates, documents will be available on or after plan effective date. If you need a Member or Employer Handbook for Dental or Vision with an effective date of 5/1/21 or later, please contact Client Services for assistance.

Enter partial or full Plan ID/Description to limit results.

FILTER BY

Description

Description

Medical

View Medical Rates >

Plan: 5318360 - FREEDOM HMO 30/50/3500 w/HRA | CT 30/50/3500/100 HMO

Coverage Dates
12/01/2020-11/30/2021

Employer Handbook

Member Handbook

Summary Benefit Coverage

View Benefits

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10 | Summary Benefit Coverage

The **Summary Benefits Coverage** link allows you to view the **Summary of Benefits and Coverage** for each plan.

You can filter the report to show only specific plans or all plans.

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Home Small Group Quote & Renewals Manage Members Billing & Payment **Plan & Rate Information** Reports Small Group Renewal Packages Commissions Resources

Plan Information

Plan Rates

Plan Information

| GROUP NUMBER [Change Group](#)

For future effective dates, documents will be available on or after plan effective date. If you need a Member or Employer Handbook for Dental or Vision with an effective date of 5/1/21 or later, please contact Client Services for assistance.

Enter partial or full Plan ID/Description to limit results.

FILTER BY

Description Description

Medical

[View Medical Rates >](#)

Plan: 5318360 - FREEDOM HMO 30/50/3500 w/HRA | CT 30/50/3500/100 HMO

Coverage Dates
12/01/2020-11/30/2021

[Employer Handbook](#) [Member Handbook](#)
[Summary Benefit Coverage](#) [View Benefits](#)

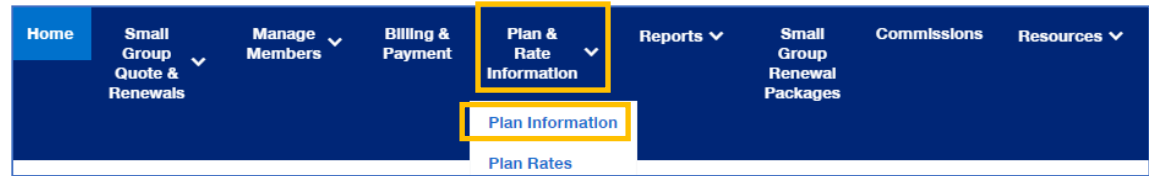


10 | Member Handbook

The **Member Handbook** link allows you to view the Member Handbook for each plan.

You can filter the report to show only specific plans or all plans.

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Plan Information

GROUP NUMBER [Change Group](#)

For future effective dates, documents will be available on or after plan effective date. If you need a Member or Employer Handbook for Dental or Vision with an effective date of 5/1/21 or later, please contact Client Services for assistance.

Enter partial or full Plan ID/Description to limit results.

FILTER BY

Description

Medical

[View Medical Rates >](#)

Plan: 5318360 - FREEDOM HMO 30/50/3500 w/HRA | CT 30/50/3500/100 HMO

Coverage Dates
12/01/2020-11/30/2021

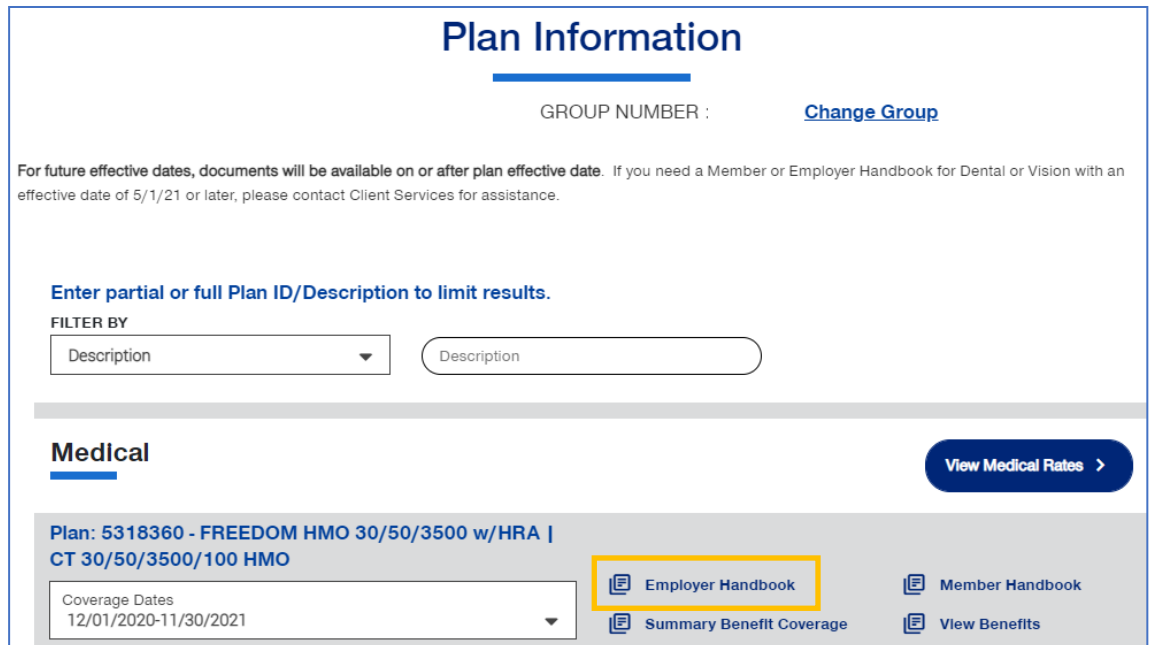
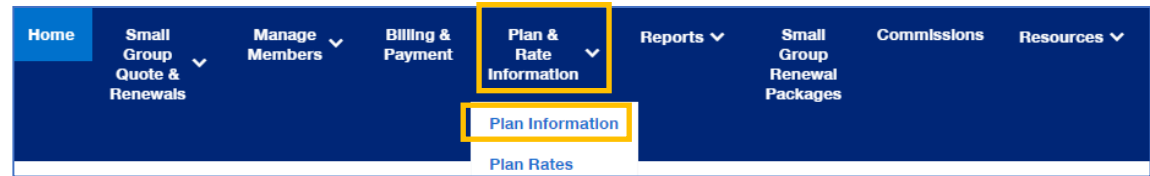
[Employer Handbook](#) [Member Handbook](#)
[Summary Benefit Coverage](#) [View Benefits](#)



10 | Employer Handbook

The **Employer Handbook** link allows you to view the Employer Handbook for each plan. You can filter the report to show only specific plans or all plans.

