



**MYUHC.COM PORTAL
USER GUIDE**

Contacting UnitedHealthcare Global

One of the many benefits of your global health insurance plan is that UnitedHealthcare Global is available to assist you. Whatever the reason, we make it easy for you to get in touch with us, however you prefer.

How to contact UnitedHealthcare Global



By phone

For all countries except the U.S. and Canada: call the AT&T Direct Access number for the country you are calling from. When prompted for “the number you are calling,” dial **877.844.0280**.

If the country you are calling from is not listed, simply call **+1.763.274.7362** and the reverse charges will be accepted by UnitedHealthcare Global.

In the U.S. or Canada: call toll-free at **877.844.0280**



Live chat

Subject to availability at www.myUHC.com



Email

Expatriance_MemberServices@uhcglobal.com



We are available to you
24 hours a day, 7 days a week, 365 days a year.

UnitedHealthcare Global offers a Welcome Call to all covered members to help them better understand their benefits, find health care professionals, manage prescriptions, understand what to do in a medical emergency, and more.

To schedule a Welcome Call to assist you in the assignment planning process, simply follow the steps below.

1

Email or Call UnitedHealthcare Global

Email ExpatInsurance_MemberServices@uhcglobal.com or call UnitedHealthcare Global and provide the following:

- 1 Your preferred contact number,
- 2 A timeframe and date convenient to you for the call.
(Please allow 24 hours for call scheduling.)

2

Customer Care Professional

A Customer Care Professional will call you at the agreed upon time. Calls will display with a “+1 952” area code, as UnitedHealthcare Global (part of UnitedHealth Group) is located in Minnesota, USA.

Welcome Calls are available to both employees and their approved accompanying dependents before and after the Global Assignment start date.



MEMBER SELF-SERVICE WEBSITE, MYUHC.COM ACCOUNT SETTINGS

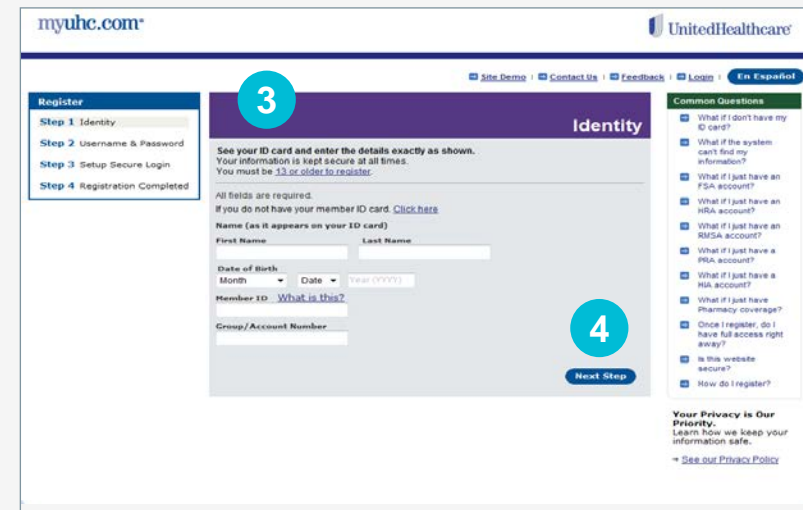
Registering and Using myUHC.com



You may access the member website via www.myUHC.com. (Website access where available.)

- 1 Already a user?**
Enter your username and password and click *Login*.
- 2 First time user?**
You will need to create an account by selecting the *Register Now* button. If you had a UnitedHealthcare plan prior to UnitedHealthcare Global, you will need to re-register on myUHC.com with new information.

- 3** Using the information on your ID card, complete the fields on the screen below. If you do not see this screen or are unable to locate it, contact UnitedHealthcare Global for assistance.
- 4** Use the *Next Step* button to progress through each of the registration steps.



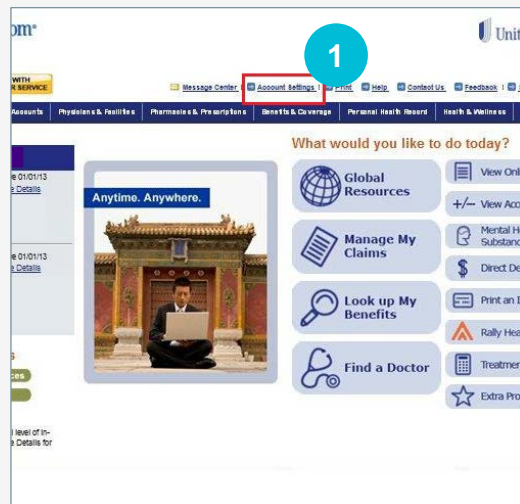
Your ID Card



Once you have logged in to myUHC.com, please do the following:

