

A photograph of a man carrying a young girl on his shoulders. The man is smiling and looking up at the girl. The girl is also smiling and looking up, with her arms outstretched. They are outdoors in a sunny, leafy setting, possibly a park or a residential area. The background is slightly blurred, showing a house and trees with yellowing leaves.

myuhc.com[®] Oxford Member Experience

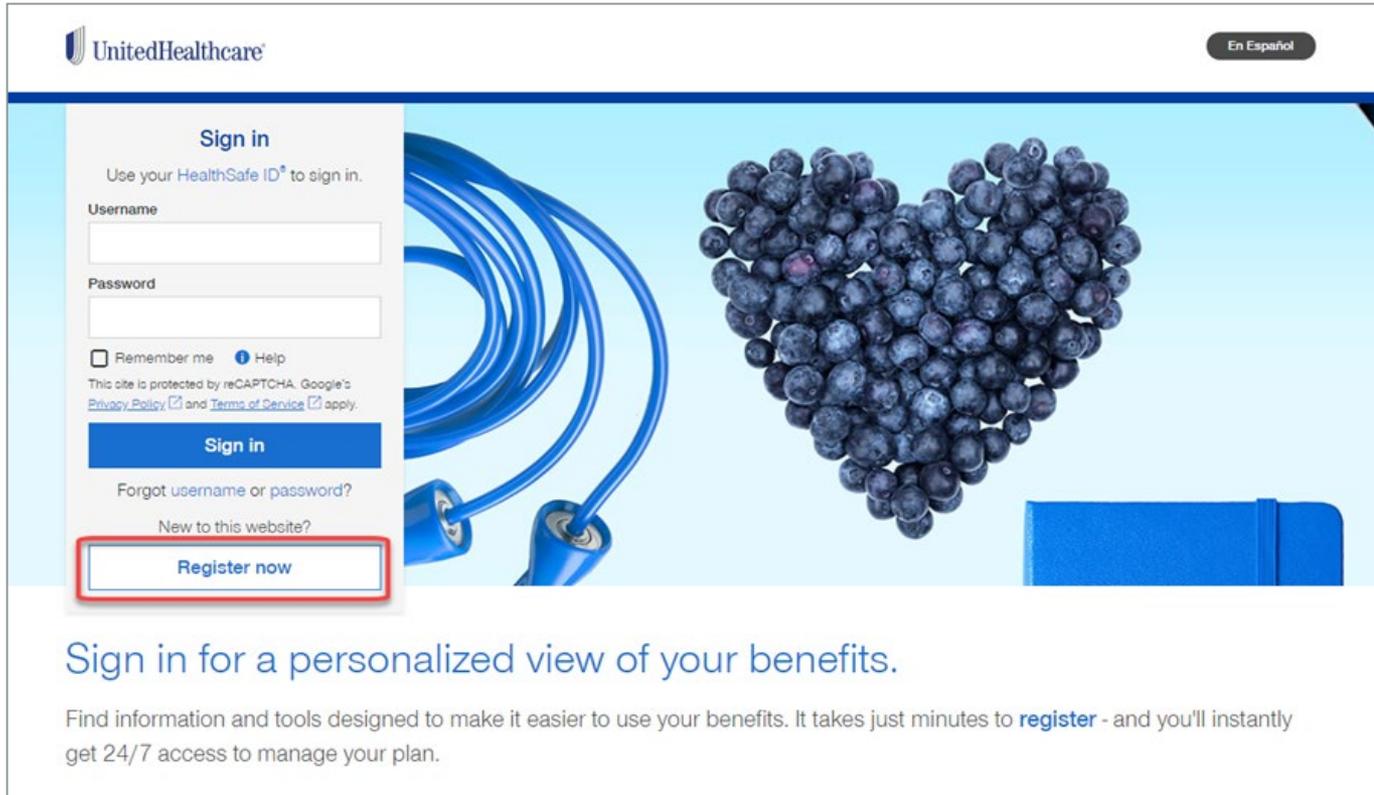
As of February 20, 2020

Member experience on myuhc.com:

- Registration
- Member Login
- Website Overview
 - Home/Dashboard
 - Find Care & Costs
 - Claims & Accounts
 - Coverage & Benefits
 - Pharmacies & Prescriptions
 - Health Resources

Note: Oxford is enhancing the member's experience on a regular basis. Screen shots and experience captured in this deck are subject to change

myuhc.com Registration (Page 1 of 2)



UnitedHealthcare®

En Español

Sign in
Use your HealthSafe ID® to sign in.

Username

Password

Remember me [Help](#)

This site is protected by reCAPTCHA. Google's [Privacy Policy](#) and [Terms of Service](#) apply.

Sign in

[Forgot username or password?](#)

[New to this website?](#)

Register now

Sign in for a personalized view of your benefits.

Find information and tools designed to make it easier to use your benefits. It takes just minutes to **register** - and you'll instantly get 24/7 access to manage your plan.

- Member receives the URL for myuhc.com in their member mailings.
- Member needs to register using the “Register now” button to create their HealthSafe ID (HSID).

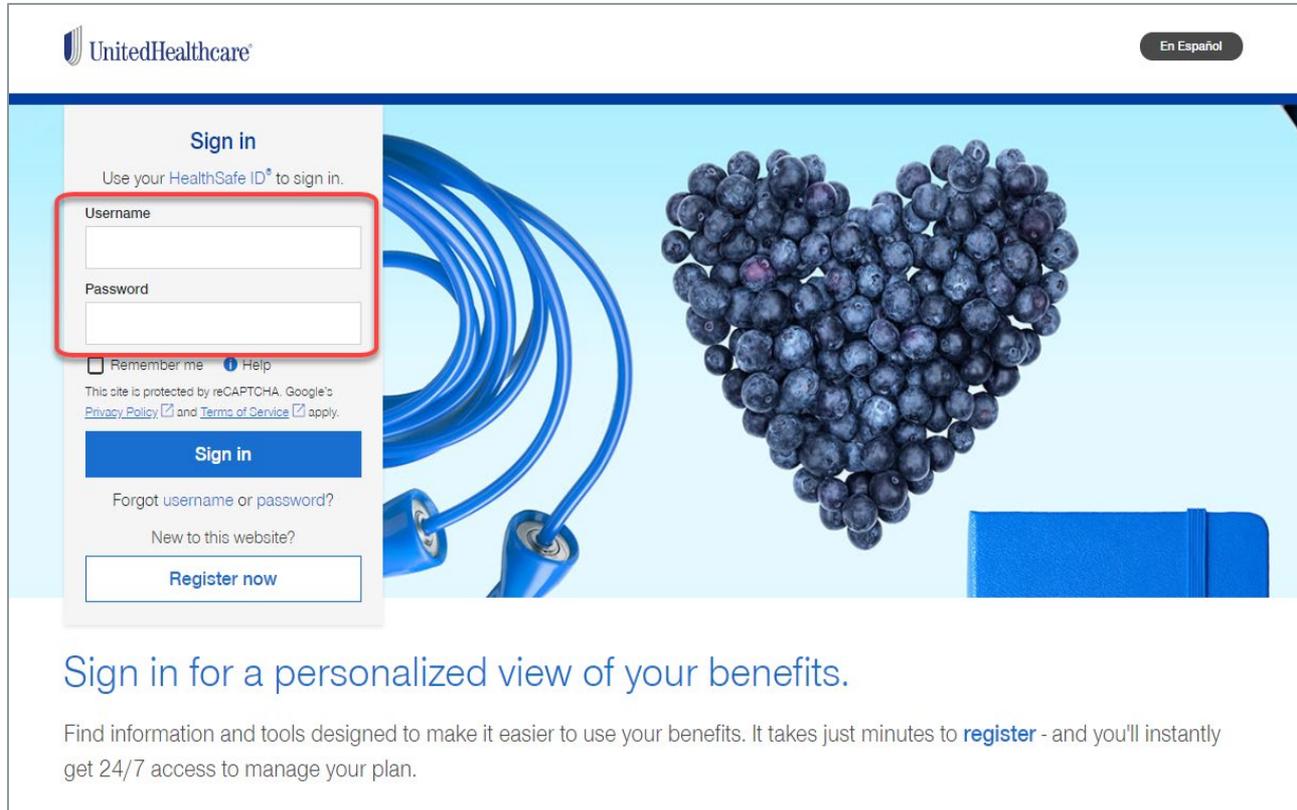
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myuhc.com Registration (Page 2 of 2)

- Member enters their name, date of birth, group # (as listed on the ID card).
- Member to creates a username and password.
- Once all information is keyed in; member will receive a confirmation email.

