

Member Portal User Guide

www.usnetworksuhc.com

United
Healthcare[®]
Global

Table of Contents

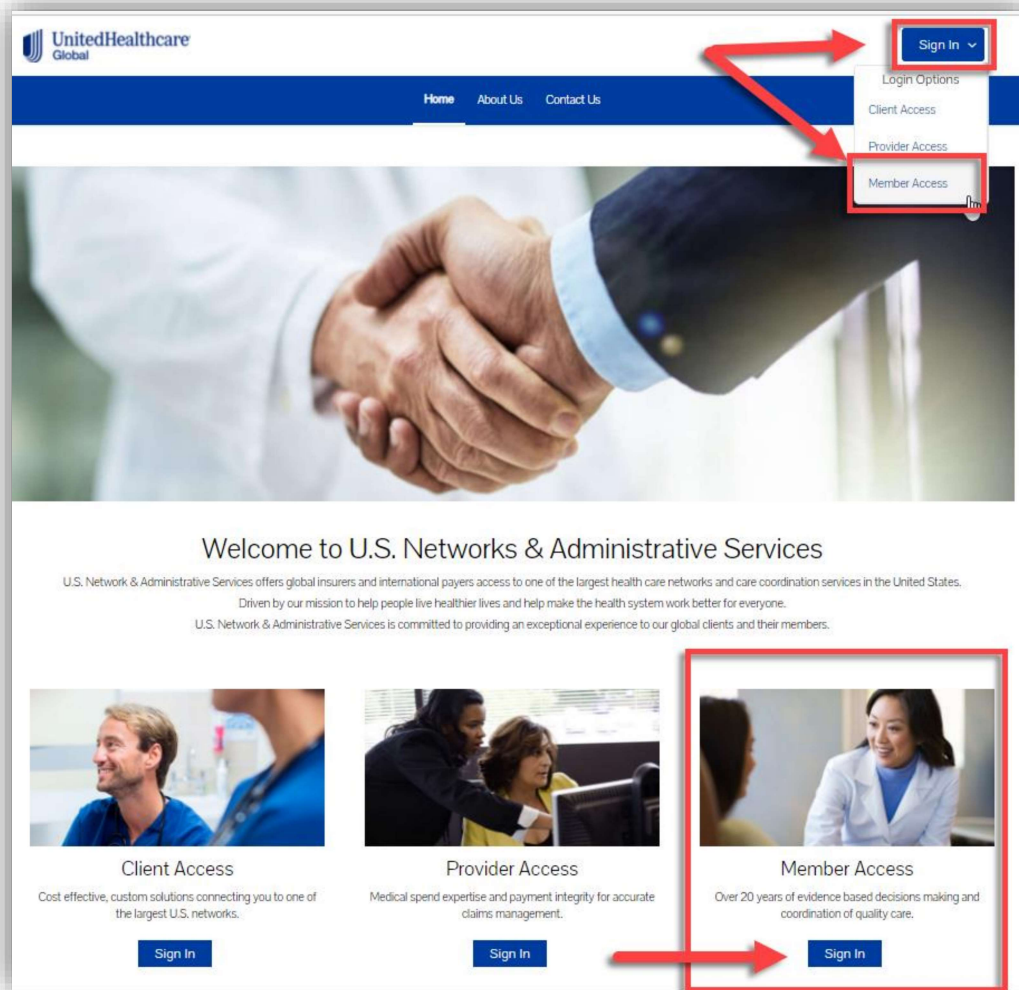
• How to Access the Member Portal	3
• How to Register	4 - 7
• Navigating the Member Portal	8
• ID Card	9
• Benefits & Coverage	10 - 11
• Pharmacy	12
• Claims	13
• View Claim Detail	14
• Provider Search	15
• Additional Tabs	16 - 17
• Navigational Tips	18



