



Transition for All Savers Alternate Funding Customers

What plan sponsors need to know

Introducing a more streamlined service experience

Because we value our relationship with you, we are continually working to improve service to your plan participants and make UnitedHealthcare plans your top choice for health care benefits. We're now able to enhance your plan participants' experience by providing a new website, a mobile app, and an enhanced customer service experience. These enhancements will go into effect upon your renewal date. Below is an overview of what you and your plan participants can expect.

What this means for your plan participants

New health plan ID cards. Your plan participants and their covered dependents will receive new ID cards, which will show a new Member ID number, new Group Number and the new website address, myuhc.com[®]. Upon the renewal date, the old card(s) should be destroyed. **Plan participants will need to present their new card the next time they visit the doctor or pharmacy after their renewal date.**

Service enhancements. Plan participants will have the following upgrades:

- **UnitedHealthcare[®] app:** The UnitedHealthcare app helps plan participants find care, share their digital health plan ID card and more — all from the palm of their hands
- **Enhanced customer service experience:** The support staff uses a new service model approach that offers one-stop support for medical benefits, claims, pharmacy, financial questions, and more
- **24/7 virtual care visits:** Plan participants can connect to a doctor by phone or video¹ through myuhc.com or the UnitedHealthcare app

To ensure continuity of care, we will automatically transition any needed records such as open prior authorizations and referrals.



New health plan ID card and participant website

Participants will have a new website, myuhc.com, that they should begin using upon your group's renewal date. Once the participant signs in, the new website will show the plan materials.

Information about how and when to register* for myuhc.com will be mailed to your employees.

*Must be ages 13 or older to register for myuhc.com.

What this means for you

Along with these plan participant enhancements, there are also some changes for you. Upon your renewal date, you will experience the following enhancements and changes:

- **New group identification number:** You will receive a new group ID and new plan ID(s). These new ID numbers will be implemented upon your renewal date.
- **New billing address:** The address for mailing your invoice payments will change. Payment for your new plan should be sent to our new billing address:

UHS Billing

P.O. Box 959782

St Louis, MO 63196-9782

- **Updated paper invoice:** If you receive a paper invoice, you will notice that the layout will be different from that of previous invoices. Instructions will be included with the new invoice on how to read it. You will also have the option to turn off paper bill delivery by calling us at **1-877-797-8816**.
- **Recurring payments:** If you are currently set up for automated scheduled direct debit, no action is required.
- To establish your new agreement for automated scheduled direct debit payments or online payments, follow the steps below:
 - 1 Go to uhceservices.com > **Billing & Payment**.
 - 2 From the Billing homepage, select **Payment Method** from the menu.
 - 3 Click on the appropriate **Payment Method** button.
 - 4 Confirm your information is accurate by clicking **I agree**.
 - 5 Please contact your bank and add company ID# **1411289245** as allowable if you have an ACH debit block or filter. This will prevent the return of your payment and having your account be past due.

- **Register your Optum Bank HSA:** If you currently use our affiliate company, Optum Bank® Member FDIC, to administer your HSA, you will receive emails from Optum Bank prior to your plan renewal effective date. The emails will explain how to register as a plan sponsor with your new medical group number.

- Use the custom URL online application for your new plan participants to open an HSA. A link to the new online application will be provided in the emails from Optum Bank.

- **New employer website: uhceservices.com**

This new business-to-business website provides access to the same type of information and transactions as myallsaversconnect.com, with an easier-to-use interface and new functionality, including:

- Delegate access to others using user roles and permissions.
- Find participants faster. You can now search using participant identification or Social Security numbers, in addition to first and last name.
- Enroll families faster, making eligibility changes easier.
- Request, view and print ID cards for your participants.
- New billing and payment functionality allow for self-enrollment in scheduled direct debit, among other features.

Within uhceservices.com, you also will be able to transact and view new plan information. Once you are using the new website, there is no need to go back to myallsaversconnect.com for conducting your business; however, historical information will be available there for up to 18 months post-renewal.

- **Access to uhceservices.com:**

If you are a current user of the myallsaversconnect.com site, you will be able to log into the uhceservices.com site with your existing OneHealthcare ID and password.

Questions?

Visit the Resources tab of uhceservices.com, contact your broker or call Customer Service at **1-877-797-8816**.

¹Data rates may apply.

The UnitedHealthcare® app is available for download for iPhone® or Android®. iPhone is a registered trademark of Apple, Inc. Android is a registered trademark of Google LLC.

Administrative services provided by United HealthCare Services, Inc. or their affiliates, and UnitedHealthcare Service LLC in NY. Stop-loss insurance is underwritten by All Savers Insurance Company (except CA, MA, MN, NJ and NY), UnitedHealthcare Insurance Company in MA and MN, UnitedHealthcare Life Insurance Company in NJ, UnitedHealthcare Insurance Company of New York in NY, and All Savers Life Insurance Company of California in CA.