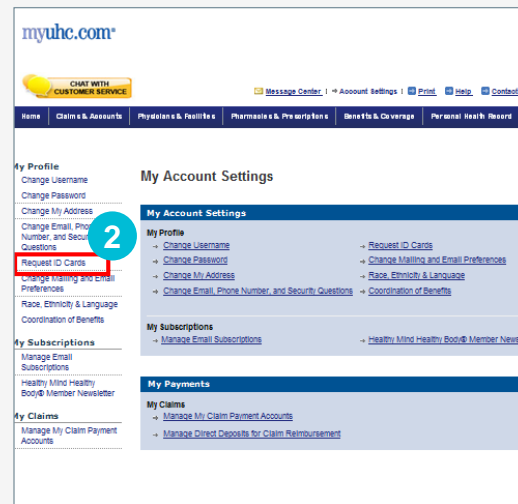
1

Click *Account Settings* in the top navigation bar.



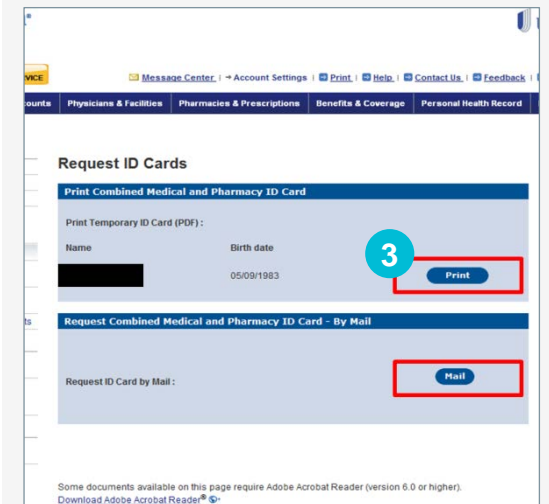
2

Select *Request ID cards* from the left navigation bar.



3

You can choose to view and print a soft copy version of your ID card or request a hard copy card to be sent to you by mail.



Your ID Card – How to Read It



With one ID card, one web portal and one number to call for Customer Care, we have streamlined and integrated your health care benefits for you. (If you enroll after July 1, 2016, you will receive a dual medical and dental ID card.)

How to read your ID card:



UnitedHealthcare Global
Health Plan (80840)
Member ID: _____ Group Number: **906113**
Member: _____
Dependents: _____ International-Cashless Service
Payer ID 87726

OPTUMRx
Rx Bin: 610279
Rx PCN: 9999
Rx Grp: UHEALTH

DOI-0501 UnitedHealthcare Expatriate Insurance Choice Plus
Underwritten by UnitedHealthcare Insurance Company

Printed: 01/14/16

This card does not guarantee coverage. To verify benefits, view claims, or find a provider, visit the websites or call.
For Members: www.myuhc.com +1 877-844-0280
Collect Calls Outside U.S.: +1 763-274-7362

For U.S. Providers: www.UnitedHealthcareOnline.com 877-842-3210
For Non-U.S. Providers: +1 763-274-7362
International Claim Fax: +1 813-877-8167
Medical Claims: PO Box 740111, Atlanta, GA 30374-0111

Shared Savings MultiPlan
Pharmacy Claims: PO Box 740111, Atlanta, GA 30374-0111
For U.S. Pharmacists: 888-290-5416

Beacon Lab Benefit Solutions

- 1 Member ID: This number identifies you as a member and is what UnitedHealthcare Global Insurance uses to keep track of your benefit usage. You may be asked to provide this number when calling about plan benefits.
- 2 Group Number: This is the number your employer is given to identify their employee health insurance policy. As an employee, you are part of that plan.
- 3 Member: Name of the person who carries the plan
- 4 Dependents: Name(s) of person(s) covered under the plan
- 5 Rx Bin & Rx Grp: The information that identifies the card holder as a UnitedHealthcare member or Optum for prescription drug administration in the U.S.
- 6 myUHC.com: Your direct connection to your health care benefits plan round-the clock is myUHC.com. Connect to our single sign-on website.
- 7 +1.877.844.0280: Your 24/7 access to the Global Insurance Service Center



MEMBER SELF-SERVICE WEBSITE, MYUHC.COM BENEFITS & COVERAGE

1 Claims & Accounts-Review Existing Claims

On the Claims & Accounts page, you will see the *Claims Summary* option, select this link.