How to Access the Member Portal

Use the link/address below to access the Member Portal:

www.usnetworksuhc.com

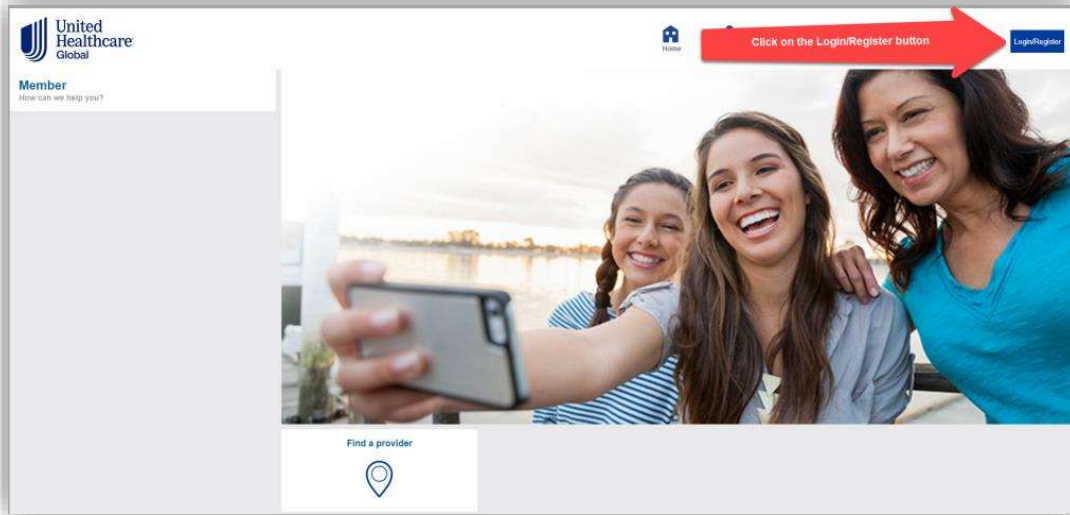


From the home page, you can click the **Sign In** drop down then choose **Member Access** or
Click **Sign In** from **Member Access** on the bottom of the page.




How to Register

To register, click on the **Login/Register** button.



Then click on **Create One Healthcare ID**



Sign In With Your One Healthcare ID

One Healthcare ID or email address

Password

Sign In

Additional options:
[Create One Healthcare ID](#)
[Manage your One Healthcare ID](#)
[What is One Healthcare ID?](#)

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

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

 [Chat with support](#)

Note: This feature is not advisable for persons with visual impairments and/or who may require audible support.




How to Register, con'd

Create a Profile (Username/Password)

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
- 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
 

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.

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

 [Chat with support](#)

Note: This feature is not advisable for persons with visual impairments and/or who may require audible support.

Complete each section to create your Profile

- First Name
- Last Name
- Year of Birth
- eMail address
- Create a **One Healthcare ID**
 - Follow the ID criteria listed
- Create a password
 - Follow the password criteria listed
- Then click **I Agree**



How to Register, con'd

Verify Your eMail Address

Next Step: Verify Your Email Address

1. **Check your email inbox** (cad****nk@dropjar.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](#).

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

Go to your eMail box and locate the message from **One Healthcare ID**.

You can verify your eMail one of two ways;

- Click on the activation link in the eMail
- or
- Click the link that says enter the 10-digit activation code then enter the code from your eMail.

Note: It is preferable to enter the 10-digit code manually vs clicking on the eMail link.

Once your eMail is verified, click **Continue**.

Email Address Verified



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

Continue



How to Register, con'd

Read the Acknowledgements, then click **I Agree**.

Share My One Healthcare ID

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

- One Healthcare ID
- Name
- Email address


By clicking I Agree,

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



Complete the required fields, then click **View my account**.





We want to get to know you
We need just a few more details (you'll want to have your ID card handy). Required fields are marked *

[? I do not have an ID card](#)

First name:*

Last name:*

Date of birth:*

Email:*

Member ID:*

Group number:*

[? Can't find your member ID or group number?](#)

Phone number:*



Navigating the Member Portal

From the portal's landing page, you can navigate the website using the blue tabs at the top of the page.