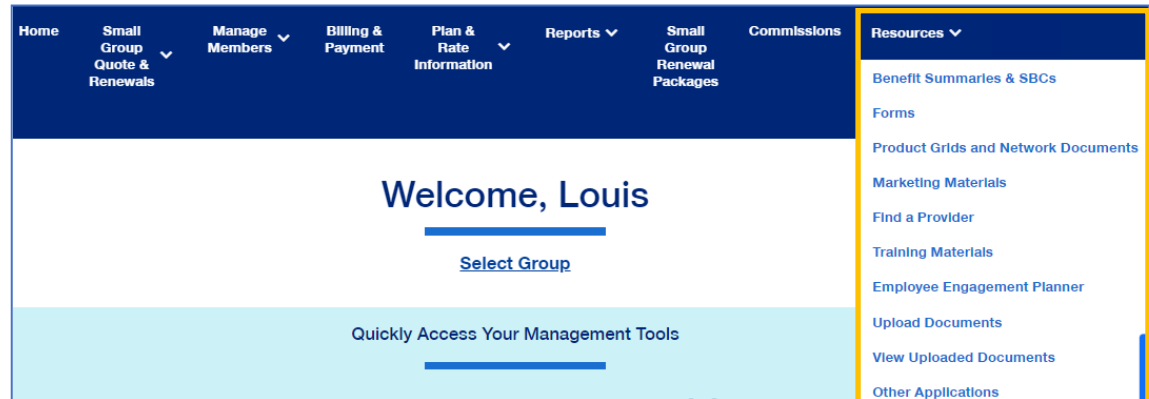
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11 | Resources

The **Resources** tab provides access to the following:

- **Benefit Summaries & SBC** – Access to Benefit Summary or SBC (Summary of Benefit Coverage) for specific funding type and state
- **Forms** – Forms for employers and employees, including applications, prescription drug lists, HSA forms and claim forms
- **Product Grids and Network Documents** – Access to product grids, network brochures, other documents for medical and specialty across fully insured and level funded plans
- **Marketing Materials** – Information on UnitedHealthcare products and solutions, including behavioral health, pharmacy benefits, incentive and advocacy programs
- **Find a Provider** – Search for a Provider
- **Training Materials** – Resources, including guides, presentations and videos
- **Employee Engagement Planner** – Calendar and communications used to help employees stay engaged throughout the plan year
- **Upload Documents** – Upload specific documents
- **View Uploaded Documents** – Request specific documents for a Group
- **Other Applications** – Access to other applications



11 | Benefit Summaries & SBCs

The **Benefit Summaries & SBCs** option allows you to search for and download benefit summaries or the SBC (Summary of Benefit Coverage) by funding type and state.

1. Click the **Benefit Summaries & SBCs** link. The **Benefit Summaries & SBCs** screen displays.
2. Select **Medical & Pharmacy, Dental, Vision** or **STD, LTD, Life**. Medical & Pharmacy is the default.
3. In **Filter Document**, use the drop downs to select funding type and state.

Note: Your drop down selection might require other fields to be entered.

The screenshot displays the 'Benefit Summaries & SBCs' page in the United eServices system. The navigation bar at the top includes links for Home, Small Group Quote & Renewals, Manage Members, Billing & Payment, Plan & Rate Information, Reports, Small Group Renewal Packages, Commissions, and Resources. The 'Resources' dropdown menu is open, showing 'Benefit Summaries & SBCs' as the selected option, indicated by a yellow box and a yellow circle with the number '1'. Below the navigation bar, a welcome message for 'Louis' is displayed, followed by a 'Select Group' link. The main content area is titled 'Benefit Summaries & SBCs' and features a filter section on the left and a search section on the right. The filter section includes dropdowns for 'Funding Type' and 'State', and a text input for 'Medical Plan Code'. The search section includes a search icon and a text input for search criteria. A yellow box highlights the 'Medical & Pharmacy' filter option, and a yellow circle with the number '2' is next to it. Below the filter and search sections, a message states: 'To find a Benefit Summary or SBC (Summary of Benefit Coverage) for download, please select from the required fields below. If you don't see your Middle Market Medical and RX plan combination for Benefit Summaries, please try on United eServices.'

Filter Documents

Funding Type*
Select a Funding Type

State*
Select a State

Medical Plan Code
[Text Input]

Search

Search to Display Results

We're ready to find what you're looking for!

Enter your search criteria in the sidebar to the left, and we'll display the relevant results here for you to browse, download, or print.



11 | Benefit Summaries & SBCs (continued)

- 3. Click **Search**. The search results will return in the window.
- 4. Click the specific link to download the document you need.

Medical & Pharmacy [36]

To find a Benefit Summary or SBC (Summary of Benefits and Coverage) for your plan, click on the link below. Middle Market Medical and RX plan combination

Filter Documents

Funding Type*
Fully Insured

Group Size*
☒ Small Business [2-50]
☐ Middle Market [51-100]

State*
Alabama

Plan Year*
2021

Medical Plan Code
AU8M

Search

3

Filter Documents

Funding Type*
Level Funded

Product Type*
UnitedHealthcare Level Funded

State*
Alabama

Effective Date*
08/01/2022

Coverage Type*
Family

Your Search Returned 11624 Documents

Enter keyword to filter Results
ex: Plan Code , Plan Description (3 character)

4

AdvE1000 - RX2

Benefit Summary

SBC

AdvE100021 - RX4 ADV

Benefit Summary

SBC

AdvE100021B - RX4 ADVB

Benefit Summary

SBC

AdvE1000CN - RX2

Benefit Summary

SBC



11 | Forms

The **Forms** link provides access to forms for employers and employees, including applications, prescription drug lists, HSA forms and claim forms

1. Click the **Forms** link. The **Forms** screen displays.
2. You can click on the links for (1) **Plans and Networks Documents** or (2) **Marketing Materials for employers**, or (3) select a state to access forms for that state. In addition to State, you can also select a Group Size.

Note: Some categories of documents are organized in accordion folders. Use the right arrow to expand or collapse the accordion.

When you access the forms for the state, you can click the **View PDF** button to display the form.