myuhc.com UnitedHealthcare

myClaims Manager

Account Balances
As of 4/10/2014 12:28 pm CLT

	Paid to date	Remaining Amount
Your Deductible		
SERVICES OUTSIDE THE U.S.	\$0.00	\$200.00
Total:	\$200.00	
Out of Pocket Maximum		
SERVICES OUTSIDE THE U.S.	\$0.00	\$1,000.00
Total:	\$1,000.00	
U.S. IN NETWORK SERVICES		
Total:	\$500.00	\$1,500.00
U.S. OUT OF NETWORK SERVICES		
Total:	\$1,000.00	\$3,000.00

2 Review Existing Claims

Use the drop down fields in the *Search Options* section to input the parameters of your search, then select *Search*. This search will show you information on all previously processed claims on your account.

myClaims Manager

Claims & Accounts

Your Claim Summary
Processed and In Process Claims from the Last 30 days

Search Options

Dates Visited: Last 30 days
Family Members: [Dropdown]
Claim Types: All

Search

We did not find any results for your search. This may be because:

- There are no claims for the member(s) for the Date(s) of service selected.
- Some of the information you searched for may not be available.

Submit via a Claim Form

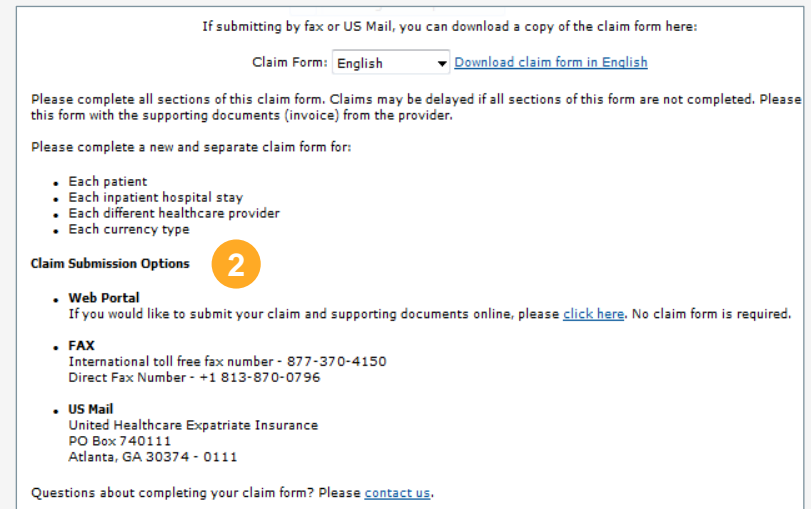
1 Submitting Expenses via a Claim Form

To submit your claims for reimbursement by fax or standard mail, you can access claim form using the left navigation bar.



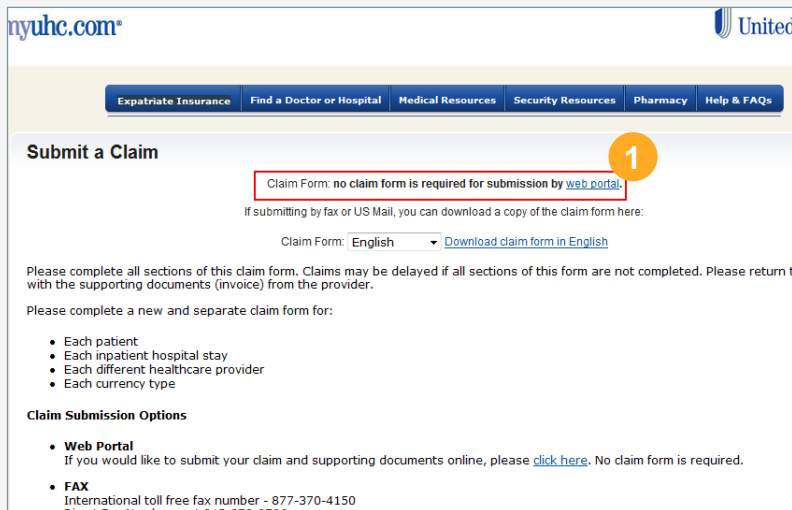
2 Submitting a New Claim via a Claim Form

From this page you can also download and print your claim form. You will also see *Claims Submission Options* at the bottom of the screen. For manual submission, you may use either the fax information or the U.S. mailing address for United Healthcare Global Insurance.



Submit a New Claim via myUHC Portal

- 1 From this page you can upload a claim via the portal by clicking *web portal*.



nyuhc.com United

Expatriate Insurance Find a Doctor or Hospital Medical Resources Security Resources Pharmacy Help & FAQs

Submit a Claim

Claim Form: **no claim form is required for submission by [web portal](#).** 1

If submitting by fax or US Mail, you can download a copy of the claim form here:

Claim Form: English

Please complete all sections of this claim form. Claims may be delayed if all sections of this form are not completed. Please return to the supporting documents (invoice) from the provider.