United Healthcare Global

Home Contact us Account settings Log out

Find a provider Claims Pharmacy Healthcare cost estimator Benefits & coverage Information ID card

Quick Selection

Education information

My plan details

D [redacted] [edit](#)

Email: [redacted]@all.com

Home: not provided

Mobile: +1- [redacted]

Address: P.O. BOX [redacted]

Group number: | Member ID:

Current plan choices:

Medical

[View benefit details](#)

[Contact us](#) [Legal](#) [Privacy](#) [Terms of Use](#) [About us](#)

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Navigating the Member Portal - ID CARD

ID Card Tab (if applicable)

ID card can be saved to your computer, or you can print to a local printer.

Note: Some plans do not have ID cards available.

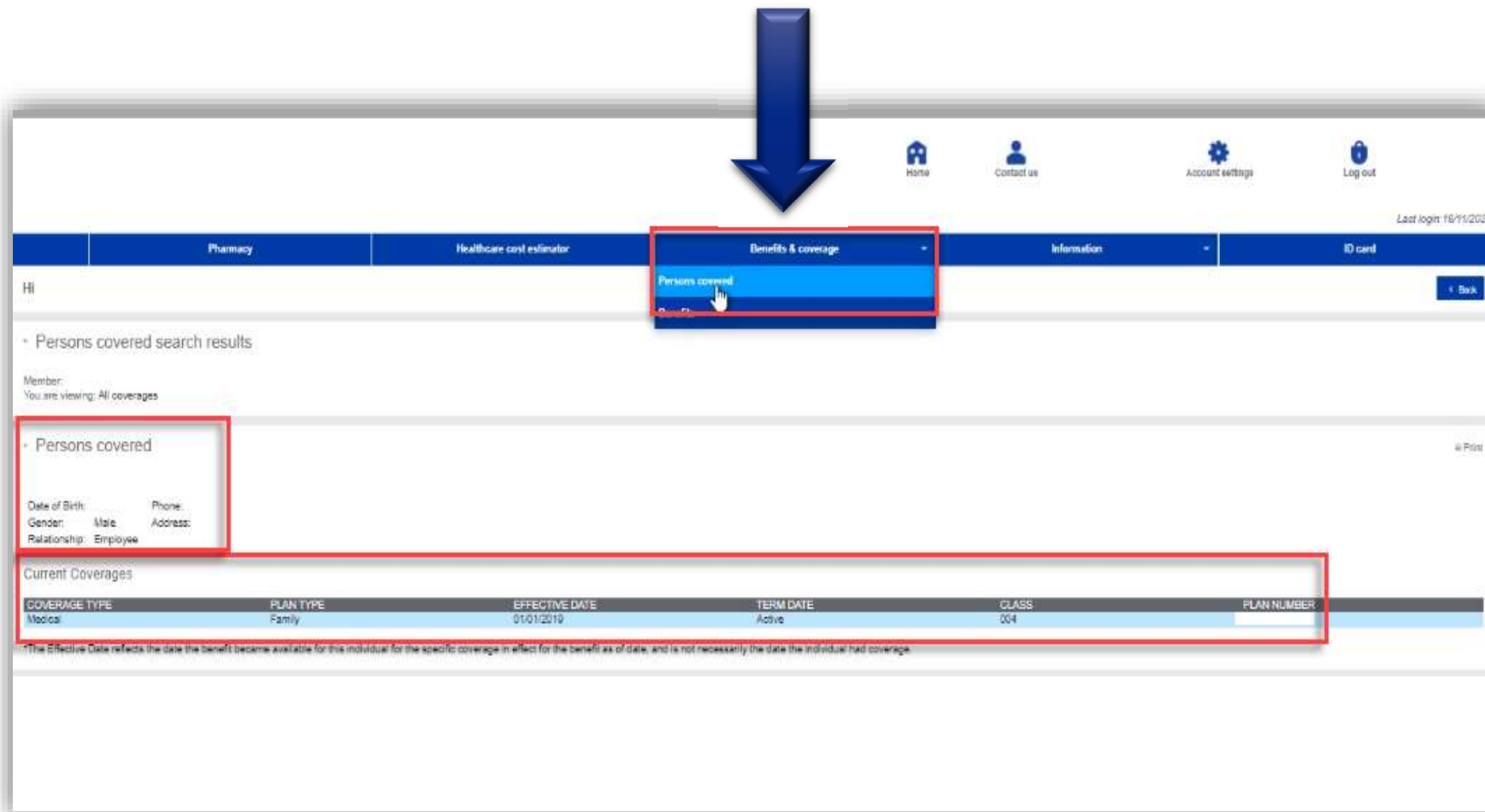
The screenshot shows the Member Portal interface. At the top, a navigation bar contains tabs for Pharmacy, Healthcare cost estimator, Benefits & coverage, Information, and ID card. The ID card tab is highlighted with a red box and a blue arrow pointing down. Below the navigation bar, the page title is "ID card" and there are "Download" and "Print" buttons, also highlighted with a red box and a blue arrow pointing left. The main content area displays the UnitedHealthcare logo, Issuer (80840) 9, Member ID: 6, and Group Number: 7. Below this, there is a section for "Member:" and "Dependent(s):" with associated codes (00 MED, 01 MED, 02 MED). To the right of this section is a box for "OPTUMRx" with details: Rx BIN: 6, Rx PCN: 0, Rx GRP: 0. At the bottom right, it says "UnitedHealthcare Options PPO Network" and "Provider: For effective date of coverage call 877". A blue arrow points to a "View front and back of ID Card" button at the bottom left.