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Member Login



UnitedHealthcare

En Español

Sign in

Use your HealthSafe ID® to sign in.

Username

Password

Remember me [Help](#)

This site is protected by reCAPTCHA. Google's [Privacy Policy](#) and [Terms of Service](#) apply.

Sign in

[Forgot username or password?](#)

New to this website?

Register now

Sign in for a personalized view of your benefits.

Find information and tools designed to make it easier to use your benefits. It takes just minutes to [register](#) - and you'll instantly get 24/7 access to manage your plan.

- Once confirmation email is received, member can log into myuhc.com with their new username and password.

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Member Login – Coverage Selector



Looks like you have more than one plan

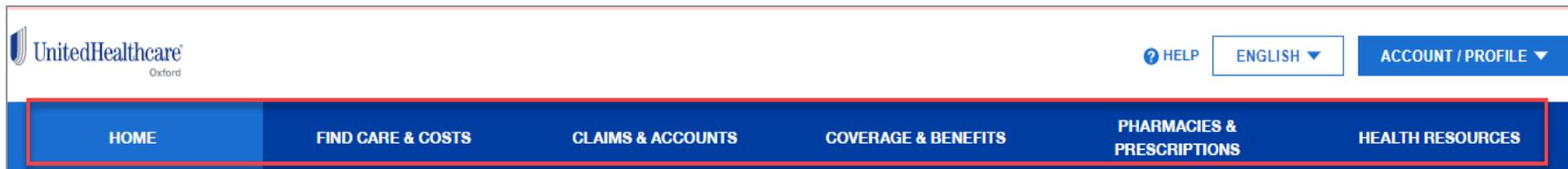
Choose the plan information you want to see.

Plan 1	Plan 2
 Group Name: [REDACTED] Member Type: Subscriber Plan Start Date: 06/01/2019 Group/Account #: [REDACTED] Member ID: [REDACTED] I Want To See This Plan ▶	 Group Name: [REDACTED] Member Type: Subscriber Plan Start Date: 06/01/2019 Group/Account #: [REDACTED] Member ID: [REDACTED] I Want To See This Plan ▶

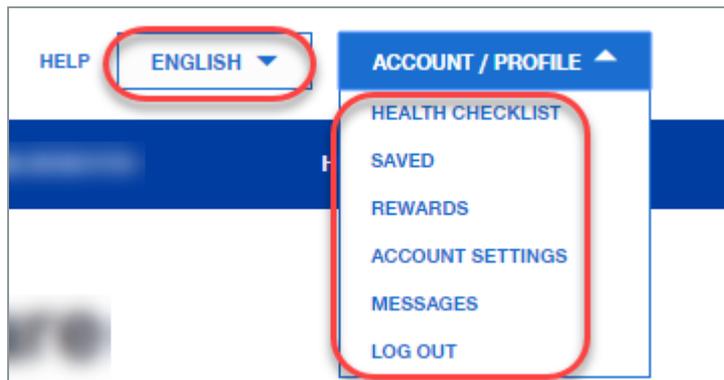
- If member has multiple coverages, they have to choose the coverage that they need to view.
- Other Medical coverage and/or stand-alone dental coverage would appear on the list for selection.

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myuhc.com Overview



- Once logged in, member lands on the “Home” page. The member has quick access to several pieces of the information right on the Home page.
- The top navigation bar is available throughout the portal:
 1. Home – Provides high level information about the member’s plans.
 2. Find Care & Costs – Takes member to the provider directory where they can search for providers and facilities that are within their network. This section also has a cost estimate tool.
 3. Claims & Accounts – Provides access to the member’s claims. A subscriber can view claims for dependents.
 4. Coverage & Benefits – Provides information on the member’s coverages and benefits.
 5. Pharmacies & Prescriptions – Provides access to the member’s Rx information.
 6. Health Resources – Provides access to the Wellness programs and incentives that are available.

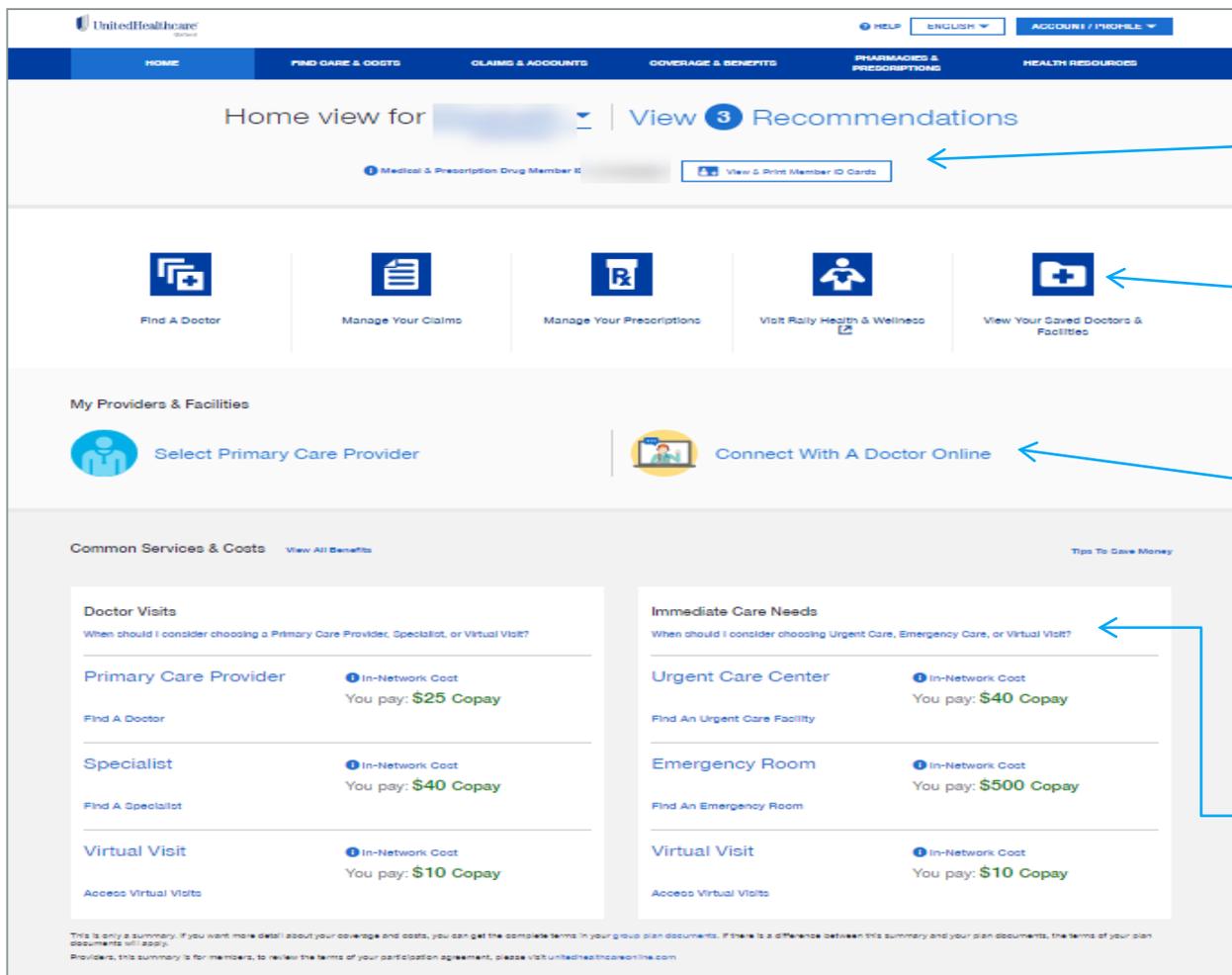


- Member can choose English or Spanish for the portal.
- Member can click on the Account/Profile to view or update their settings, rewards, messages, etc.