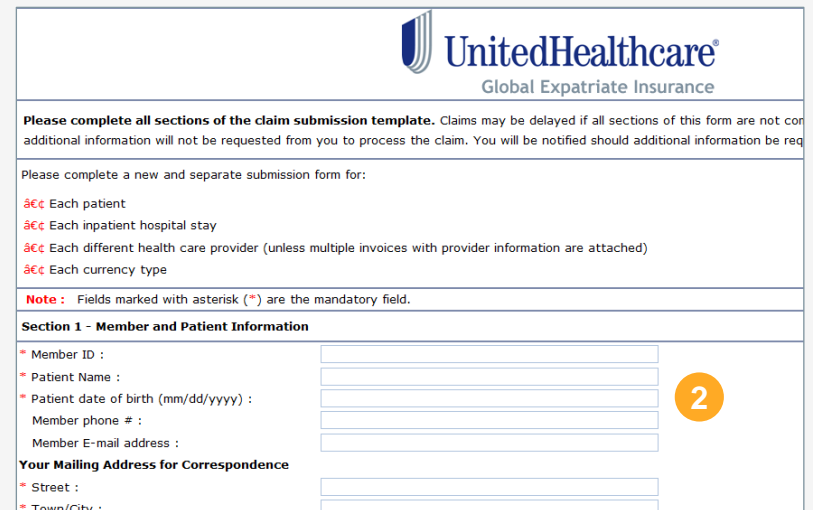
Please complete a new and separate claim form for:

- Each patient
- Each inpatient hospital stay
- Each different healthcare provider
- Each currency type

Claim Submission Options

- **Web Portal**
If you would like to submit your claim and supporting documents online, please [click here](#). No claim form is required.
- **FAX**
International toll free fax number - 877-370-4150
Direct Fax Number - +1 913-930-0306

- 2 A claim form will populate that can be completed along with an upload function to attach invoices or receipts.



UnitedHealthcare®
Global Expatriate Insurance

Please complete all sections of the claim submission template. Claims may be delayed if all sections of this form are not completed. Additional information will not be requested from you to process the claim. You will be notified should additional information be required.

Please complete a new and separate submission form for:

- Each patient
- Each inpatient hospital stay
- Each different health care provider (unless multiple invoices with provider information are attached)
- Each currency type

Note : Fields marked with asterisk (*) are the mandatory field.

Section 1 - Member and Patient Information

* Member ID :

* Patient Name : 2

* Patient date of birth (mm/dd/yyyy) :

Member phone # :

Member E-mail address :

Your Mailing Address for Correspondence

* Street :

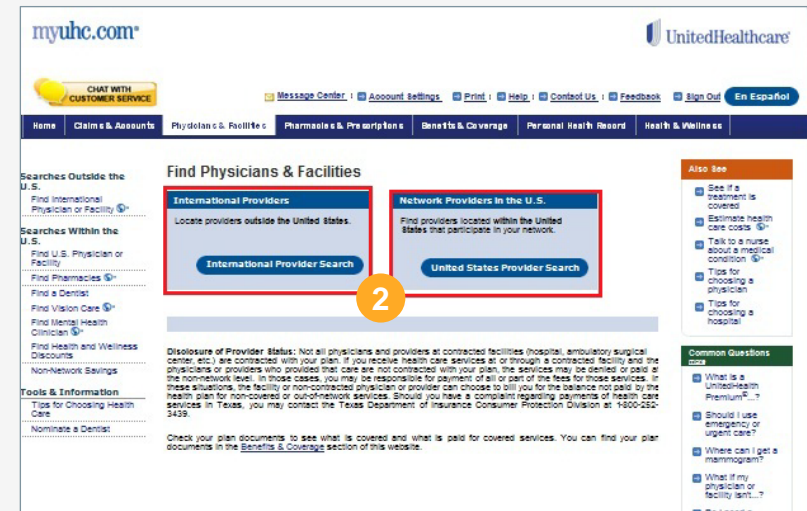
* Town/City :