Navigating the Member Portal – Benefits & Coverage

Benefits & Coverage Tab

Persons Covered subtab shows all persons covered under the plan and their coverage type.



The screenshot displays the Member Portal interface. A large blue arrow points to the 'Benefits & coverage' tab in the top navigation bar. Below this, the 'Persons covered' subtab is highlighted with a red box. The main content area shows 'Persons covered search results' for a member, with details such as Date of Birth, Gender, Relationship, and Phone. A table titled 'Current Coverages' is also highlighted with a red box, showing the following data:

COVERAGE TYPE	PLAN TYPE	EFFECTIVE DATE	TERM DATE	CLASS	PLAN NUMBER
Medical	Family	01/01/2019	Active	004	

*The Effective Date reflects the date the benefit became available for this individual for the specific coverage in effect for the benefit as of date, and is not necessarily the date the individual had coverage.



Navigating the Member Portal – Benefits & Coverage

Benefits & Coverage Tab

Benefits subtab shows available benefits (*when applicable*)

Note: If you don't see benefits or there is a contract discrepancy, please contact your benefit administrator.

The screenshot displays the UnitedHealthcare Member Portal interface. The top navigation bar includes the UnitedHealthcare Global logo, a breadcrumb trail (Home > ID card > Educational information > Persons covered > Benefits), and utility links (Home, Contact us, Account settings, Log out). The main navigation bar features tabs for Find a provider, Claims, Pharmacy, Healthcare cost estimator, **Benefits & Coverage** (selected), Information, and ID card. A dropdown menu is open under 'Benefits & Coverage', showing 'Persons covered' and 'Benefits' (highlighted). The main content area shows 'Benefits search results' for a member, including a table of copays, benefit percentages, and deductibles. A section for 'Additional benefits' includes a dropdown menu with the text 'Choose a benefit from the drop down' and a list of benefit categories.

Copays			
\$0.00	\$0.00	\$0.00	\$0.00
Office visit	Urgent care	Emergency room	Hospital admission

Benefit percentage	
80%	20%
Plan pays	You pay

Individual deductible	Family deductible
\$500.00 out of \$500.00	This does not apply to your plan
Individual out-of-pocket	Family out-of-pocket
\$1,000.00 out of \$1,000.00	This does not apply to your plan
Individual annual maximum	Individual lifetime maximum
This does not apply to your plan	This does not apply to your plan

Additional benefits

What benefit coverage would you like to know more about?
Select from the drop-down menu:

Choose a benefit

- Diabetes
- Home Health Care
- Mental, Alcohol and Drug
- Hospital Services
- Hospice
- Routine Wellness Adult
- Routine Care for Children
- Chiropractic
- Therapy
- Maternity
- Medical Classy Treatment
- Radiation and Chemotherapy
- Vision
- Prior Authorization Requirements



Navigating the Member Portal – Pharmacy

Pharmacy Tab

The **Pharmacy** tab houses prescription benefits (if applicable).



