



Create your My Account Today!



With My Account you'll have information about your coverage, immediate access to view and print your ID cards and access to your claim history, including EOBs. Go to uhcsr.com/myaccount or download our UHCSR Mobile App from your app provider.

- View your benefits and coverage details
- View or print your ID card
- Review Action Center alerts and your messages
- Submit claims, check claim status and explanation of benefits (EOB)
- Review and respond to claim letters
- Update personal information
- Search for a preferred provider
- Provide other insurance information, accident details or Personal Representative Appointment
- Provide tax information for IRS Form 1095-B (not applicable to international students)

Signing up is as easy!

- 1** Visit uhcsr.com/myaccount and click Create Account.
- 2** Enter your First and Last Name, DOB and either your Email, Student ID or SR ID.
- 3** Create your Username and Password and click Next to activate your My Account.
- 4** Log-in using the Username and Password you just created.
- 5** Verify your identity using either your email or cell phone number. We'll send you a code to enter to complete your verification.

UnitedHealthcare StudentResources does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities.

- ATTENTION: Language assistance services, free of charge, are available to you. Please call 1-866-260-2723.
- ATENCIÓN: Si habla español (Spanish), hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al 1-866-260-2723.
- 請注意：如果您說中文 (Chinese)，我們免費為您提供語言協助服務。請致電：1-866-260-2723。

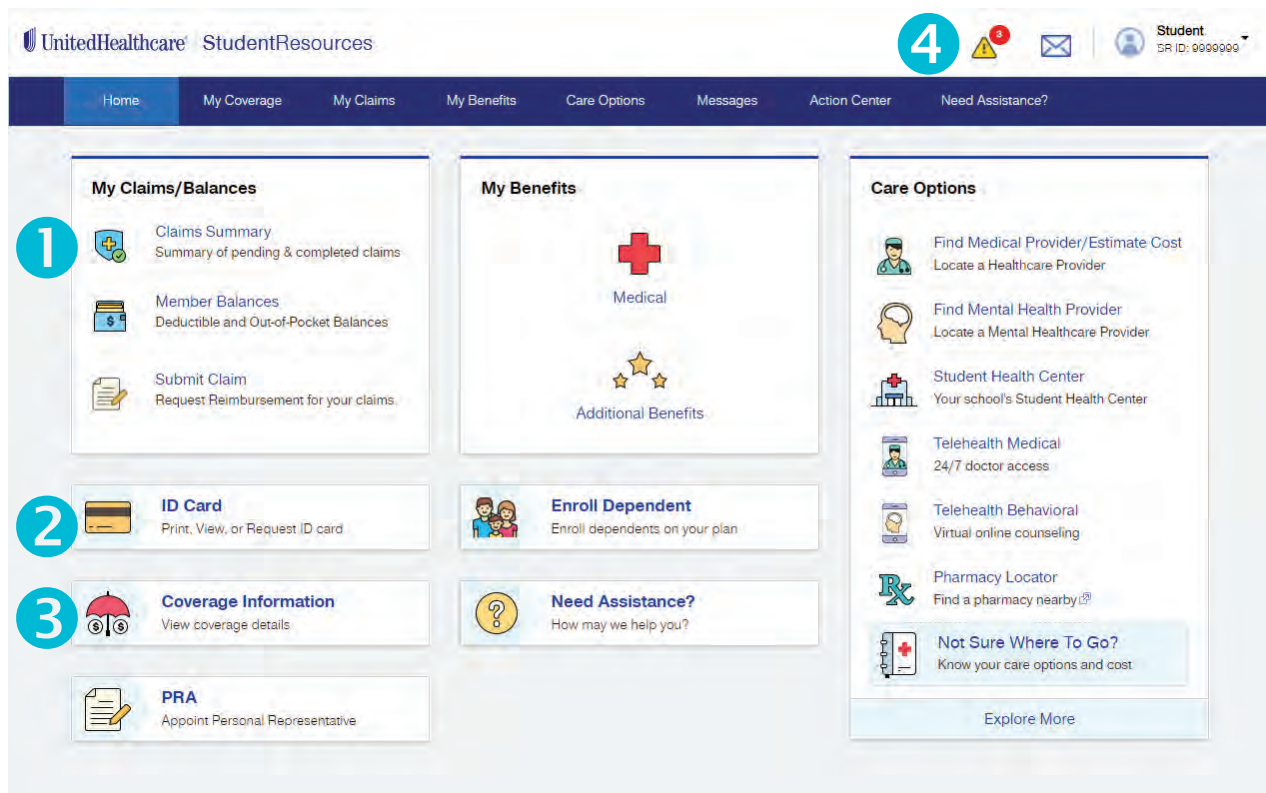
**United
Healthcare®**



My Account log in - create yours today.



With My Account, you have quick, easy and secure access to your health insurance information 24/7. Once you've created your My Account, log in with your username and password at www.uhcsr.com/myaccount. You'll have access to your account online at your own convenience.