Find a Health Care Professional

1 Once you have logged in to myUHC.com, select *Physicians & Facilities*.

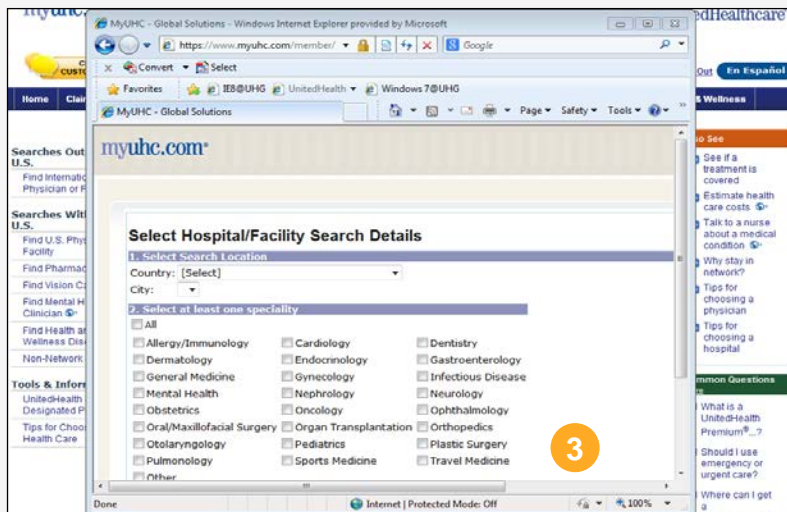


2 The *Find Physicians & Facilities* page will give you the option to find a health care provider.

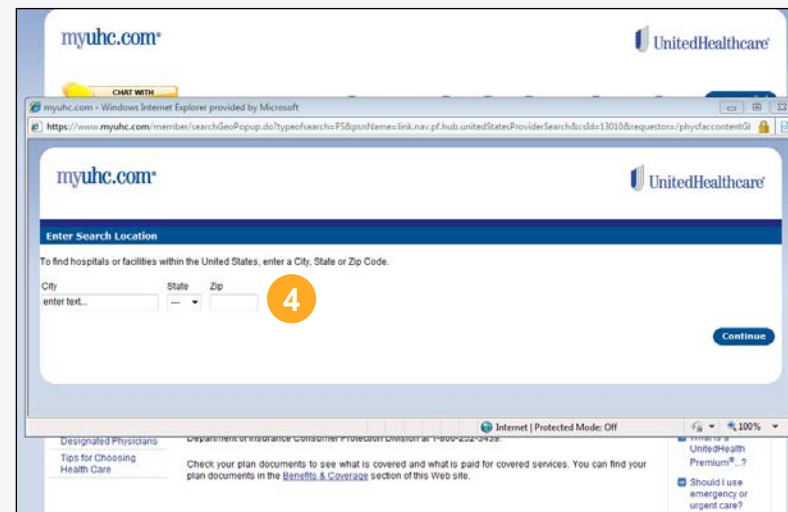


Find a Health Care Professional

- 3** If you select *Global Provider Search*, you will see the pop up screen shown below. Input your parameters and select *Continue* at the bottom of the pop up window to obtain your results.