The screenshot shows the 'Forms' page interface. At the top is a dark blue navigation bar with links: Home, Small Group Quote & Renewals, Manage Members, Billing & Payment, Plan & Rate Information, Reports, Small Group Renewal Packages, Commissions, and Resources. A sub-menu under Resources includes 'Benefit Summaries & SBCs' and 'Forms' (highlighted with a yellow box and callout 1). The main content area has a 'Forms' header (callout 1) and a description: 'Get the latest forms for employers and employees, including applications, Prescription Drug Lists (PDLs), HSA forms, claims forms and more.' Below this is a section titled 'Looking for Plans and Networks documents or Marketing Materials?' containing two links: 'Plans and Networks documents' (callout 2) and 'Marketing Materials for employers'. Further down is a filter section with three dropdowns: 'State' (set to 'Select state'), 'Group Size' (set to '2-50'), and 'Language' (set to 'English'). A red message below reads 'Select a state above to get started.' Below the filter section is a list of results. The first result is titled 'Installments, Applications, and Enrollments' with a document ID '9FC68AFE-48BF-429D-BE3A-38A77B48A51F (1).PDF | Alabama | 10+ Full Packet'. The second result is 'CAL | Alabama | 2-50 Full Packet'. Both results have a 'View PDF' button (callout 2) highlighted with a yellow box.



11 | Product Grids and Networks Documents

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The **Product Grids and Networks Documents** link provides access to product grids, network brochures and other documents for medical and specialty plans across fully insured and level funded plans.

1. Click the **Product Grids and Network Documents** link. The **Product Grids and Network Documents** screen displays.
2. You can (1) click the link to view **Benefit Summaries or SBCs** or (2) select a state to access forms for that state. In addition to State, you can also select a Plan Year and Group Size.

Note: Some categories of documents are organized in accordion folders. Use the right arrow to expand or collapse the accordion.

When you access the documents for the state, you can click the **View PDF** button to display the form.

The screenshot shows the 'Product Grids and Network Documents' page. At the top is a dark blue navigation bar with links: Home, Small Group Quote & Renewals, Manage Members, Billing & Payment, Plan & Rate Information, Reports, Small Group Renewal Packages, Commissions, and Resources. The 'Resources' dropdown is open, showing 'Benefit Summaries & SBCs', 'Forms', 'Product Grids and Network Documents' (highlighted with a yellow box and callout 1), 'Marketing Materials', 'Find a Provider', 'Training Materials', 'Employee Engagement Planner', 'Upload Documents', 'View Uploaded Documents', and 'Other Applications'. Below the navigation bar is a 'Welcome, Louis' section with a 'Select Group' link. A light blue banner reads 'Quickly Access Your Management Tools'. The main content area is titled 'Product Grids and Network Documents' with a subtitle: 'Get access to plan grids, network brochures and other documents for medical and specialty plans across fully insured and level funding plans.' A yellow box with callout 1 contains a link: 'If you are looking for Benefit Summaries or SBC's click here.' Below this is a filter section with three dropdowns: 'Plan Year' (2023, callout 2), 'State' (Select state, callout 2), and 'Group Size' (2-50). A red message says 'Select a state above to get started.' Below the filters is a section for 'Plans' showing 'RENPKG | Alabama | 2-50 | 2022'. A yellow box with callout 2 highlights the 'View PDF' button.



11 | Marketing Materials

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The **Marketing Materials** link Information on UnitedHealthcare products and solutions, including behavioral health, pharmacy benefits, incentive programs and advocacy programs.

1. Click the **Marketing Materials** link. The **Marketing Materials** screen displays.
2. You can (1) access the Employee Engagement Planner by clicking the link or (2) select a state to access marketing materials for that state.

When you access the marketing materials for the state, you can click the **View** or **View PDF** button to display the document.

Home Small Group Quote & Renewals Manage Members Billing & Payment Plan & Rate Information Reports Small Group Renewal Packages Commissions Resources

Benefit Summaries & SBCs
Forms
Product Grids and Network Documents
Marketing Materials
Find a Provider
Training Materials
Employee Engagement Planner
Upload Documents

Welcome, Louis

Select Group

Quickly Access Your Management Tools

Marketing Materials

Get up-to-date information on the most valuable UnitedHealthcare products and solutions, including behavioral health, pharmacy benefits, incentive programs, advocacy programs and more.

Looking for member documents to share with employees? Visit the Employee Engagement Planner

The Employee Engagement Planner has helpful materials to share directly with members at the right time during the plan year, helping maximize employee engagement.

Visit the [Employee Engagement Planner](#)

State Language

Select state English

Select a state above to get started.

Member Experience

If you're looking for documents to share with members, visit [Employee Engagement Planner](#)

DOCNM0001 Alabama	View
DOCNM0001 Select markets	View
Experience Material	View PDF
TestMixedCase Alabama	View PDF



11 | Find a Provider

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The **Find a Provider** tab allows you to search for a provider for a specific plan.

Note: If you have not entered a Group Number previously, you will be asked to search for and find your Group prior to requesting materials.

Note: The screens will vary based on your selection:

- **Oxford & Oxford Level Funded**
- **UnitedHealthcare Level Funded**
- **UnitedHealthcare HMO**
- **UnitedHealthcare Freedom Plans**
- **UnitedHealthcare Fully Insured**
- **United Behavioral Health, or**
- **Prescription Drug Lists.**

Find a Provider: Oxford

1. Click **Find a Provider**. The **Provider Search** screen displays.
2. Click **Oxford & Oxford level Funded**.
3. Select the Oxford plan you are looking for.

Home Small Group Quote & Renewals Manage Members Billing & Payment Plan & Rate Information Reports Small Group Renewal Packages Commissions Resources

Benefit Summaries & SBCs
Forms
Product Grids and Network Documents
Marketing Materials
Find a Provider
Training Materials
Employee Engagement Planner
Upload Documents

Welcome, Louis
[Select Group](#)

Quickly Access Your Management Tools

Provider Search

United Healthcare Oxford
Oxford & Oxford Level Funded

United Healthcare
UnitedHealthcare Level Funded

United Healthcare
UnitedHealthcare HMO

United Healthcare
United Healthcare Freedom Plans

United Healthcare
UnitedHealthcare Fully Insured

United Healthcare
United Behavioral Health

United Healthcare
Prescription Drug Lists

What Oxford plan are you looking for?

You can find your plan name on the front of your member ID card in the bottom right corner.

Metro

Freedom



11 | Find a Provider (continued)

[TABLE OF CONTENTS](#)

4. Enter the location of your provider and click Continue.
5. Enter the type of provider and click Search. A list of providers will be shown. You can filter the results if needed.

What location do you want to find a provider in?

Enter a street address, city & state or 5 digit zip code.