The screenshot displays the UnitedHealthcare Global Member Portal interface. At the top, the UnitedHealthcare Global logo is on the left, and navigation icons for Home, Contact us, Account settings, and Log out are on the right. A breadcrumb trail reads: Home > Educational information > Persons covered > Benefits > Healthcare cost estimator > Pharmacy. Below this, a horizontal menu contains several tabs: Find a provider, Claims, Pharmacy (highlighted with a red box), Healthcare cost estimator, Benefits & coverage, Information, and ID card. The main content area is titled 'Pharmacy claim search' and includes a search bar with the text 'Hi'. On the left, there are filters for 'I want to view: Claims for' (with radio buttons for ALL, selected, and two others) and 'Time period' (with radio buttons for ALL, Last 30 days, and Last 6 months). A 'Search' button is located below these filters. The main content area shows 'Pharmacy claim search results' and 'Pharmacy claim activity'. Below the activity section, there is a table with the following columns: PRESCRIPTION NUMBER, SERVICE DATE, FAMILY MEMBER, PRESCRIPTION, TOTAL COST, APPLIED TO DEDUCTIBLE, and YOU PAID. The table contains one row for 'TOTALS' with values: \$0.00, \$0.00, and \$0.00. A note below the table states: 'Claims are only available online for a rolling 24-month period, based on service date.'



Navigating the Member Portal - Claims

Claims Tab

1. **Claims** tab houses claim details for medical and dental (if applicable).
2. **Claim Search** allows you to search by **Member**, **Claim Type** and claim **Status**.
3. Sorting arrows allow you to sort in descending order by **Service Date**, **Provider**, etc.
4. Go to the next page to view additional claims.
5. **Download** and **Print** option available.
6. Claims alternate in color (gray or white). Click on **View Claim Detail** to view claim

The screenshot displays the United Healthcare Global Member Portal interface. The 'Claims' tab is selected in the top navigation bar. The 'Claim search' sidebar on the left contains filters for 'Claims for' (All), 'Claim type' (Medical), and 'Time period' (All, Last 30 days, Last 6 months, Data range). The main content area shows 'Claim search results' for a member named 'HI'. Below this is a table of claim activity with columns for 'CLAIM INFORMATION', 'SERVICE DATE', 'PROVIDER', 'BILLED AMOUNT', 'PLAN PRE', and 'YOU PAY'. The table contains four rows of claim data. At the bottom of the table, there are summary statistics for 'TOTAL BELIEVED' and 'TOTAL BY PLAN'. A pagination control at the bottom of the table shows 'Page 1 of 1' and 'View' options. The 'Download' and 'Print' buttons are visible in the top right corner of the table area. Numbered callouts 1 through 6 highlight these key features: 1 points to the 'Claims' tab; 2 points to the 'Claim search' sidebar; 3 points to the sorting arrows in the table header; 4 points to the pagination control; 5 points to the 'Download' and 'Print' buttons; and 6 points to the 'View Claim Detail' link in the first row of the table.

CLAIM INFORMATION	SERVICE DATE	PROVIDER	BILLED AMOUNT	PLAN PRE	YOU PAY
Patient: [Name] UHCQ Claim # [ID] Status: Completed View claim details View EOB	13/10/2021 - 13/10/2021	Granville, Lymona, RMA	\$296.00	\$219.20	\$0.00
Patient: [Name] UHCQ Claim # [ID] Status: Denied View claim details View EOB	13/10/2021 - 13/10/2021	Lab Corp Of America	\$216.00	\$199.75	\$0.00
Patient: [Name] UHCQ Claim # [ID] Status: In-progress View claim details View EOB	27/09/2021 - 27/09/2021	Murphy, Eric, L, DO	\$98.50	\$0.00	\$0.00
Patient: [Name] UHCQ Claim # [ID] Status: In-progress View claim details View EOB	28/08/2021 - 28/08/2021	Universal, Paul, RMA	\$32.00	\$0.00	\$32.00



Navigating the Member Portal - Claims

View Claim Detail link

1. View claim summary in the **blue** section.
2. Each item billed on the claim is separated by a gray line.
3. View the **Explanation of Benefits** (*opens in a separate window*).
4. **Note:** Click on **Return to Search** button to go back to the list of claims (*do not hit the back button*).