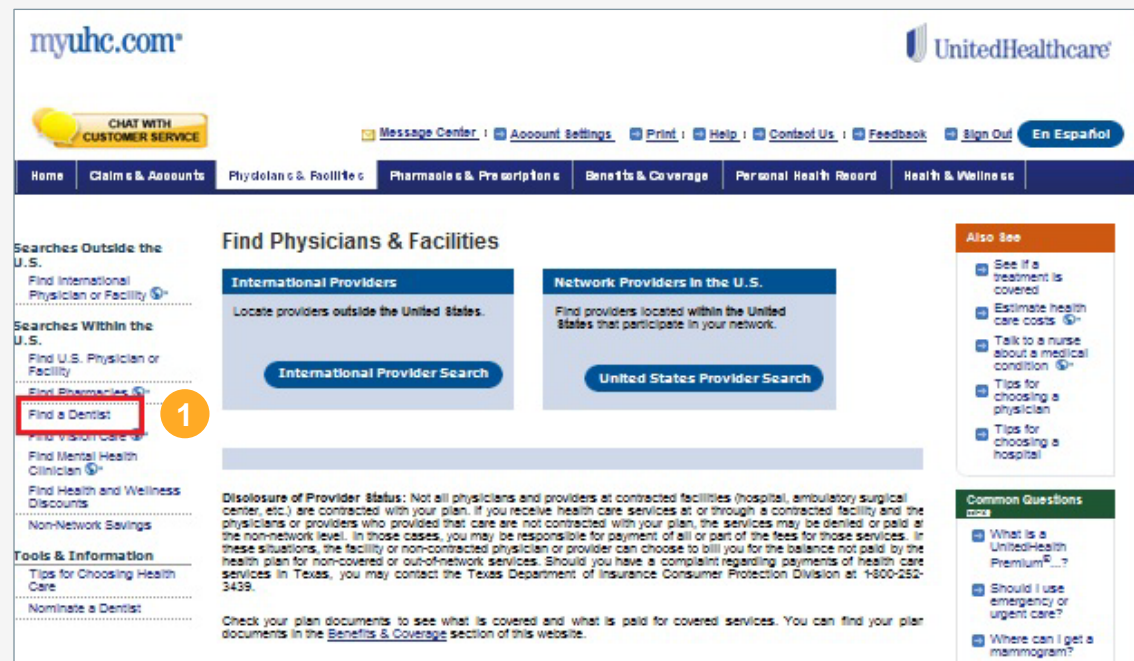


- 4** If you select *United States Provider Search*, you will see the pop up window shown below. Complete the fields for City, State and Zip, then select *Continue*. This window will lead you through the process of finding a health care professional or facility in the U.S.



Find a Dentist

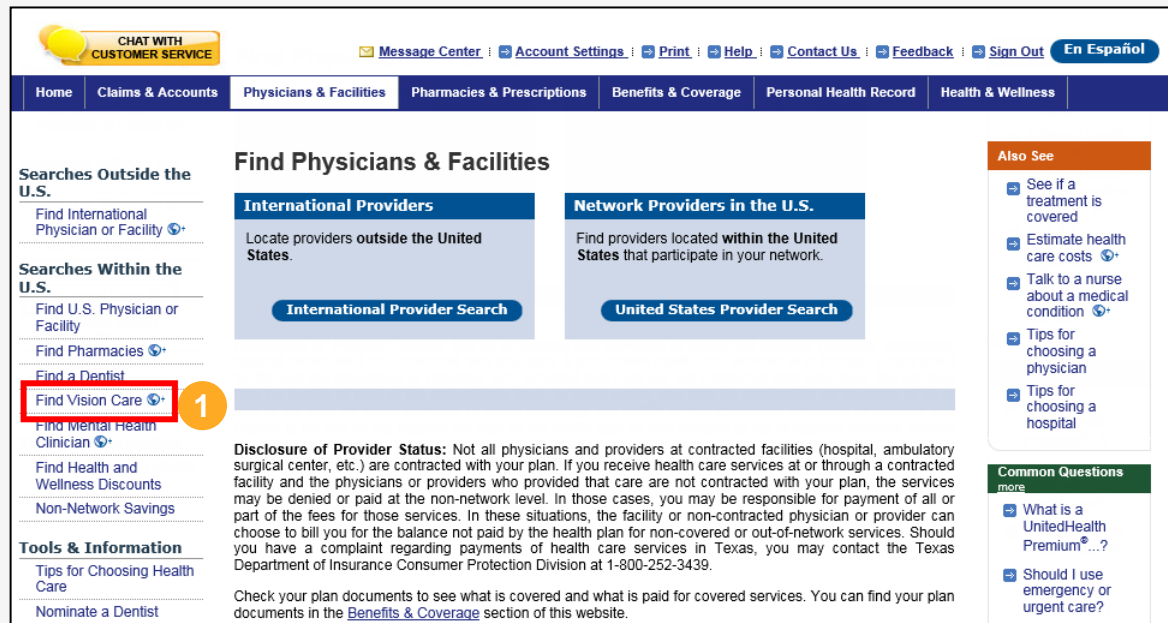
1 You can also Find a Dentist via the website by following the same steps.



The screenshot shows the myuhc.com website interface. At the top, there is a navigation bar with links for Message Center, Account Settings, Print, Help, Contact Us, Feedback, Sign Out, and En Español. Below this is a secondary navigation bar with links for Home, Claims & Accounts, Physicians & Facilities, Pharmacy & Prescriptions, Benefits & Coverage, Personal Health Record, and Health & Wellness. The main content area is titled 'Find Physicians & Facilities' and is divided into two columns: 'International Providers' and 'Network Providers in the U.S.'. The 'Find a Dentist' link is highlighted with a red box and a circled '1'. To the right, there are sections for 'Also See' and 'Common Questions'.