4

Street Address, City & State, Zip Code

CONTINUE

What type of **Medical Care**
can we help you find near:

Birmingham, AL
[CHANGE LOCATION](#)

5

Search by provider, service, or condition

[SEARCH](#)

CHOICE PLUS

[CHANGE PLAN](#)



Results for **All Primary Care Providers**

Office Visit - Primary Doctor - Established Patient - Low Complexity

Total average cost in your area: \$44 - \$69

5

[NEW SEARCH](#)

[VIEW MAP](#)



1357 **In-Network Providers** Found Near 35203

[Reset Results](#)

SORT RESULTS BY: [PREFERRED PROVIDERS](#)

Filter Results by Provider Name

[FILTER](#)

Refine Results

Changing a search results filter will reload the page immediately.

LOCATION

WHERE

Birmingham, AL

With the spread of COVID-19, please call your provider's office before you go to confirm their availability, location, service options—including telemedicine—and any precautions you should take.

Any cost information on this page is an estimate only. See more information below about participating providers, available services and these estimates.



Crenshaw, James H, MD
Internal Medicine



11 | Find a Provider (continued)

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Find A Provider: Level Funded


1. Select **Find a Provider**.
2. Click **UnitedHealthcare Level Funded**.
3. Select the state where your provider resides.
4. Select a plan in the specific state.


The screenshot shows the UnitedHealthcare website's provider search process. It includes a navigation menu with 'Find a Provider' highlighted, a 'Provider Search' section with three plan options, a state selection dropdown, and a plan selection dropdown.


Resources **Commissions** **App**

- Benefit Summaries & SBCs
- Forms
- Product Grids and Network Documents
- Marketing Materials
- Find a Provider** (1)

Provider Search


Oxford & Oxford Level Funded


UnitedHealthcare Level Funded (2)


UnitedHealthcare HMO

In what state are you looking for a provider?

Alabama (3)

Alaska

Select a plan in Alabama.

Charter

Choice (4)



11 | Find a Provider (continued)

[TABLE OF CONTENTS](#)

5. Enter the location of your provider and click Continue.
6. Enter the type of provider and click Search. A list of providers will be shown. You can filter the results if needed.

What location do you want to find a provider in?

Enter a street address, city & state or 5 digit zip code.

5

Street Address, City & State, Zip Code

CONTINUE

What type of **Medical Care**
can we help you find near:

Birmingham, AL
[CHANGE LOCATION](#)

6

Search by provider, service, or condition

[SEARCH](#)

CHOICE PLUS

[CHANGE PLAN](#)



Results for **All Primary Care Providers**

Office Visit - Primary Doctor - Established Patient - Low Complexity

Total average cost in your area: \$44 - \$69

6

[NEW SEARCH](#)

[VIEW MAP](#)



1357 In-Network Providers Found Near 35203

[Reset Results](#)

SORT RESULTS BY: [PREFERRED PROVIDERS](#)

Filter Results by Provider Name

[FILTER](#)

Refine Results

Changing a search results filter will reload the page immediately.

LOCATION

WHERE

Birmingham, AL

With the spread of COVID-19, please call your provider's office before you go to confirm their availability, location, service options—including telemedicine—and any precautions you should take.

Any cost information on this page is an estimate only. See more information below about participating providers, available services and these estimates.



Crenshaw, James H, MD
Internal Medicine



11 | Find a Provider (continued)

[TABLE OF CONTENTS](#)

Find A Provider: UnitedHealthcare HMO

1. Select **Find a Provider**.
2. Click **UnitedHealthcare HMO**.
3. Select the state where your provider resides.
4. Select a network in the state you selected.

The screenshot shows the UnitedHealthcare website's provider search process. At the top, a navigation bar includes 'Resources' and 'Commissions'. A dropdown menu under 'Resources' lists 'Benefit Summaries & SBCs', 'Forms', 'Product Grids and Network Documents', 'Marketing Materials', and 'Find a Provider' (highlighted with a yellow box and a yellow circle with the number 1). Below this is the 'Provider Search' section. It features three UnitedHealthcare logos with their respective plans: 'Oxford & Oxford Level Funded', 'UnitedHealthcare Level Funded', and 'UnitedHealthcare HMO' (highlighted with a yellow box and a yellow circle with the number 2). Below the logos, a text prompt says 'To search for doctors, clinics or facilities, choose the state where you live' with a yellow circle with the number 3. Underneath are four state map icons: California, Oklahoma, Oregon, and Washington. Below the maps, a text prompt says 'Select a network in California' with a yellow circle with the number 4. Underneath are two network options: 'SignatureValue Advantage HMO' and 'SignatureValue Alliance HMO'.

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12 | Find a Provider (continued)



Enter a zip code or city in California to refine your provider search

5. Enter the location of your provider and click **Continue**. A **Primary Care Provider Information** screen displays. Click **Continue** again.
6. Enter the type of provider and click **Search**. A list of providers will be shown. You can filter the results if needed.

5

What type of **Medical Care** can we help you find near:

Los Angeles, CA
[CHANGE LOCATION](#)

[SEARCH](#)

CHOICE PLUS

CHANGE PLAN >

[<](#) Results for **All Primary Care Providers** [NEW SEARCH](#)
[Office Visit - Primary Doctor - Established Patient - Low Complexity](#) [VIEW MAP](#)
Total average cost in your area: \$44 - \$69

✓ 1357 **In-Network Providers** Found Near 35203 [Reset Results](#)

SORT RESULTS BY: [PREFERRED PROVIDERS](#)

[FILTER](#)

Refine Results

Changing a search results filter will reload the page immediately.


LOCATION

WHERE

Birmingham, AL

With the spread of COVID-19, please call your provider's office before you go to confirm their availability, location, service options—including telemedicine—and any precautions you should take.

Any cost information on this page is an estimate only. See more information below about participating providers, available services and these estimates.



Crenshaw, James H, MD
Internal Medicine

6

6



11 | Find a Provider (continued)

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Find A Provider: UnitedHealthcare Freedom Plans

1. Select **Find a Provider**.
2. Click **UnitedHealthcare Freedom Plans**.
3. Select the plan you need.

Resources **Commissions** **App**

- Benefit Summaries & SBCs
- Forms
- Product Grids and Network Documents
- Marketing Materials
- Find a Provider**

Provider Search

United Healthcare Oxford
Oxford & Oxford Level Funded

United Healthcare
UnitedHealthcare Level Funded

United Healthcare
UnitedHealthcare HMO

United Healthcare
United Healthcare Freedom Plans

United Healthcare
UnitedHealthcare Fully Insured

United Healthcare
United Behavioral Health

What plan are you looking for?

You will find your plan name on the bottom-right corner of your member ID card.