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1. Home/Dashboard

Home/Dashboard (Page 1 of 4)

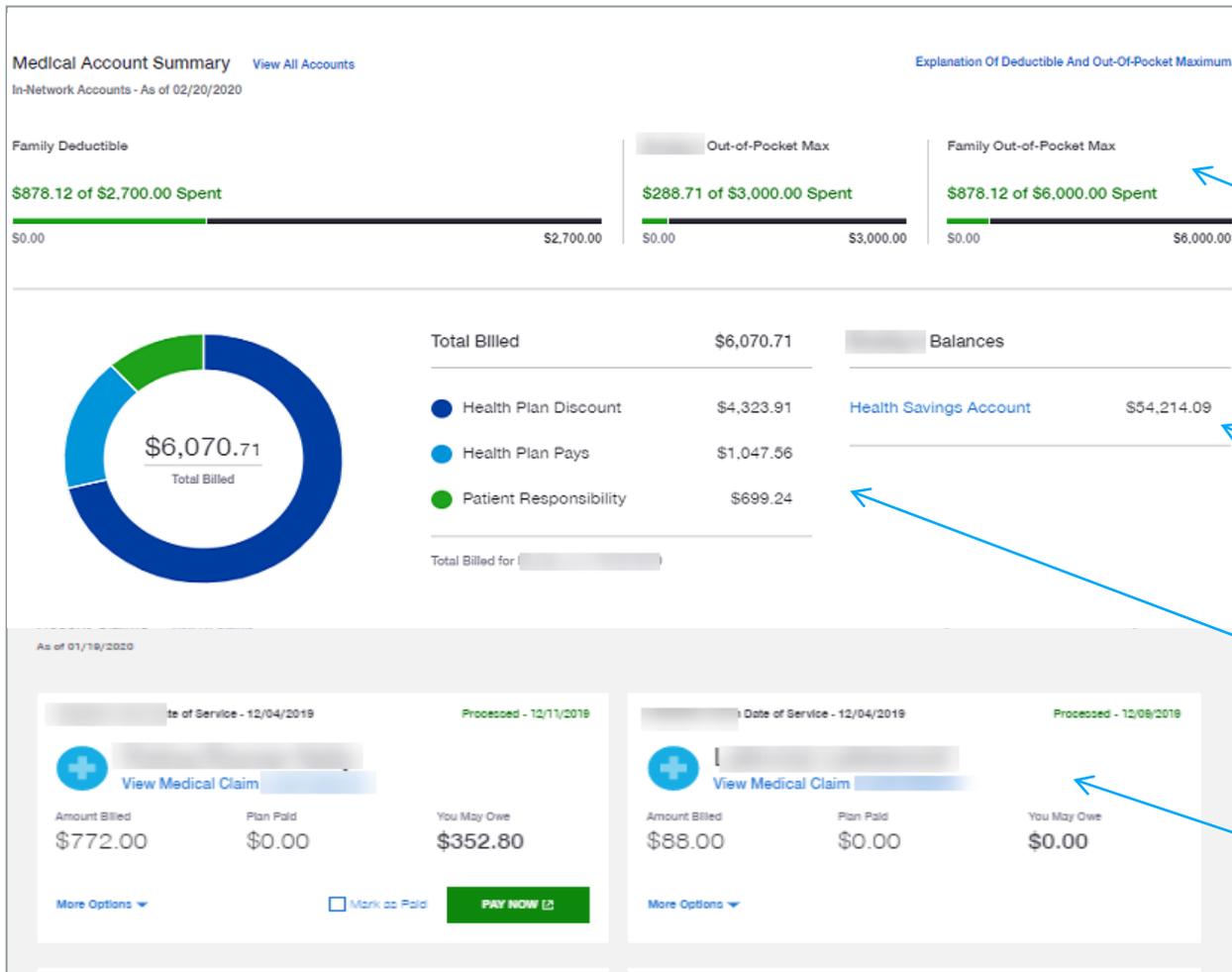


On the “Home” tab the member can:

- View or print ID card.
- Quick access to some common sections.
- View/change PCP, Access virtual visit providers, View referral (when applicable).
- Quick view into cost share for common services

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Home/Dashboard (Page 2 of 4)

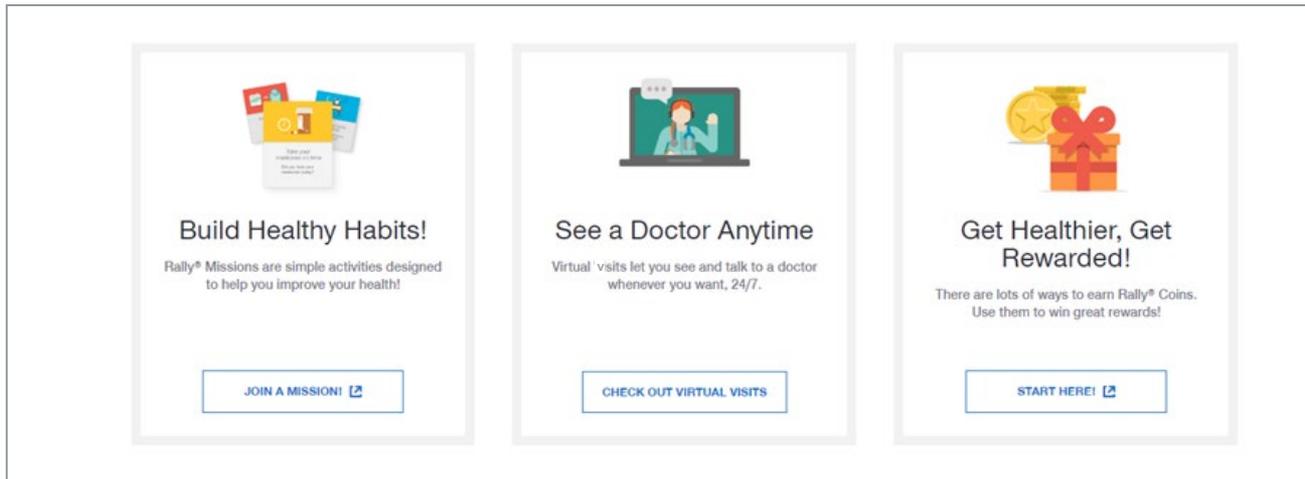


By scrolling down on the “Home” page, the member can view:

- Family and Individual Deductibles and Out-of-Pocket.
- HSA balance (if HSA is with Optum Bank)
- Some key totals for the current plan year.
- Recent claims.

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Home/Dashboard (Page 3 of 4)



- By scrolling down on the “Home” page, members also have quick access to additional benefits that they are eligible for.

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Home/Dashboard (Page 4 of 4)