Find a Vision Provider

1 You can also Find Vision Care via the website by following the same steps.



The screenshot shows the UnitedHealthcare website interface. At the top, there is a navigation bar with links for Home, Claims & Accounts, Physicians & Facilities, Pharmacies & Prescriptions, Benefits & Coverage, Personal Health Record, and Health & Wellness. Below the navigation bar, the main content area is titled "Find Physicians & Facilities". This section is divided into two columns: "International Providers" and "Network Providers in the U.S.". The "International Providers" column includes a sub-section "International Provider Search" and the text "Locate providers outside the United States." The "Network Providers in the U.S." column includes a sub-section "United States Provider Search" and the text "Find providers located within the United States that participate in your network." On the left side of the page, there is a sidebar with various search options. The "Find Vision Care" link is highlighted with a red box and a yellow circle containing the number "1". Other links in the sidebar include "Find International Physician or Facility", "Find U.S. Physician or Facility", "Find Pharmacies", "Find a Dentist", "Find Mental Health Clinician", "Find Health and Wellness Discounts", "Non-Network Savings", "Tools & Information", "Tips for Choosing Health Care", and "Nominate a Dentist". On the right side of the page, there is an "Also See" section with links to "See if a treatment is covered", "Estimate health care costs", "Talk to a nurse about a medical condition", "Tips for choosing a physician", and "Tips for choosing a hospital". Below this is a "Common Questions" section with links to "What is a UnitedHealth Premium...?" and "Should I use emergency or urgent care?". At the bottom of the page, there is a "Disclosure of Provider Status" section with text explaining that not all providers are contracted with the plan and that services may be denied or paid at the non-network level. It also provides contact information for the Texas Department of Insurance Consumer Protection Division at 1-800-252-3439. A final note at the bottom of the page states: "Check your plan documents to see what is covered and what is paid for covered services. You can find your plan documents in the [Benefits & Coverage](#) section of this website."



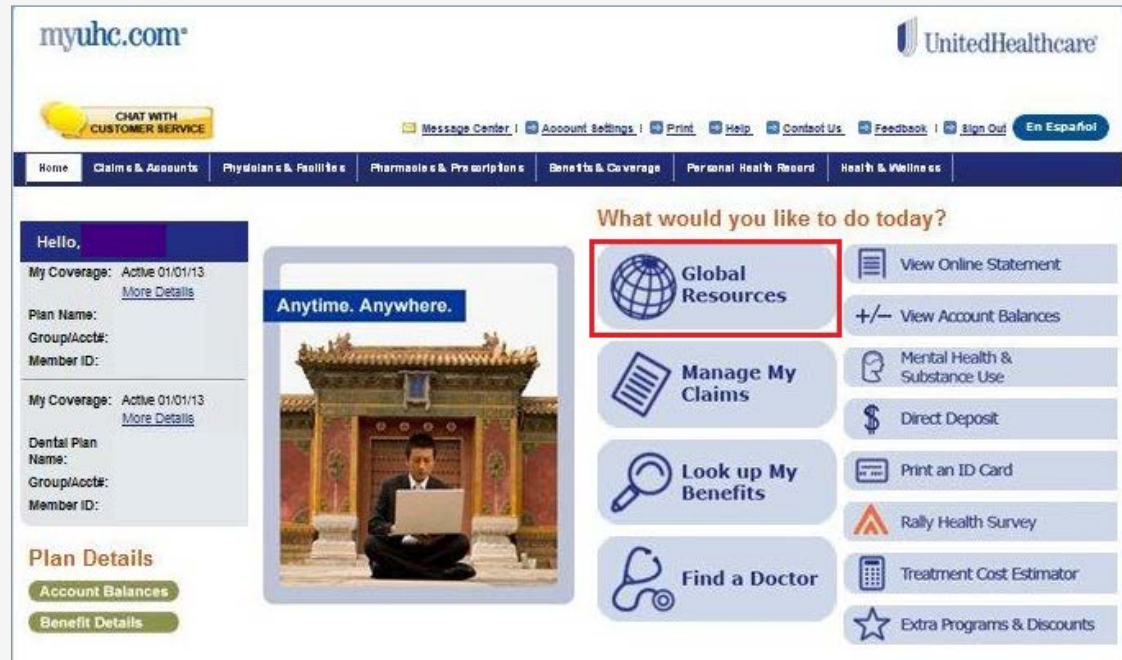
MEMBER SELF-SERVICE WEBSITE, MYUHC.COM GLOBAL RESOURCES

Obtain Guarantee of Payment (GOP)

In some locations outside of the U.S., depending on the health care professional you visit, a guarantee of payment (GOP) is required. UnitedHealthcare Global “guarantees” the reimbursement to a health care professional* for covered services up to covered benefit amounts.

Members can request a GOP using myUHC.com, or by calling UnitedHealthcare Global.

To request a GOP online, select *Global Resources* from the landing page.



*Note that some providers may not accept a GOP and require upfront member payment (as is sometimes the case with outpatient visits). Any upfront out of pocket payment is a reimbursable claim.

Obtain Guarantee of Payment

1

Select *Request Payment to Doctor/Hospital* from the Global Resources Links menu.