Individual and Family State Exchanges

All Savers Health Plans

Charter / Charter Balanced




11 | Find a Provider (continued)


4. Select **Individual and Family** or **SHOP (Small Business Health Plan Options Program)**.
5. Select the specific state you need.
6. Select the network in your state.

Which type of Health Insurance Marketplace?

This website is not the Health Insurance Marketplace website. This website is designed to provide you with resources to help you find network providers.



Individual and Family
Choose this for yourself or your dependents



SHOP (Small Business Health Options Program)
Choose this for your business

4

In which state do you live?


Arizona

Maryland

Massachusetts

5

Select a network in Arizona

AZ Compass HMO 

AZ Compass HMO

6



11 | Find a Provider (continued)

7. Enter the location of your provider and click **Continue**. A **Primary Care Provider Information** screen displays. Click **Continue** again.
8. Enter the provider search criteria and click **Search**. A list of providers will be shown. You can filter the results if needed.

What location do you want to find a provider in?

Enter a street address, city & state or 5 digit zip code.

Street Address, City & State, Zip Code

7

Continue

What type of **Medical Care** can we help you find near:

Los Angeles, CA
CHANGE LOCATION

8

Search by provider, service, or condition

Q SEARCH

<

Search Results

8

Search by provider, service, or condition

Q Search

Refine Results

Changing a search results filter will reload the page immediately.

- ☒ All Results (37)
- ☐ Health Care Professionals (6)
- ☐ Clinics and Facilities (27)

37 Results for 'primary health, primary health care' Near 85004

With the spread of COVID-19, please call your provider's office before you go to confirm their availability, location, service including telemedicine—and any precautions you should take.

Federally Qualified Health Center (FQHC)

Specialty



11 | Find a Provider (continued)

[TABLE OF CONTENTS](#)

Find A Provider: UnitedHealthcare Fully Insured

1. Select **Find a Provider**.
2. Click **UnitedHealthcare Fully Insured**.
3. Select whether you are a UHC member just viewing UHC plan options.
4. Select the plan you need.

The screenshot displays the UnitedHealthcare website's navigation and search interface. On the left, a sidebar menu lists various resources, with 'Find a Provider' highlighted by a yellow box and a yellow circle containing the number 1. The main content area is titled 'Provider Search' and features a grid of plan options, each with the UnitedHealthcare logo and a name. A yellow circle with the number 2 is placed over the 'UnitedHealthcare Fully Insured' option. Below this grid, a large section asks 'Are you a current UHC member or are you shopping for a health plan?'. It contains two circular buttons: 'UHC Member' (with a medical cross icon) and 'Shopping Around' (with a shopping cart icon). A yellow circle with the number 3 is positioned between these two buttons. Below the 'Shopping Around' button, the text 'View your UHC plan options' is visible. At the bottom, another section titled 'What plan are you looking for?' provides a hint: 'You will find your plan name on the bottom-right corner of your member ID card.' This section lists three plan types: 'Individual and Family State Exchanges', 'All Savers Health Plans' (highlighted with a yellow circle and the number 4), and 'Charter / Charter Balanced'.

Resources **Commiss**

Benefit Summaries & SBCs
Forms
Product Grids and Network
Marketing Materials
Find a Provider 1

Provider Search

Oxford & Oxford Level Funded UnitedHealthcare Level Funded UnitedHealthcare HMO
United Healthcare Freedom Plans UnitedHealthcare Fully Insured 2 United Behavioral Health

Are you a current UHC member or are you shopping for a health plan?

UHC Member 3 Shopping Around
You have UnitedHealthcare View your UHC plan options

What plan are you looking for?

You will find your plan name on the bottom-right corner of your member ID card.

Individual and Family State Exchanges
All Savers Health Plans 4
Charter / Charter Balanced



11 | Find a Provider (continued)

5. Enter the location of your provider and click **Continue**. A **Primary Care Provider Information** screen displays. Click **Continue** again.
6. Enter the provider search criteria and click **Search**. A list of providers will be shown. You can filter the results if needed.

What location do you want to find a provider in?

Enter a street address, city & state or 5 digit zip code.

Street Address, City & State, Zip Code

5

Continue

What type of **Medical Care** can we help you find near:

Los Angeles, CA
CHANGE LOCATION

6

Search by provider, service, or condition

🔍 SEARCH

⏪

Search Results

6

Search by provider, service, or condition

🔍 Search

Refine Results

Changing a search results filter will reload the page immediately.

- ☒ All Results (37)
- ☐ Health Care Professionals (6)
- ☐ Clinics and Facilities (27)

37 Results for 'primary health, primary health care' Near 85004

With the spread of COVID-19, please call your provider's office before you go to confirm their availability, location, service including telemedicine—and any precautions you should take.

🏠

Federally Qualified Health Center (FQHC)

Specialty



11 | Find a Provider (continued)

[TABLE OF CONTENTS](#)

Find A Provider: United Behavioral Health

1. Select **Find a Provider**.
2. Click **United Behavioral Health**.
3. Enter the search criteria and click Search. The list of providers will be shown.

The screenshot displays the United Behavioral Health Provider Search interface. At the top, a navigation bar includes 'Resources' and 'Commissions'. A dropdown menu under 'Resources' is open, showing options like 'Benefit Summaries & SBCs', 'Forms', 'Product Grids and Network Documents', 'Marketing Materials', and 'Find a Provider' (highlighted with a yellow box and a yellow circle with the number 1). Below this, a grid of United Healthcare logos is shown, with 'United Behavioral Health' highlighted by a yellow circle with the number 2. The main section is titled 'Find a Provider' and includes the text 'Find therapists, psychiatrists, or other clinics in your network.' Below this is a search bar with a magnifying glass icon, a text input field containing 'Enter provider name, keyword or leave blank', a location input field containing 'Eden Prairie, MN 55344', and a 'Search' button. A yellow circle with the number 3 is placed over the search bar. Below the search bar, a message states 'You can filter by provider types and service descriptions on the next page.' The bottom section shows search results for 'Leah Willett' and 'Melanie Vankuiken', both BCBA providers. A 'Refine Results' sidebar on the left includes options for 'Sort By' (Distance), 'Within' (25 Miles), 'Search Filters', 'Coverage/Plan Type' (Medicare, Medicaid, Commercial), 'Schedule Online', and 'virtual visit (Online Therapy)'. A yellow circle with the number 3 is placed over the provider details for Leah Willett.



11 | Find a Provider (continued)

[TABLE OF CONTENTS](#)

Find A Provider: Prescription Drug Lists

1. Select **Find a Provider**.
2. Click **Prescription Drug Lists**.
3. Click the specific link to display the drug list you need.