1 Submit claims, review claim status & EOB's

2 View, print or download ID card

3 View benefits & coverage details

4 Review Action Center alerts & messages

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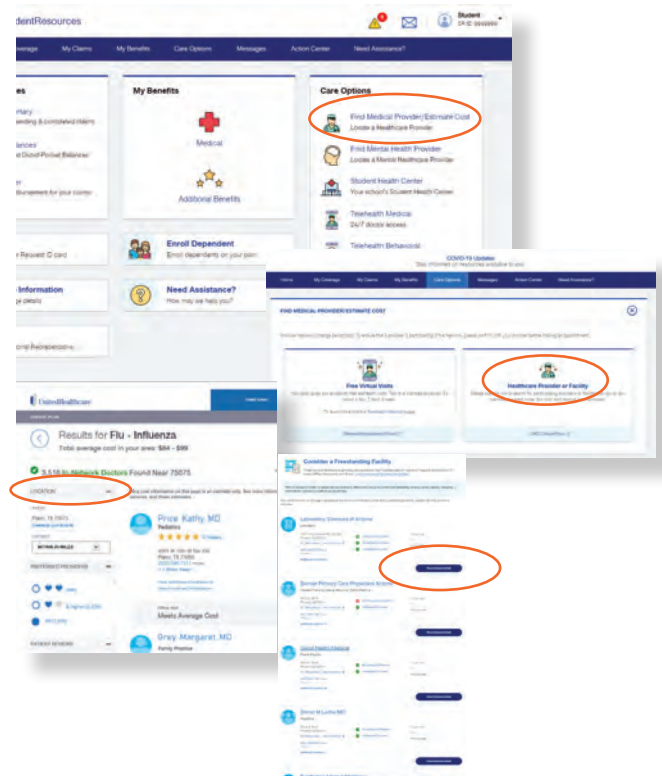
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Cost Estimator Tool

We want to support you in making sound financial decisions. Backed by UnitedHealthcare and its national network of health care providers, you can relax knowing you can estimate the cost and pre-plan your finances with the cost estimator tool.

- 1 First,** login (or create) your My Account and then click on the “Find Medical Provider/Estimate Cost”.
- 2 Next,** click on “UHC Options PPO” and you will be redirected to the Rally website.
- 3 Next,** Fill in your criteria to find your preferred provider.
- 4 Lastly,** click on the “view estimate detail” at the top of the screen to get the estimated cost.



The same steps work on your mobile device! Login or create your My Account. Click on “Medical Provider/Estimate Cost”.

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Help us process your claims faster!

Your student insurance plan from UnitedHealthcare **StudentResources** requires we collect information about other coverage. We typically request this information when you submit a claim, which may cause slight delays in processing.

To avoid any such delays, we encourage you to provide information about additional insurance now, before you submit a claim. It's a simple process. At the right are three easy options for reporting this information. *Either option only takes a few minutes, so do it now and save yourself any possible delays.*

United Healthcare®

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• 請致電：1-866-260-2723.

Online...

Step 1: Log into your My Account at www.uhcsr.com and go to “My Profile”

Step 2: Under My Profile, select “Other Insurance”

Step 3: Complete the required fields and select “Submit”

Mobile App...

You can also confirm your Other Insurance through the UHCSR Mobile App, available on both **GooglePlay** and the **AppStore**.

Once you've downloaded the app to your mobile device, go to “My Profile”, select “Other Insurance” and follow the on-screen prompts.

By Phone...

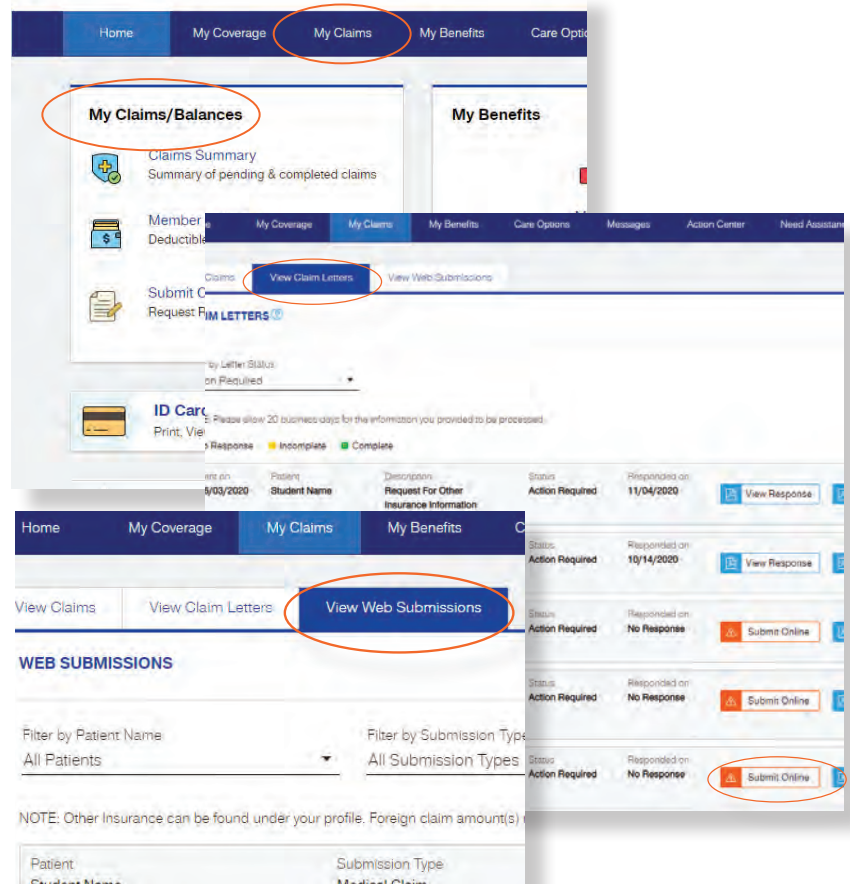
Call the Customer Service number on your insurance ID card and provide additional insurance details to the Customer Service Representative. Please have the following information ready: policy holder name, insurance company name, address, phone number and policy number.