The screenshot shows the 'Claim activity' page in the Member Portal. It features a left-hand navigation menu with filters for 'Claim type' (Medical), 'Time period' (ALL, Last 30 days, Last 6 months, Date range), and 'Status' (ALL, Completed, In-progress, Denied, Pre-treatment estimate). The main content area is titled '- Claim activity' and displays a list of claims. The first claim is highlighted in blue and contains the following information:

Claim summary (Blue section):

- Patient: [Redacted]
- Date of service: 13/10/2021 - 13/10/2021
- Date processed: 28/10/2021
- Member: [Redacted]
- Member ID: [Redacted]
- Claim type: Medical
- Claim status: Completed
- Network status: Your claim was processed at the in-network level of benefits
- Total amount billed: \$578.00
- Total amount paid: \$169.75
- You Pay: \$0.00

Explanation of Benefits (EOB) table:

Item	Amount
Cost for this service	
Amount billed:	\$46.00
Provider discount:	\$24.50
Allowable amount:	\$21.40
Amount not payable:	\$0.00
Deductible:	\$0.00
Benefit percentage paid by plan:	100%
Amount paid by plan:	\$0.00
Copay amount:	\$21.40
You Pay:	\$0.00

The second claim is also visible, with similar details:

Claim summary (Gray line separator):

- Provider name: Lab Corp Of America
- Provider Tax ID: [Redacted]
- Date of service: 13/10/2021 - 13/10/2021
- Date processed: 28/10/2021
- Procedure code: 80053
- Payment date: 28/10/2021
- Payment made to: Provider

EOB table (Gray line separator):

Amount billed:	\$232.00
Provider discount:	\$172.05
Allowable amount:	\$59.95
Amount not payable:	\$0.00
Deductible:	\$0.00
Benefit percentage paid by plan:	100%
Amount paid by plan:	\$0.00
Copay amount:	\$59.95
You Pay:	\$0.00

The third claim is partially visible at the bottom:

Claim summary (Gray line separator):

- Provider name: Lab Corp Of America
- Provider Tax ID: [Redacted]
- Date of service: 13/10/2021 - 13/10/2021
- Date processed: 28/10/2021
- Procedure code: 83036

EOB table (Gray line separator):

Amount billed:	\$66.00
Provider discount:	\$46.34
Allowable amount:	\$19.66
Amount not payable:	\$0.00
Deductible:	\$0.00
Benefit percentage paid by plan:	100%
Amount paid by plan:	\$0.00
Copay amount:	\$19.66

Four blue arrows with numbers 1, 2, 3, and 4 point to the following elements:

- 1: Points to the blue claim summary section.
- 2: Points to the gray line separator between the first and second claim items.
- 3: Points to the 'Explanation of Benefits' link in the first claim's summary.
- 4: Points to the '< Return to search' button in the top right corner of the claim summary.



Navigating the Member Portal – Provider Search

Find a Provider Tab

Use this tab to locate participating Providers in your area.

The screenshot shows the UnitedHealthcare Member Portal interface. The navigation bar at the top includes links for Home, Contact us, Account settings, and Log out. The breadcrumb trail is Home > Benefits > Healthcare cost estimator > Pharmacy > Claims > Find a provider. The 'Find a provider' tab is highlighted in the navigation bar. Below the navigation bar, the 'Find a Provider' button is highlighted with a red box and a blue arrow. A second blue arrow points to the 'Find a Provider' button in the search results area.