The screenshot displays the UnitedHealthcare website interface. On the left, a navigation menu under 'Resources' includes links for 'Benefit Summaries & SBCs', 'Forms', 'Product Grids and Network Documents', 'Marketing Materials', and 'Find a Provider'. The 'Find a Provider' link is highlighted with a yellow box and a yellow circle containing the number 1. To the right, the 'Provider Search' section shows various UnitedHealthcare plans, including 'Oxford & Oxford Level Funded', 'UnitedHealthcare Level Funded', 'UnitedHealthcare HMO', 'United Healthcare Freedom Plans', 'UnitedHealthcare Fully Insured', 'United Behavioral Health', and 'Prescription Drug Lists'. The 'Prescription Drug Lists' link is highlighted with a yellow circle containing the number 2. Below this, the 'Prescription Drug Lists' section is highlighted with a yellow circle containing the number 3. This section includes a sidebar with 'Pharmacy benefits' links, a main heading 'Prescription Drug Lists', a subheading 'Check your PDL to stay updated on your pharmacy coverage', a paragraph explaining PDLs, a 'Sign in to view the PDL for your plan' button, a 'Select your plan to sign in' dropdown, and sections for 'Health Insurance Marketplace and Small and Large Group plans', 'Individual and SHOP Marketplace Drug Lists (On-Exchange)', and 'Small Group and Large Group Drug Lists (Off-Exchange)'.

Resources **Commissioner**

Benefit Summaries & SBCs

Forms

Product Grids and Network Documents

Marketing Materials

Find a Provider 1

Provider Search

United Healthcare Oxford
Oxford & Oxford Level Funded

United Healthcare
UnitedHealthcare Level Funded

United Healthcare
UnitedHealthcare HMO

United Healthcare
United Healthcare Freedom Plans

United Healthcare
UnitedHealthcare Fully Insured

United Healthcare
United Behavioral Health

United Healthcare
Prescription Drug Lists 2

Pharmacy benefits

Prescription Drug Lists

Pharmacy programs

Oxford pharmacy network

Pharmacy FAQ

3

Prescription Drug Lists

Check your PDL to stay updated on your pharmacy coverage

A Prescription Drug List (PDL) – also called a formulary – is a list of commonly used medications, organized into cost levels, called tiers. These costs are decided by your employer or health plan. View your PDL to learn what's covered by your plan.

Sign in to view the PDL for your plan

Select your plan to sign in

Health Insurance Marketplace and Small and Large Group plans

Learn about PDLs for health plans available through the Health Insurance Marketplace (also called State Exchange plans), Small Business Health Options Program (SHOP) and Small Group and Large Group plans.

Individual and SHOP Marketplace Drug Lists (On-Exchange)

- Individual Health Insurance Marketplace (if selecting a plan on your own)
- SHOP Marketplace (If selecting a plan through your job)

Small Group and Large Group Drug Lists (Off-Exchange)

- Prescription Drug Lists
- Medical Drug Lists



11 | Training Materials

The **Training Materials** link allows you to access training resources, including guides, presentations and videos.

- 1. Click the **Training Materials** link. The **Training Materials** screen displays.
- 2. Enter the search criteria to display links to the materials you need.

Home

Small Group Quote & Renewals

Manage Members

Billing & Payment

Plan & Rate Information

Reports

Small Group Renewal Packages

Commissions

Resources

Benefit Summaries & SBCs

Forms

Product Grids and Network Documents

Marketing Materials

Find a Provider

Training Materials

Employee Engagement Planner

Upload Documents

Welcome, Louis

Select Group

Quickly Access Your Management Tools

Training Materials

1

Find resources to assist you in utilizing uhceservices, SAMx and SAMx - Level Funded, including guides, presentations, and videos.

Select a Brand

Please Select

Select a State

Please Select

Select a Product Type

Please Select

Select a Group Size

Please Select

2

Select filters above to get started.

Select a Brand

UnitedHealthcare

Select a State

Alabama

Select a Product Type

Medical

Select a Group Size

2-50

Training Internal

SAMx

uhceservices.com



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Note: The **Employee Engagement Planner** is not used by **UnitedHealthcare HMO** users.

- Home
Small Group Quote & Renewals
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Marketing Materials
Find a Provider
Training Materials
Employee Engagement Planner
Upload Documents
View Uploaded Documents
Other Applications

Home View for Louis
Select Group

Quickly Access Your Management Tools

1

Employee Engagement Planner

GROUP NUMBER :
Change Group

You care about the health of your employees and want to keep them up on all their health plan has to offer, but you've got enough on your plate. The Employee Engagement Planner provides you with all the communications you need to help your employees stay engaged with their health — and health plan — throughout the plan year.

2

View Calendar

View content calendars to make it easier to keep your employees informed throughout the plan year.

View All Topics

Find ready-to-send employee emails, fliers and brochures organized by topic.

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3. **View Calendar** – Select a group to see documents based on group brand and effective date. Important communications that can be downloaded and sent to employees.

Calendar

3

MILESTONES BEHAVIORAL SERVICES INC. | GROUP NUMBER : 1048476

Change Group

The calendar makes it easier to keep employees informed on the most important topics throughout the plan year. Select your group to automatically display communications on a variety of topics. You can save your group's calendar to your favorites for future use. Click on the calendar event to access and download the communications to send out to employees.

MILESTONES B...

JUN01'21-UHC

Add New Calendar

Select Brand

☐ UnitedHealthcare
 ☐ Oxford
 ☐ UnitedHealthcare Level Funded

Select Effective Date

Please Select

When selecting multiple filter options, select Apply.

Apply

Reset

<

>

today

June 2021

month

week

day

Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	31	1	2	3	4	5
			UHC Welcome Brochure			
6	7	8	9	10	11	12
		UHC Premium Designation				
13	14	15	16	17	18	19
		UHC myUHC.com				
20	21	22	23	24	25	26
		UHC Optum FDX				
27	28	29	30	1	2	3
			UHC Cost of Care			

11 | Employee Engagement Planner (continued)

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4. **View All Topics** - Links to topics that can be shared with employees.

When you click on a topic, you will see filters that allow you to download topics in different formats (brochure, email, flier) when available.

View All Topics 4

Select the topic you're interested in to find communications to share with employees.