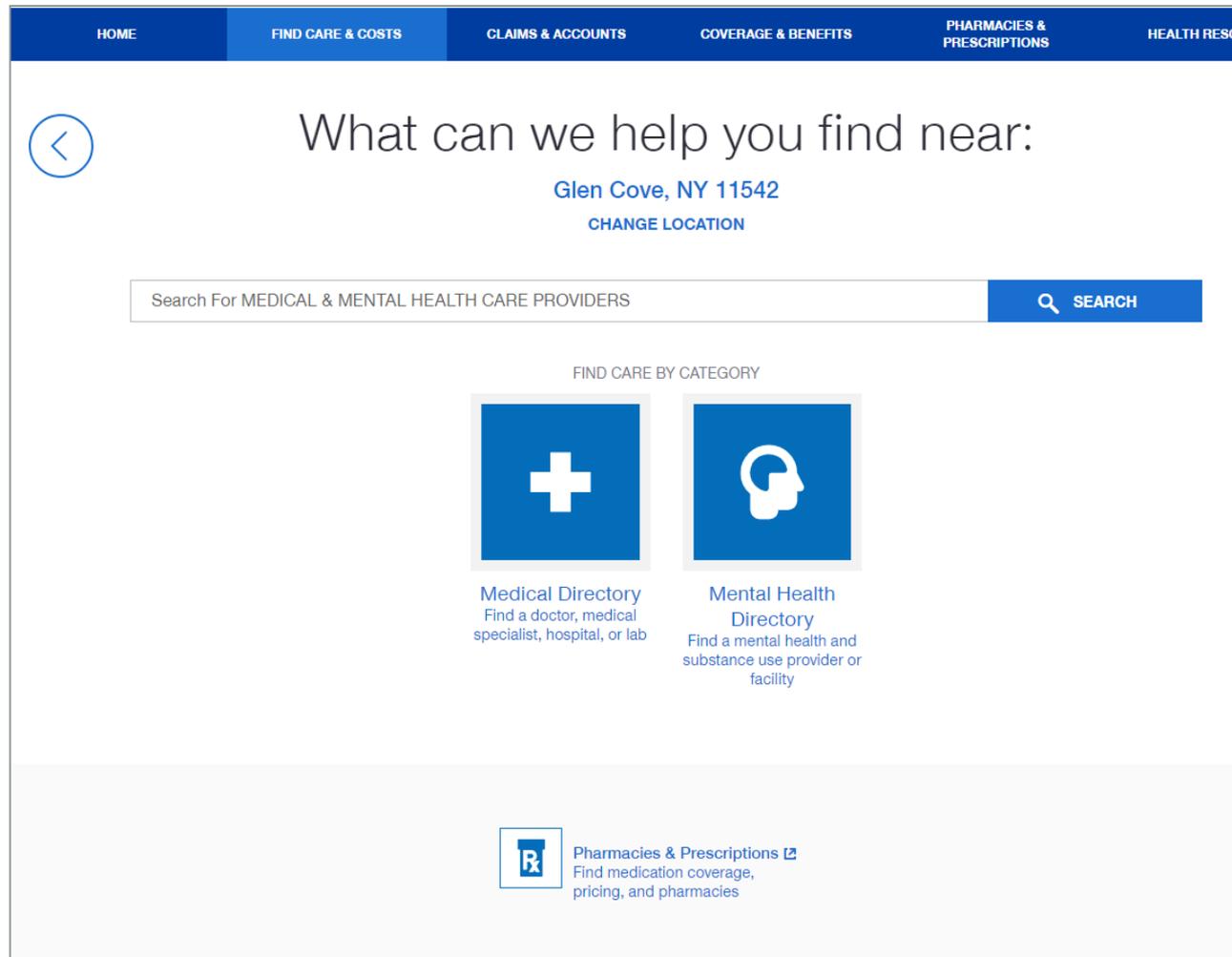
The screenshot displays the 'Home view for' section of a member dashboard. At the top, there is a dropdown menu with a downward arrow, circled in red, and a red arrow pointing to it from the right. Below the dropdown is a 'CHANGE MEMBER' link. Further down, there is a section for 'MEDICAL & PRESCRIPTION DRUG MEMBER ID:' with a 'VIEW & PRINT MEMBER ID CARDS' button. The main content area is titled 'Home View For:' and features a close button (X in a circle). Below this, there are three options for selecting a subscriber: 'SUBSCRIBER - [redacted]' (selected with a blue dot), 'SPOUSE - [redacted]' (unselected with a white circle), and 'DEPENDENT - [redacted]' (unselected with a white circle).

- The subscriber can use the dropdown to select and view additional information for their spouse &/or other dependents.

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2. Find Care & Costs

Find Care & Costs (Page 1 of 2)

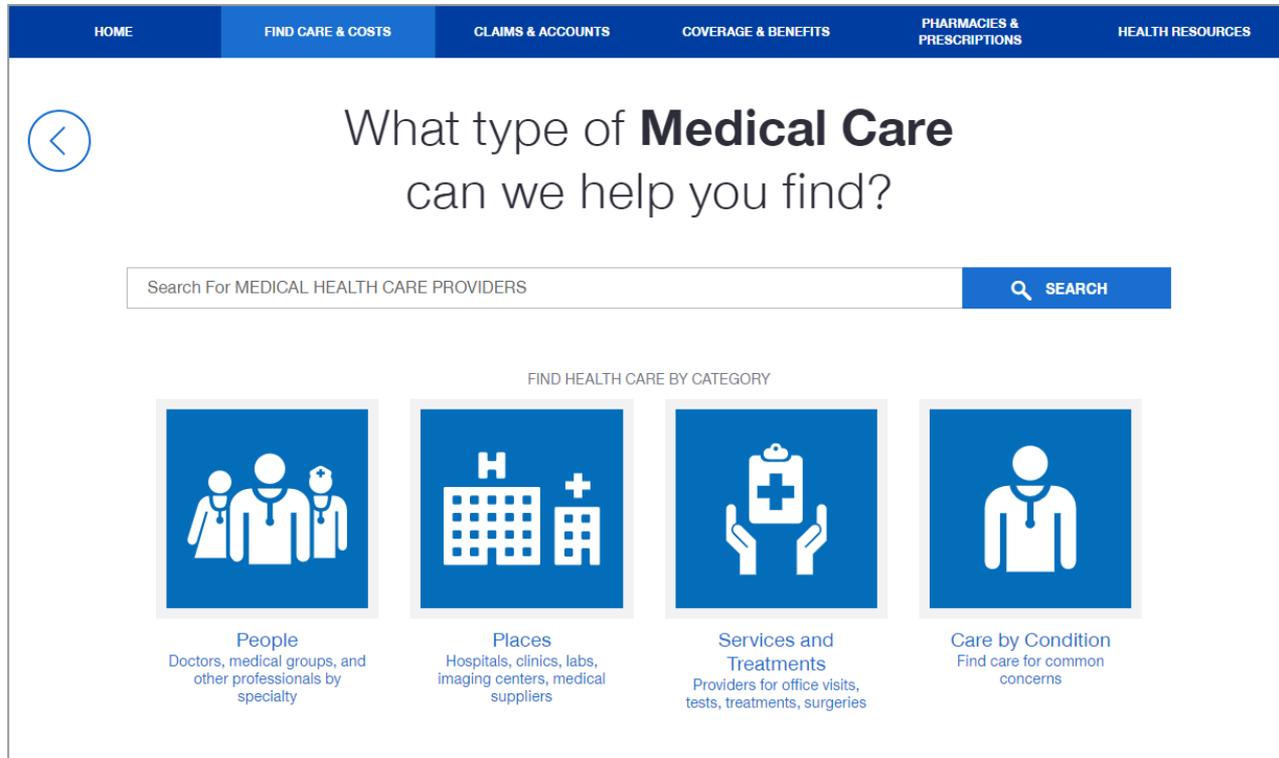


On the “Find Care & Costs” tab the member can:

- Access to the Medical, Mental Health and Prescription Provider directories available to them.

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Find Care & Costs (Page 2 of 2)