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

Continue

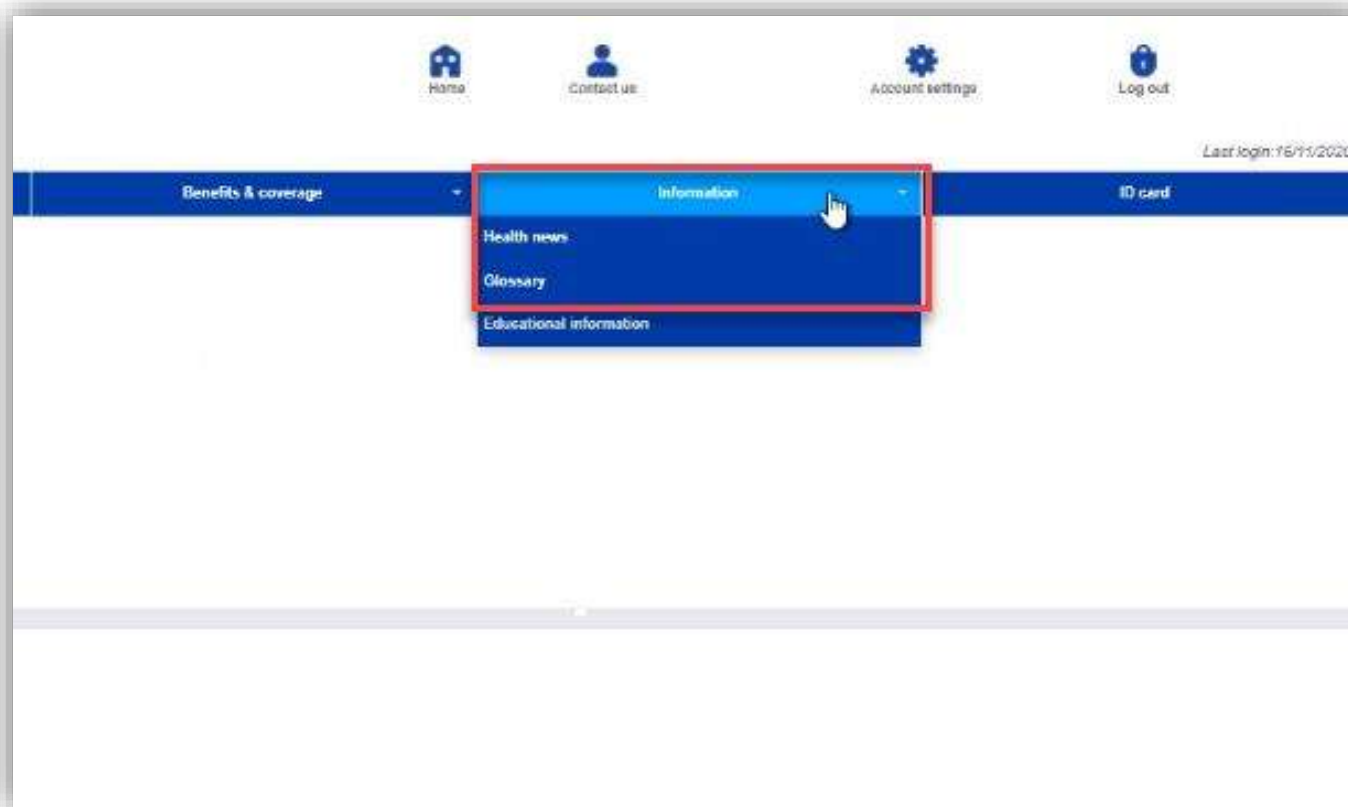


Navigating the Member Portal – Additional Tabs

Information Tab

You can find additional information on this tab (*link open outside the Member Portal*):

- **Health News**
- **Glossary**
- **Educational Information** (*page under construction*)



Navigating the Member Portal – Additional Tabs

Healthcare Cost Estimator Tab

Used to estimate the cost of future health services (*under construction*).


Note: the **Estimate Your Care** button can be used to locate a Provider (*opens in a new window*).