**Before the Plan Begins**

- Waiting for Coverage to Start
- Getting Started Checklist

**Help Employees Understand Their Plan**

- Health and wellness programs
- Ways to access care
- Ways to access their health plan
- Ways to lower costs
- ER Redirection

**Welcome Employees**

- Welcome Brochure
- Premium Designation Program
- OptumRx®

**Seasonal Reminders**

- Flu Shots
- Annual Checkups

View All Topics Category

Before the Plan Begins

Filter Options

Category Type

☐ Brochure

☐ Email

☐ Flier

☐ Select All

Product Brand

☐ UnitedHealthcare

☐ Oxford

☐ UnitedHealthcare Level Funded

States

☐ Connecticut

☐ New York

☐ New Jersey

☐ Select All


Apply **Reset**

UHC New Member Checklist

5 steps for your employees to take after getting their health plan ID card.

Choose a Communication Type:

Flier **Email**




UHC Waiting For Coverage to Start

Actions your employees can take before their health plans begin.

Choose a Communication Type:

Flier **Email**




Oxford New Member Checklist

5 steps for your employees to take after getting their health plan ID card.

Choose a Communication Type:

Flier **Email**



11 | Upload Documents

The **Upload Documents** tab allows you to select and upload a specific document. **This only applies if you have permission to upload documents.**

Note: Access to **Upload Documents** is available only to users with the following roles:

- Internal Portal Admin
- Internal Risk Management
- Internal SAMx Admin
- Internal Service
- Internal Underwriting
- Internal Sales
- Employer Lead
- Employer User
- Broker Lead with User Maintenance
- Standard Broker without Commissions
- Broker View Only
- Standard Broker with Commissions

Note: If you have not entered a Group Number previously, you will be asked to search for and find your Group prior to requesting the document.

1. Click the **Upload Documents** link. The **Upload Documents** screen displays.

11 | Upload Documents (continued)

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2. Use the **Document Name** drop-down to select the document you need to upload.
3. Click the **Select Document for Upload** box and attach the document for upload. Repeat this if needed by clicking **Add Row**. You can upload up to five documents at one time.
4. Click **Upload**. A “successfully uploaded” confirmation message will display.

The screenshot illustrates the document upload process in three stages, each within a separate form container.

Step 2: The first container shows the 'Document Name *' dropdown menu open, displaying a list of document types. A yellow circle with the number '2' highlights the dropdown. The list includes: Select One, Annual Certification, Binder Check Payments and Paper Group Submission, Common Law Employee Attestation, Common Ownership Certification Form, Employer Information Form (highlighted in blue), Healthy NY Recertification, Miscellaneous, and Professional Employer Association Certification Form.

Step 3: The second container shows the 'Document Name *' dropdown set to '1099 Attestation Form'. The 'Select Document for Upload *' field contains a green square icon and the text 'Decision 2.jpg'. A yellow circle with the number '3' highlights this field. An 'Add Row +' button is visible in the bottom right corner.

Step 4: The third container shows the 'Document Name *' dropdown set to '1099 Attestation Form'. The 'Select Document for Upload *' field contains a green square icon and the text 'Decision 2.jpg'. A yellow circle with the number '4' highlights the 'Upload' button. Below the 'Upload' button is a 'Clear Selections' button. A confirmation message is displayed: 'Document Decision 2.jpg successfully uploaded as 1099 ATTESTATION FORM. Document ID: 0902b2da80189d0c'.



11 | View Uploaded Documents

The **View Uploaded Documents** tab allows you to access documents that have been uploaded.

Note: If you have not entered a Group Number previously, you will be asked to search for and find your Group prior to requesting documents.

1. Click the **View Uploaded Documents** link. The **View Uploaded Documents** screen displays.
2. Click **Apply**. The report or reports that meet your search criteria will be shown at the bottom of the screen, including the name of who uploaded the documents.

Note: To change your search criteria, enter the **Document Name**, **Date Range** and/or **Group ID**. Click **Apply**. For **Date Range**, you cannot select more than 60 days in the past from current date.

3. Click **Download**. A message displays telling you the download was successful.

Note: If you click **Download** in one of the sections that contains a report, a pdf will be generated.

The screenshot shows the 'View Uploaded Documents' page. At the top is a navigation bar with links: Home, Small Group Quote & Renewals, Manage Members, Billing & Payment, Plan & Rate Information, Reports, Small Group Renewal Packages, Commissions, and Resources. The Resources dropdown is open, showing links like Benefit Summaries & SBCs, Forms, Product Grids and Network Documents, Marketing Materials, Find a Provider, Training Materials, Employee Engagement Planner, Upload Documents, and View Uploaded Documents (highlighted with a yellow box and a '1' in a yellow circle). Below the navigation bar is a 'Home View for Louis' section with a 'Select Group' link. A light blue banner reads 'Quickly Access Your Management Tools'. The main section is titled 'View Uploaded Documents' (with a '1' in a yellow circle). It contains three search filters: 'Select the Document Name' (dropdown menu with 'All' selected), 'Select the Date Range' (calendar icon and date range '04/21/2022 - 04/22/2022'), and 'Enter the Group ID' (text input field). A yellow box around the 'Apply' button is labeled with a '2' in a yellow circle. Below the filters is a table with columns: Group ID, Ingestion Date, Federal Tax ID, Uploaded By, and Document Name. The first row shows 'MISCELLANEOUS' and has a 'Download' button (with a download icon) highlighted by a yellow box and labeled with a '3' in a yellow circle. The second row shows 'WAGE AND TAX FORM' and also has a 'Download' button highlighted by a yellow box. A yellow arrow points from the 'Download' button in the second row to a 'Download Report' button (with a download icon) in a separate box at the bottom. Below this button is a green message: 'Your request to download the report is successful. You will be notified in the Message Center when your report is complete.'

Group ID	Ingestion Date	Federal Tax ID	Uploaded By	Document Name
	2022-04-21			MISCELLANEOUS
	2022-04-21			WAGE AND TAX FORM

11 | Other Applications

The **Other Applications** tab provides direct links to United eServices (UeS) and Employer eServices (EeS).

- 1. Click the **Other Applications** link. The **Other Applications** screen displays.

Home

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Other Applications

Home View for Louis

Select Group

Quickly Access Your Management Tools

Other Applications

1

<< 1 >>

United eServices (UeS)

United Healthcare

Market

Alabama, Alaska, Arizona, Arkansas, California, Colorado, Connecticut, Delaware, Florida, Georgia, Hawaii, Idaho, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Michigan, Minnesota, Mississippi, Missouri, Montana, Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oklahoma, Oregon, Pennsylvania, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Vermont, Virginia, Washington, West Virginia, Wisconsin, Wyoming

Carrier

UnitedHealthcare

Funding Type

Fully Insured

Product

Basic Life, Dental, Long Term Disability(LTD), Medical Short Term Disability(STD), Vision

Functionality

EEMS, Facets Commission Statements, Franchise Quoting (ACEC, AHP), Quoting, Renewal Packages, SAM

Go to United eServices

Employer eServices



12 | Commissions

The **Commissions** tab is used to search for and display a broker's commissions.