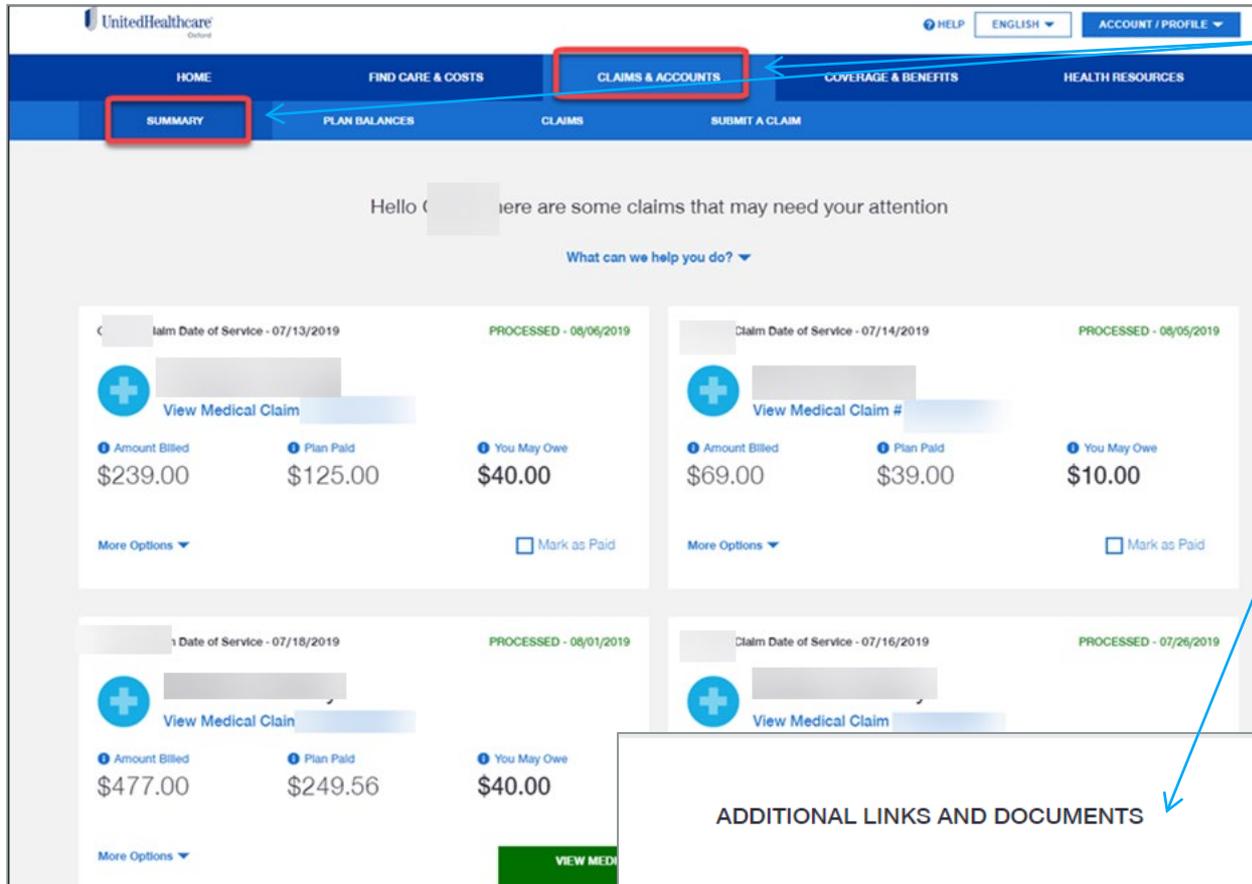


- Once the member selects a directory, they get additional prompts to guide them to view/save providers, clinics, facilities, labs, etc that are within their network.

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3. Claims & Accounts

Claims & Accounts (Page 1 of 5)



On the “Summary” sub-tab:

- Members can view a brief overview of recent claims.

- “Additional Links And Documents” are available to be viewed.

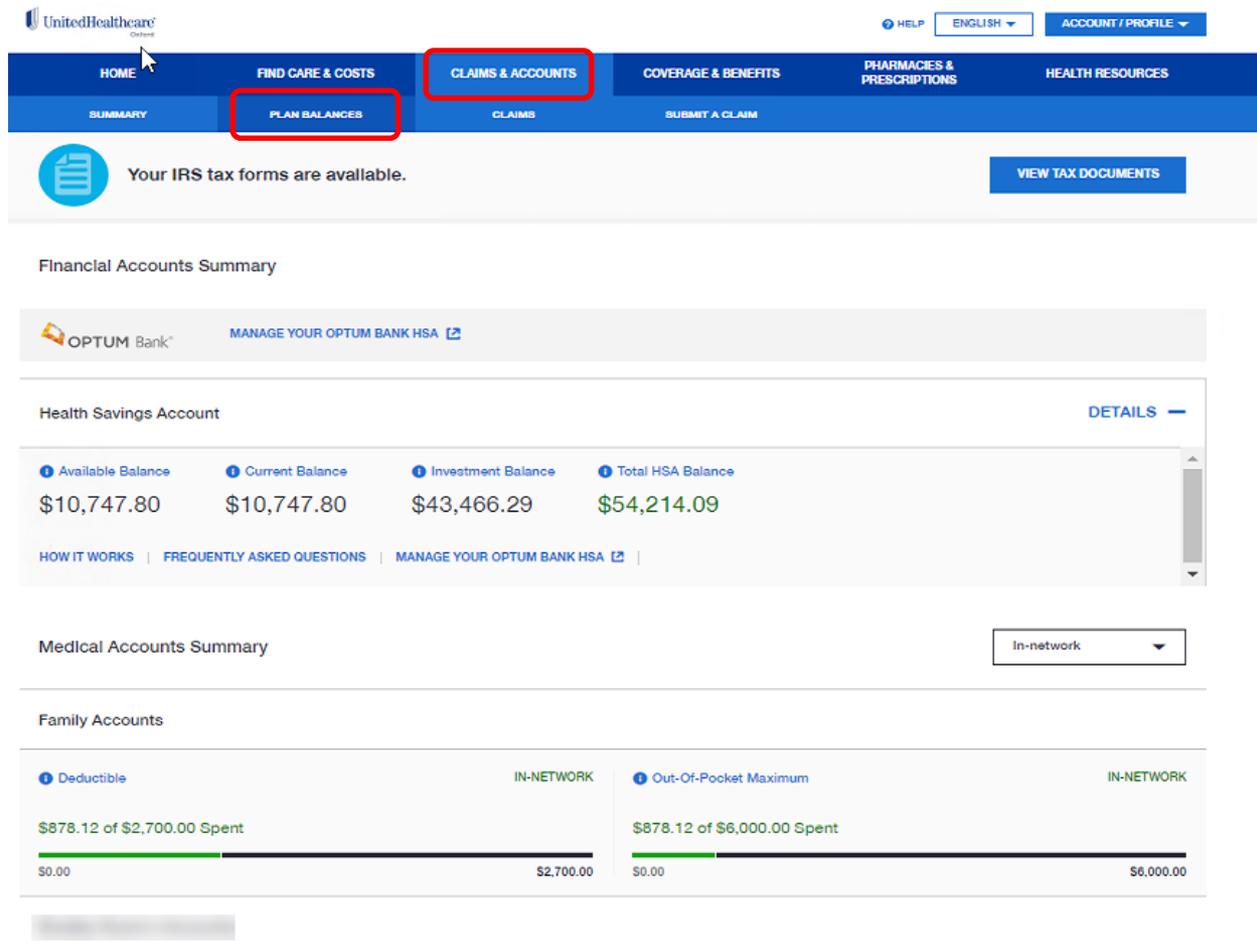
ADDITIONAL LINKS AND DOCUMENTS

Forms

- [MEDICAL APPEAL & GRIEVANCES](#)
- [RELEASE OF INFORMATION FORM](#)

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Claims & Accounts (Page 2 of 5)



The screenshot shows the UnitedHealthcare Oxford member portal. The top navigation bar includes 'HOME', 'FIND CARE & COSTS', 'CLAIMS & ACCOUNTS', 'COVERAGE & BENEFITS', 'PHARMACIES & PRESCRIPTIONS', and 'HEALTH RESOURCES'. Below this is a secondary bar with 'SUMMARY', 'PLAN BALANCES', 'CLAIMS', and 'SUBMIT A CLAIM'. The 'CLAIMS & ACCOUNTS' and 'PLAN BALANCES' tabs are highlighted with red boxes. A notification banner states 'Your IRS tax forms are available.' with a 'VIEW TAX DOCUMENTS' button. The main content area is titled 'Financial Accounts Summary' and features an 'OPTUM Bank' link to 'MANAGE YOUR OPTIMUM BANK HSA'. Below this is a 'Health Savings Account' section with a 'DETAILS' link and a table of balances:

Available Balance	Current Balance	Investment Balance	Total HSA Balance
\$10,747.80	\$10,747.80	\$43,466.29	\$54,214.09

Below the table are links for 'HOW IT WORKS', 'FREQUENTLY ASKED QUESTIONS', and 'MANAGE YOUR OPTIMUM BANK HSA'. The 'Medical Accounts Summary' section includes a dropdown menu set to 'In-network'. The 'Family Accounts' section shows two progress bars for 'Deductible' and 'Out-Of-Pocket Maximum', both marked 'IN-NETWORK' and showing '\$878.12 of \$2,700.00 Spent' and '\$878.12 of \$6,000.00 Spent' respectively.

On the “Plan Balances” sub-tab:

- Member can view the deductible and out-of-pocket amounts.
- Member can view their HSA balance and has access to a link that will take them to the Optum Bank site to manage their HSA account (if applicable, if account is with Optum Bank).

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Claims & Accounts (Page 3 of 5)

On the “Claims” sub-tab:

- Members can view their claim histories.

- There are also a variety of sorting, filtering, and organizational options available.