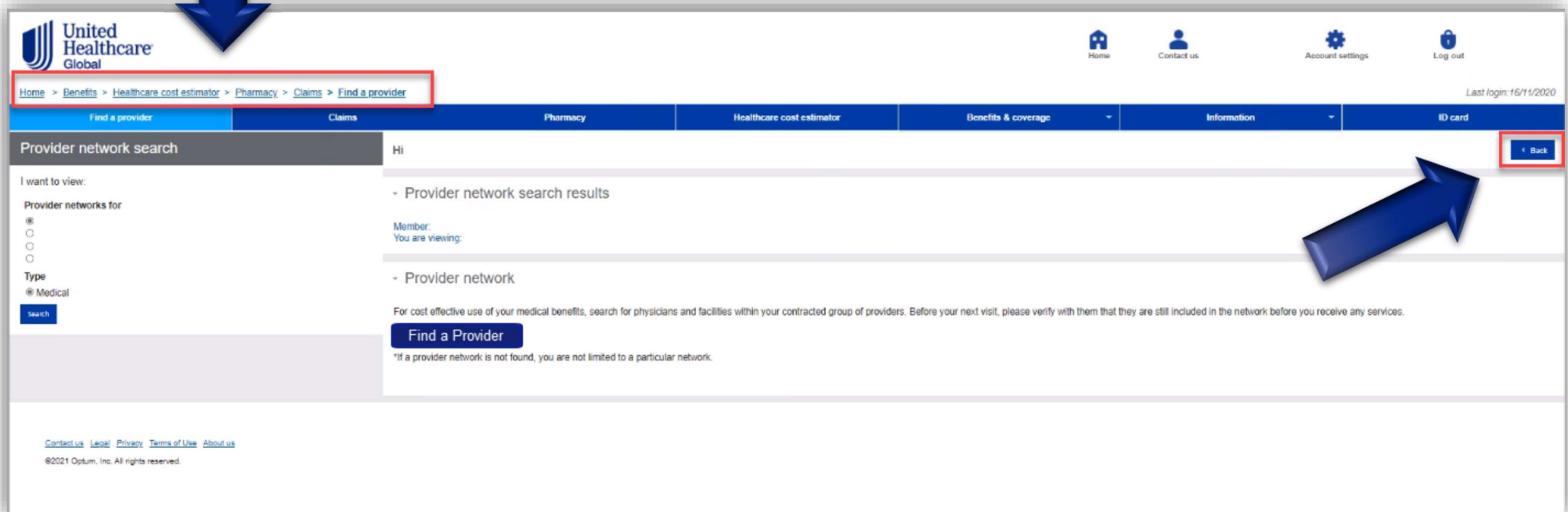
The screenshot displays the United Healthcare Global Member Portal. The top navigation bar includes links for Home, ID card, Educational information, Persons covered, Benefits, and Healthcare cost estimator. The 'Healthcare cost estimator' tab is highlighted with a red box. Below the navigation bar, the main content area shows a 'Hi' greeting and a 'Healthcare cost estimator' section. This section contains a three-step process: 1. Search for your treatment, 2. See estimated price ranges, and 3. Make informed decisions. A red box highlights the 'Estimate Your Care' button under the first step. A large blue arrow points from this button to a modal window titled 'What location do you want to find a provider in?'. The modal window prompts the user to enter a street address, city, and state or 5-digit zip code, with a 'Continue' button at the bottom.



Navigating the Member Portal - Tips

Back Button

- Use the **Back** button to return to the previous page.
- You can also use the **Breadcrumb** feature to go back (*breadcrumb is a footprint of previously visited pages*).
- **Note:** Do not hit the back arrow on your browser as it may log you out. 



The screenshot displays the UnitedHealthcare Global Member Portal interface. At the top left is the UnitedHealthcare Global logo. To the right are navigation icons for Home, Contact us, Account settings, and Log out. Below the logo is a breadcrumb navigation path: Home > Benefits > Healthcare cost estimator > Pharmacy > Claims > Find a provider. A red box highlights this path. Below the breadcrumb is a blue navigation bar with tabs for Find a provider, Claims, Pharmacy, Healthcare cost estimator, Benefits & coverage, Information, and ID card. The main content area is titled 'Provider network search' and includes a search form with filters for 'I want to view', 'Provider networks for', and 'Type'. A 'Find a Provider' button is visible. In the top right corner of the main content area, a 'Back' button with a left-pointing arrow is highlighted with a red box. A large blue arrow points from this button towards the bottom right of the page.