How to Submit Accident Details

Dealing with an unexpected accident is not easy. UnitedHealthcare is here to support you during this difficult time. If we have requested accident details, follow these simple steps to add information to your claim.

- 1 First**, login (or create) your My Account and then click on the “My Claims/Balances” or you can also click on “My Claims”.
- 2 Next**, filter by Letter Status. Find the letter with the description “Request for Accident Details”. Click “Submit Online”.
- 3 Next**, fill out the form and upload documents for the claim.
- 4 Lastly**, click on “View Web Submission” to confirm or view your submissions by Patient Name or Submission Type.



The same steps work on your mobile device! Login or create your My Account. Click on “My Claims/Balances.” Review claims information and submit account details.

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United Healthcare®



Personal Representation Appointment



Do you want to designate a person or entity as a Personal Representative to act on your behalf regarding insurance matters with UnitedHealthcare StudentResources? All you need to do is submit a Personal Representative Appointment (PRA) form.

You can easily submit your form online via My Account to provide real-time authorization! Log into My Account (www.uhcsr.com/myaccount) and look for the PRA form.

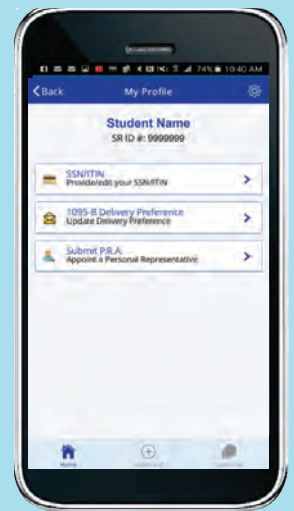
Complete the form and within minutes, our Customer Service or Customer Care departments will be able to speak with your Representative via the phone just as if they were speaking with you.

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Also Available through the UHCSR Mobile App.

After logging in, select the “Submit PRA” button under My Profile to complete the form.



To download our Mobile App, scan one of the QR Codes below and search for “UHCSR”. Our mobile icon is:



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What is an EOB and why do I need it?

EOB stands for Explanation of Benefits. This is a document we send you to let you know a claim has been processed. The most important thing for you to remember is an EOB is NOT a bill. It's letting you know which healthcare provider has filed a claim on your behalf, what it was for, whether it was approved, and for how much. You should always review your EOB to make sure it's correct. Here's a breakdown on how to read your EOB.

In the upper right portion of your EOB you'll find general information. If a payment was made to the provider, you'll see the check details in the top boxes. Below that are things like the claim and policy number, your ID numbers, both the insured's and the patient's name, as well as the provider's name and address.

CHECK NO.	CHECK DATE	CHECK AMOUNT
1234567	01/01/11	\$516.02

CLAIM #: 06999999-01-02-03
POLICY #: 06-9999-01
ID NUMBER: 1234567
SCHOOL ID: 12345678
INSURED: John Doe
PATIENT: John Doe
PATIENT ACCT. #: 01Z123456
PAYEE: A Provider Somewhere
ADDRESS: PO Box 123456
Somewhere, TX 71234

Dollar amount for covered benefits.

Preferred Provider Network discount, if applicable.

Charges for services not covered by your policy or out of network claims that have billed over the Usual and Customary for the geographic area.

The dollar amount claimed by your provider.

Procedure Code - used to document medical procedures performed.

Dollar amount you're required to pay for certain Covered Medical Expenses.

Dollar amount required to be paid before benefit payment is made.

Total paid by your insurance.

Dollar amount owed by insured.

Ref #	Service	Dates of Service From To	Proc Code	Amount Claimed	Ineligible	Discount	Total Covered	Co-Pay	Policy Deductible	Total Benefits	Patient Balance	Remark Code
	EMERGENCY ROOM	08/04/10-08/04		845.03			845.03				409.01	
	LABORATORY	08/04/10-08/04	87340	100.00		20.00	80.00		300.00	80.00		642
Totals:				945.03			925.03		300.00	516.02	409.01	

Remarks:

642- This service was processed under the Preventive Care benefit in your policy.
Discount: Payment has been made in accordance with an agreement with United Healthcare or United Behavioral Health.
Patient Balance: Co-pay, Policy Deductible, Co-Insurance & All Amounts Over Policy Limits.

The code in the Remark column is explained in this section.