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Claims & Accounts (Page 4 of 5)

UnitedHealthcare Oxford

HOME FIND CARE & COSTS CLAIMS & ACCOUNTS COVERAGE & BENEFITS HEALTH RESOURCES

SUMMARY PLAN BALANCES CLAIMS SUBMIT A CLAIM

Medical Claim # [REDACTED] Save Claim

Patient Name [REDACTED] Date of Service: 07/13/2019 Date Received: 07/31/2019 Status: Processed - 08/06/2019

VIEW EXPLANATION OF BENEFITS ASK A QUESTION MAKE A NOTE



The claim details page provides claim processing details and a link to the explanation of benefits.

UnitedHealthcare Oxford

Explanation of Benefits Statement

This is not a bill. Do not pay. This is to notify you that we processed your claim.

Claims Summary

Detailed claim information is located on the following page(s).

Dollar Amount	Description
\$150.00	Amount Billed
\$81.50	Maximum Amount
\$0.00	Your Other Insurance Paid
\$66.50	Your Plan Paid
\$15.00	Total amount you owe the providers

Page 1 of 7

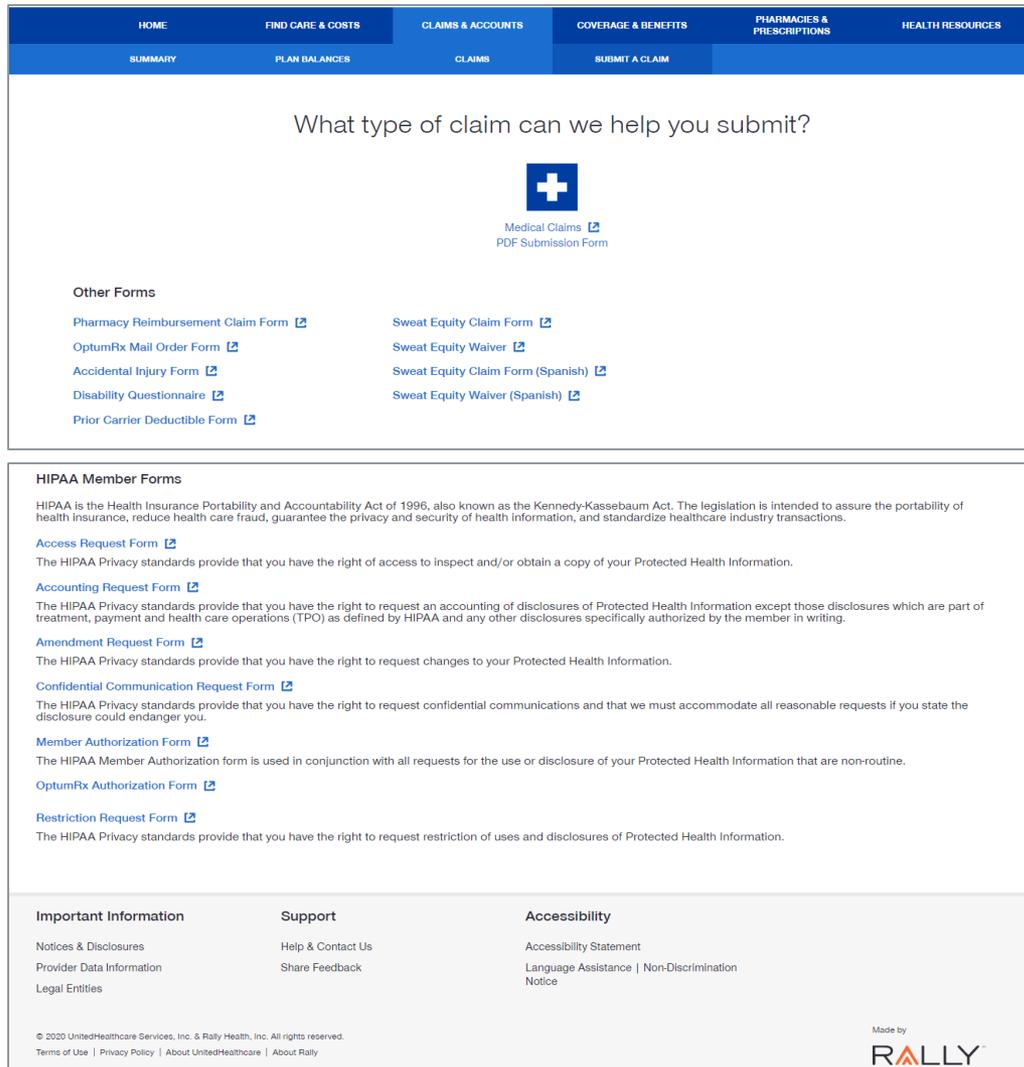
Total Amount Billed	\$239.00	Processed - 08/06/2019
Plan Discount	\$74.00	Processed - 08/06/2019
Plan Paid	\$125.00	Processed - 08/06/2019
You May Owe		
Copay		

Provided Service	Amount Billed	Plan Discount	Plan Paid	Copay	Coinsurance	Deductible
07/13/2019 - 07/13/2019	\$39.00	\$39.00	\$0.00	\$0.00	\$0.00	\$0.00
Service Description: There are two types of streptococcus bacteria: a and b. The rapid tests take a throat swab with results in about an hour. A urine test identifies the specific strep bacterial strain. Claim Code: CAD805* This amount represents interest paid. UUBH01* Based on an agreement with United Healthcare or United Behavioral Health, the provider has accepted a discount for this service. The discount is your savings and is not included in the amount you owe. If you have paid the physician or health care provider more than the amount you owe, please call them for a refund. CES006* The procedure or supply is part of a global service and is not eligible for separate reimbursement.						
07/13/2019 - 07/13/2019	\$200.00	\$35.00	\$125.00	\$40.00	\$0.00	\$0.00
Service Description: First office visit with a doctor. The amount of time with the physician is determined by a person's condition and treatment needs. Claim Code: CAD805* This amount represents interest paid. CES004* This service has been processed at the provider's contracted rate. CAD571* You are responsible for the copayment amount. It is a fixed amount you pay directly to a provider for a covered service. If you have not already done so please pay the amount shown to your provider. UUBH01* Based on an agreement with United Healthcare or United Behavioral Health, the provider has accepted a discount for this service. The discount is your savings and is not included in the amount you owe. If you have paid the physician or health care provider more than the amount you owe, please call them for a refund.						

PRINT CLAIM

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Claims & Accounts (Page 5 of 5)