1. Click the **Commissions** tab. The **Commissions** screen displays.

Note: For Internal Sales roles, you will have to enter the Broker's PCIS ID to access the **Commissions** screen.

2. You have the following options:
 - You can display a specific statement by clicking the corresponding pdf link to download it. Then click on it to open it.
 - You can also download to an Excel file.
 - You can use the filters to bring up statements that meet your specific search criteria. You can search by **Business Segment** and/or **From Date** and **To Date**.

Note: How to read your statement – Click on the How to read your statement link to view a description of the statement and how to read it.

Note: For UnitedHealthcare HMO users, the commissions statement prefix will be "UHCOFCA."

Commissions

SAMPLE BROKER | [Change Broker](#)

If you do not see your Legacy AllSavers statement look on [UHone](#).

Filter By

Business Segment*

Show All

From Date*

01/18/2023

To Date*

07/17/2023

[Apply Filter\(s\) >](#)

Commission Statements

Now showing 6 statements from 01/18/2023 to 07/17/2023 [Clear Filters](#)

When should I see my latest statement? [View Statement Schedules >](#)

Business Segment	Statement Date		
UHC	05/16/2023	PDF	Excel
UHC	05/16/2023	PDF	Excel
UHC	04/04/2023	PDF	Excel
UHC	02/14/2023	PDF	Excel
UHC	01/31/2023	PDF	Excel



Appendix: Broker Roles and Permissions

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Broker Roles and Permissions												
Function	Broker Lead with User Maintenance	Standard Broker with Commissions	Standard Broker without Commissions	Standard Broker No Commissions or Notices	Broker View Only	Baseline Broker with Quote, Renewal, Commissions	Baseline Broker with Quote and Commissions	Baseline Broker with Quote	Baseline Broker with Renewal and Commissions	Baseline Broker with Renewal	Baseline Broker with Commissions	Baseline Broker with Quote and Renewal
Invite Broker users	Y	N	N	N	N	N	N	N	N	N	N	N
Invite a Broker user as a Lead or assign an existing Broker as Lead	Y	N	N	N	N	N	N	N	N	N	N	N
View, update, disable a Broker user's profile	Y	N	N	N	N	N	N	N	N	N	N	N
Invite Employer users	N	N	N	N	N	N	N	N	N	N	N	N
View Subscriber and Member lists	Y	Y	Y	Y	Y	N	N	N	N	N	N	N
View plan documents and benefits for an Employer group	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
View existing members within an Employer group	Y	Y	Y	Y	Y	N	N	N	N	N	N	N
Enroll, update, term new members within an Employer	Y	Y	Y	Y	N	N	N	N	N	N	N	N
Print or order a member's ID Card	Y	Y	Y	Y	Y	N	N	N	N	N	N	N
Quote new business (UeS, Project X, All Savers, Quick Quote)	Y	Y	Y	Y	Y	Y	Y	Y	N	N	N	Y
Renewals and Renewal Packages	Y	Y	Y	Y	Y	Y	N	N	Y	Y	N	Y
Renew existing business, view renewal packages for Employer groups with upcoming renewals	Y	Y	Y	Y	Y	Y	N	N	Y	Y	N	Y
View Commissions page	Y	Y	N	N	N	Y	Y	N	Y	N	Y	N
View MLR reports	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Access to the Billing and Payment page and ability to view bills	Y	Y	Y	Y	Y	N	N	N	N	N	N	N
View Member and Employee Handbooks	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Upload a document via the Upload Document screen	Y	Y	Y	Y	Y	N	N	N	N	N	N	N
View Banking Report	Y	Y	Y	Y	Y	N	N	N	N	N	N	N
View Account Overdue Balance Report	Y	Y	Y	N	Y	N	N	N	N	N	N	N
View Level Funded Report	Y	Y	Y	Y	Y	N	N	N	N	N	N	N
View Payment Integrity Report	Y	Y	N	N	N	N	N	N	N	N	N	N
View Claims Experience Reporting	Y	Y	Y	Y	N	N	N	N	N	N	N	N
View EDI Eligibility Report	Y	Y	Y	Y	N	N	N	N	N	N	N	N



Appendix: Employer Roles and Permissions

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Employer Roles and Permissions												
Function	Employer Lead	Employer User	Employer User with CER	Employer View Only	Employer View Only with CER	Employer View Only with Member Handbook	Employer User Without Member Handbook	Employer With Eligibility and Reporting	Employer With Eligibility	Employer With Billing	Employer With Reporting	Employer Member Management Only
Invite employer users	Y	N	N	N	N	N	N	N	N	N	N	N
Invite an employer user as a Lead or assign an existing employer as Lead	Y	N	N	N	N	N	N	N	N	N	N	N
Create, view, update and disable an employer user's profile	Y	N	N	N	N	N	N	N	N	N	N	N
View Member and Subscriber lists	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
View plan documents and benefits for an employer group	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	N
View members within an Employer group	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y
Enroll, update, term members within an Employer group	Y	Y	Y	N	N	N	N	N	N	N	N	Y
Print or order a Member's ID Card	Y	Y	Y	N	N	Y	N	N	N	N	N	Y
Access to the Billing and Payment page and ability to view bills	Y	Y	Y	Y	Y	N	Y	N	N	Y	N	N
View Member Handbook	Y	Y	Y	Y	Y	Y	N	N	N	N	N	N
View Employer Handbook	Y	Y	Y	Y	Y	N	Y	N	N	N	N	N
Upload a document via the Upload Document screen	Y	Y	Y	N	N	N	N	N	N	N	N	N
View Banking Report	Y	Y	Y	Y	Y	N	N	Y	N	Y	Y	N
View Level Funded Report	Y	Y	Y	N	N	N	N	Y	N	N	Y	N
View Payment Integrity Report	Y	Y	Y	N	N	N	N	Y	N	Y	Y	N
View Claims Experience Report	Y	Y	Y	N	Y	N	N	Y	N	Y	Y	N
View EDI Eligibility Report	Y	Y	N	N	N	N	N	N	Y	N	N	Y

Note: Several roles should not be selected unless instructed by UnitedHealthcare: Employer DST UHC Use Only, Employer Member Management Partner Use and Employer Member Mang Renewal.