The screenshot shows the myuhc.com website interface. On the left is a navigation menu with categories like 'myClaims Manager', 'Benefits & Coverage', 'Physician & Facilities', and 'Claims & Accounts'. The main content area is titled 'Global Resources Links' and contains a table with columns for 'Link' and 'Description'. The link 'Request Payment to Doctor/Hospital' is highlighted with a red box and a circled '1'.

Link	Description
Expatriate Insurance	Launch the Expatriate Insurance Page, for access to international resources.
Change Mailing Address	
Find an International Doctor or Hospital	Locate a provider outside the States.
Request Payment to Doctor/Hospital	Arrange for an international provider to bill Expatriate directly for covered medical services.
Submit a Claim	Instructions for filing claim online.
Contact Expatriate Insurance	Access our 24/7/365 multilingual Customer Care Service Center.
Medical Resources	Explore the medical risks associated with your country of residence.

2

Complete the online form to submit your request, or download the form in Word or PDF format. Once completed, you may fax or email the downloaded document using the information provided.

The screenshot shows the 'Request Payment to Doctor/Hospital' webform. It includes a thank you message, instructions to provide advance notice, and options to submit the request via a webform, email, fax, or telephone. There are links to download the form in Word or PDF format. A circled '2' is placed over the 'Webform' section.

Request Payment to Doctor/Hospital

Thank you for choosing Expatriate Insurance. Our goal is to help you stay conveniently is important.

Please inform us of your upcoming appointment so that we can arrange for contact us as far in advance as possible so that we can make arrangements unable to provide advance notice, then please call us at the number below.

Webform: [Click here](#) to bring up a convenient webform where you can submit your request online.

Alternatively, you may wish to send your request by email, fax or telephone.

[Click here to download in Word format.](#)

[Click here to download in PDF format.](#)

The form should be filled out as entirely as possible. The items with an asterisk are required information, or if you have questions about how to arrange direct payment, please contact our Customer Care Service Center.

Send your completed form in one of the following ways:

Email: [Click here](#) If you'd like to send us the form via email - as an attached file.

3

A sample of the form to be completed is displayed below.

The screenshot shows a sample of the 'UnitedHealthcare Expatriate Insurance Guarantee of Payment' form. It includes fields for 'Requested by', 'Completed by', and 'Date Completed', followed by various provider and patient information fields. A circled '3' is in the top right corner.

UnitedHealthcare Expatriate Insurance Guarantee of Payment

Requested by: _____ Completed by: _____ Date Completed: _____

Provider Name*

Provider Address*

Provider Country*

Provider Telephone Number including country code*

Provider Fax number including country code

Provider Email address

Diagnosis/Symptoms*

Services/Procedure*

Contact Person/Dept. for Billing Arrangements

Date of service

For admissions: length of stay from _____ to _____

Patient and Subscriber Information

Subscriber Name*

Subscriber ID number as shown on ID card*

Group Name

Group Number Patient



MEMBER SELF-SERVICE WEBSITE, MYUHC.COM ADDITIONAL RESOURCES

1 Select “Help & FAQs”

The screenshot shows the UnitedHealthcare Global website interface. At the top, there is a navigation bar with links for Message Center, Account Settings, Print, Help, Contact Us, Feedback, and Sign Out, along with an En Español button. Below the navigation bar is a dark blue menu with categories: Home, Claims & Accounts, Physicians & Facilities, Pharmacies & Prescriptions, Benefits & Coverage, Personal Health Record, and Health & Wellness. The main content area is divided into two columns. The left column is titled 'myClaims Manager' and contains links for Benefits & Coverage (Persons Covered), Physician & Facilities (International Provider Search, U.S. Provider Search), and Claims & Accounts (Account Balances, Claims Summary, Claim Forms). The right column is titled 'Global Resources' and contains a table of links and descriptions. A red circle with the number '1' highlights the 'Help & FAQs' link in the Global Resources table.

Global Resources	
Hospital	States.
Request Payment to Doctor/Hospital	Arrange for an international medical provider to bill Global Solutions directly for covered medical expenses.
Submit a Claim	Instructions for filing claims. File your claim online.
Contact Global Solutions	Access our 24/7/365 multilingual Customer Care Service Center.
Medical Resources	Explore the medical risks and care available at your destination.
Security Resources	Access real-time security information for countries and cities around the world.
International Wellness	Link to Global Solutions International Wellness website.
1 Help & FAQs	Find answers to frequently-asked questions and get help navigating the Global Solutions website.

Additional Information

Depending on your location, you may receive additional information regarding accessing health care and support in-country. Members in the Middle East, Australia and Czech Republic will receive supporting materials from our strategic partners in those regions.