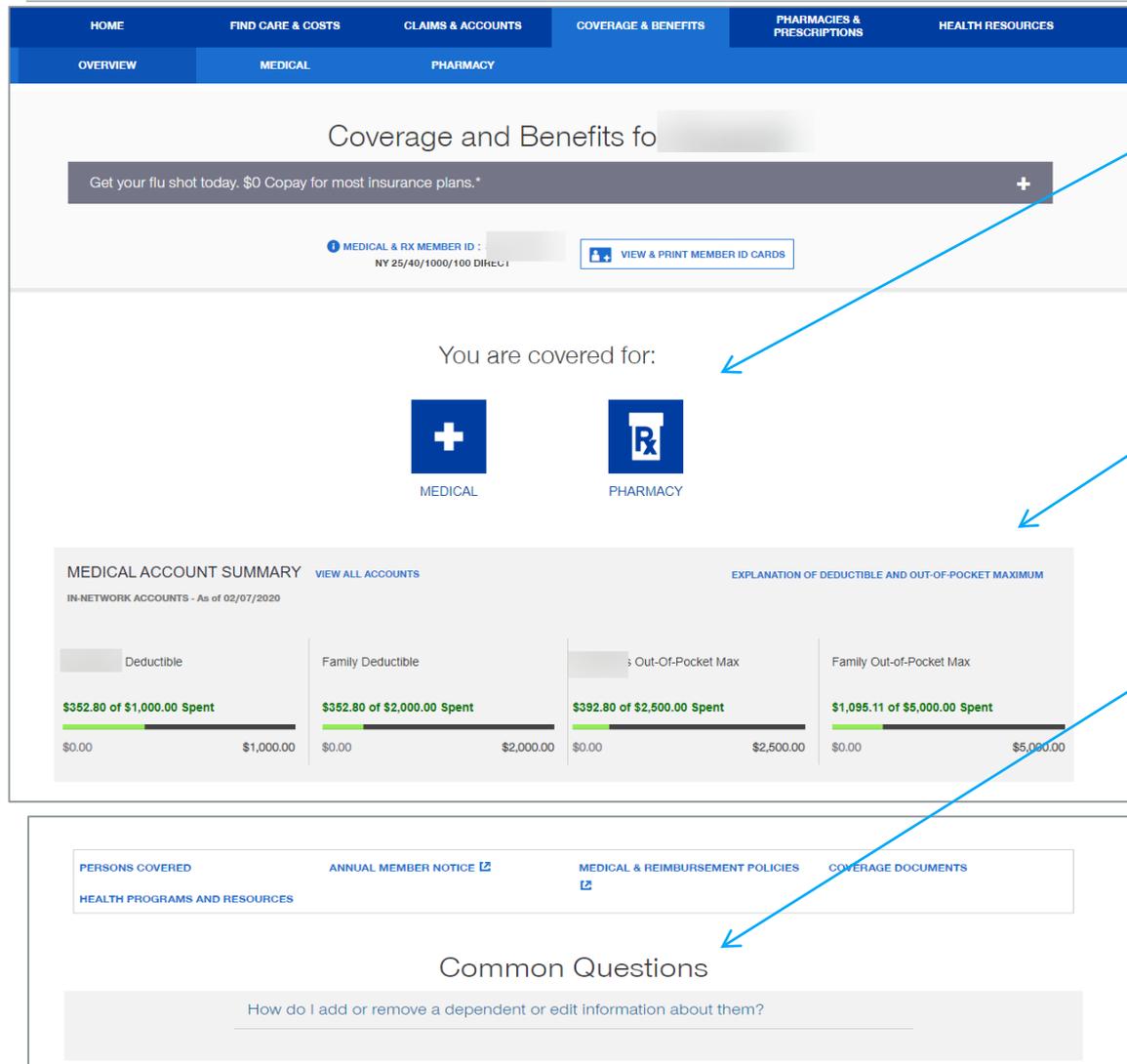
On the “Submit A Claim” sub-tab:

- There is a variety of forms the member can print and submit.
- The online electronic claim submission is enabled for NY members and is to be expanded into other markets in 2020.

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4. Coverage & Benefits

Coverage & Benefits (Page 1 of 6)



Member can access all their benefit details through this section.

The Deductible and Out-of-Pocket amounts are available.

Any common questions or reminders related to the coverage will appear here.

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Coverage & Benefits (Page 2 of 6)

[PERSONS COVERED](#) [ANNUAL MEMBER NOTICE](#)  [MEDICAL & REIMBURSEMENT POLICIES](#)  [COVERAGE DOCUMENTS](#)

[HEALTH PROGRAMS AND RESOURCES](#)

- Subscribers can view persons covered, their coverage documents and available health programs through the links in this section.

[HOME](#) [FIND CARE & COSTS](#) [CLAIMS & ACCOUNTS](#) [COVERAGE & BENEFITS](#) [HEALTH RESOURCES](#)

[OVERVIEW](#) [MEDICAL](#) [PHARMACY](#)

Coverage Documents

WELCOME GUIDE

[WELCOME GUIDE](#) 

Coverage documents describe the features and benefits of your specific medical and ancillary coverage.

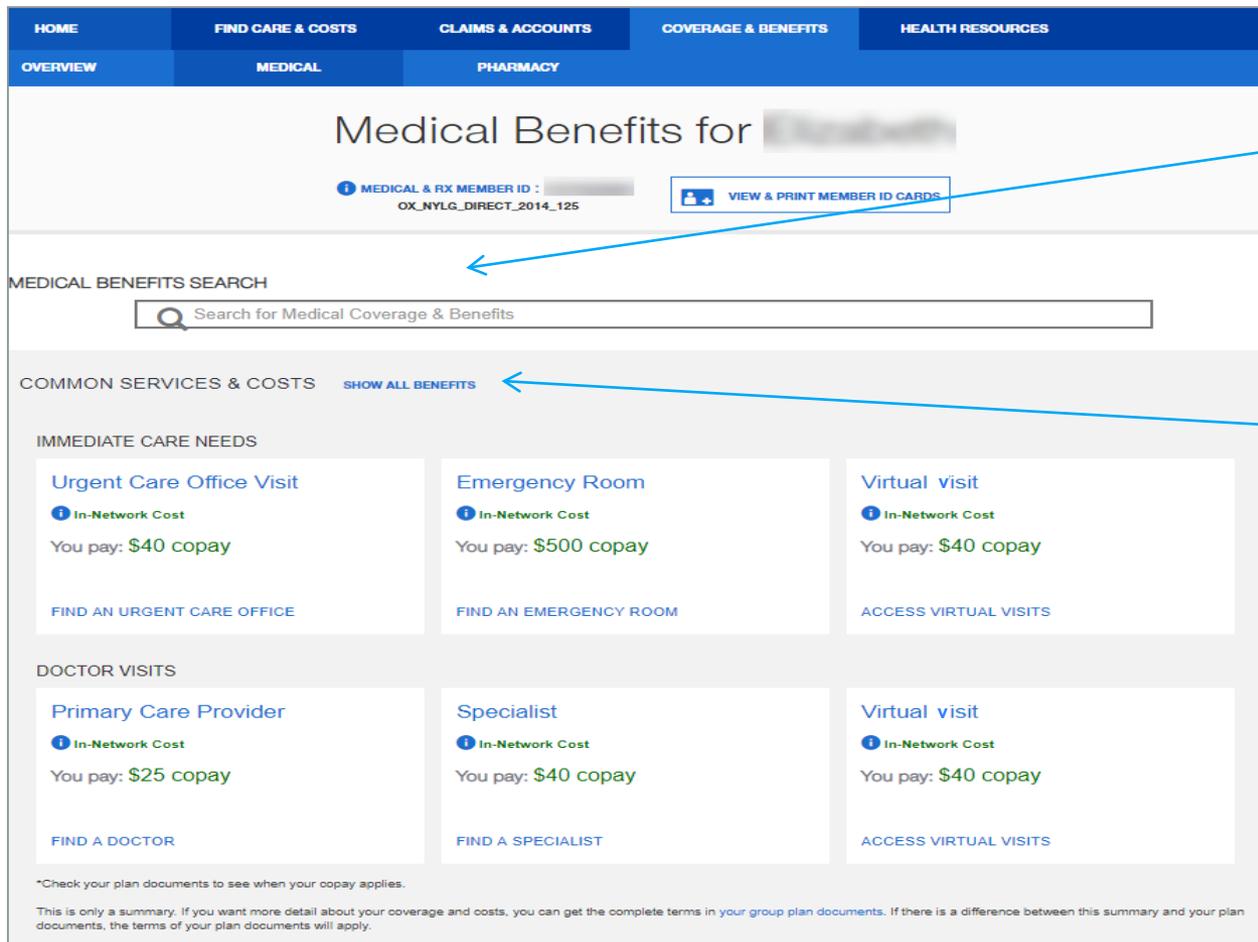
YOUR COVERAGE DOCUMENTS

[SUMMARY OF BENEFITS AND COVERAGE \(SBC\)](#)  [MEMBER HANDBOOK](#)  [NOTICE OF PRIVACY PRACTICES](#) 

Some documents on this page require Adobe Acrobat Reader. [Download Acrobat Reader](#) 

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Coverage & Benefits (Page 3 of 6)

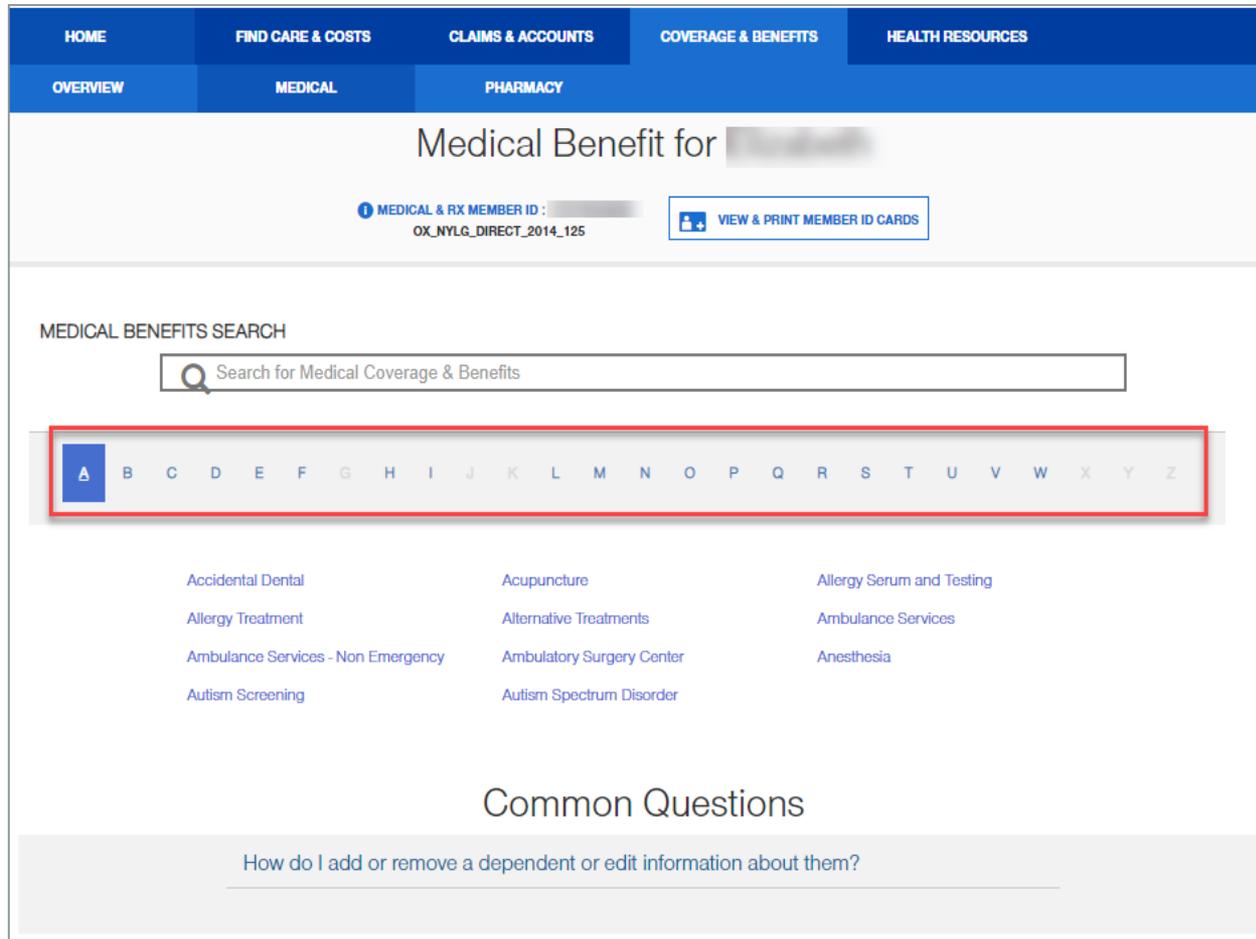


On “Medical” sub-tab members can:

- Do a search to quickly look up what they are looking for.
- View benefits.
- View cost share associated with commonly used services.

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Coverage & Benefits (Page 4 of 6)



HOME FIND CARE & COSTS CLAIMS & ACCOUNTS **COVERAGE & BENEFITS** HEALTH RESOURCES

OVERVIEW MEDICAL PHARMACY

Medical Benefit for [redacted]

MEDICAL & RX MEMBER ID : [redacted]
OX_NYLG_DIRECT_2014_125 [VIEW & PRINT MEMBER ID CARDS](#)

MEDICAL BENEFITS SEARCH

Search for Medical Coverage & Benefits

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Accidental Dental Acupuncture Allergy Serum and Testing
Allergy Treatment Alternative Treatments Ambulance Services
Ambulance Services - Non Emergency Ambulatory Surgery Center Anesthesia
Autism Screening Autism Spectrum Disorder

Common Questions

How do I add or remove a dependent or edit information about them?

- When the member clicks on the link to “show all benefits”, the benefits appear in alphabetical order.

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Coverage & Benefits (Page 5 of 6)

HOME FIND CARE & COSTS CLAIMS & ACCOUNTS **COVERAGE & BENEFITS** PHARMACIES & PRESCRIPTIONS HEALTH RESOURCES

OVERVIEW MEDICAL PHARMACY

Allergy Treatment

IN-NETWORK **OUT-OF-NETWORK**

In-Network Cost

You Pay:
 Care rendered by a PCP is covered as follows: Covered at 100% with a copayment of \$15.00 per Day.
 Care rendered by a specialist is covered as follows: Covered at 100% with a copayment of \$30.00 per Day.

Benefit Details

Services related to treatment of allergies provided in a doctor's office, whether the office is freestanding or located in a clinic or hospital.

*Check your plan documents to see when your copay applies.
 This is only a summary. If you want more detail about your coverage and costs, you can get the complete terms in your [group plan documents](#). If there is a difference between this summary and your plan documents, the terms of your plan documents will apply.

IN-NETWORK ACCOUNTS [VIEW ALL ACCOUNTS](#) [EXPLANATION OF DEDUCTIBLE AND OUT-OF-POCKET MAXIMUM](#)

Individual Out-of-Pocket Max

\$130.00 of \$3,000.00 Spent

\$0.00 \$3,000.00

Family Out-of-Pocket Max

\$170.00 of \$6,000.00 Spent

\$0.00 \$6,000.00

- When a member chooses a particular benefit, they can view the In-and Out-of-Network cost share and benefit details.

IN-NETWORK **OUT-OF-NETWORK**

Out-Of-Network Cost

You Pay:
 Care rendered by a provider is covered as follows: Member pays 30% coinsurance subject to the OON deductible.

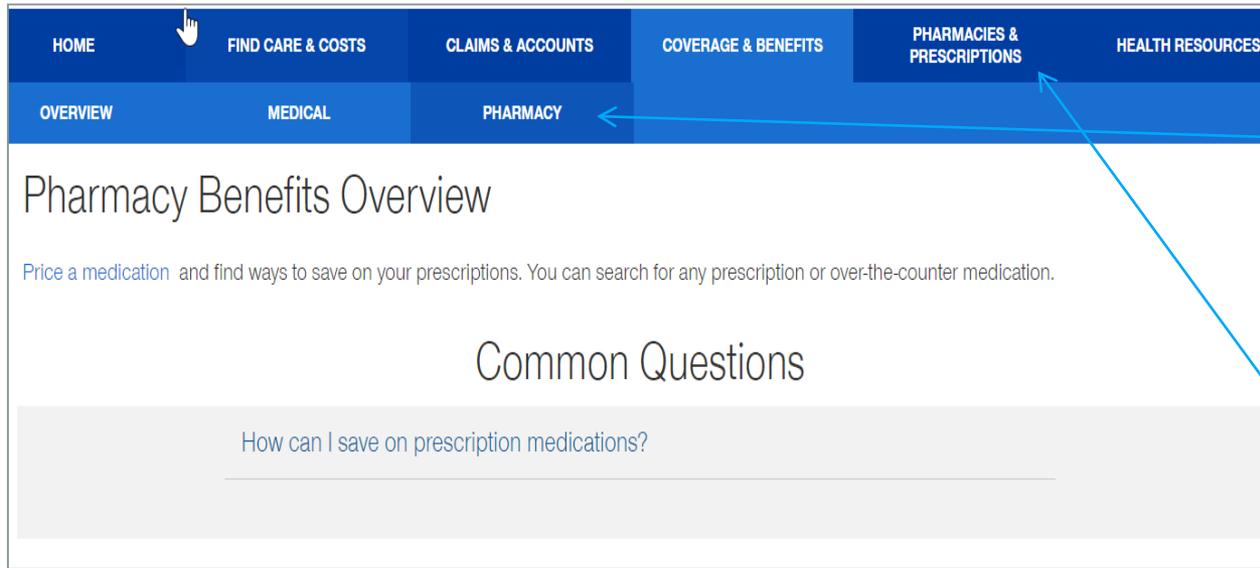
Benefit Details

Services related to treatment of allergies provided in a doctor's office, whether the office is freestanding or located in a clinic or hospital.

*Check your plan documents to see when your copay applies.
 This is only a summary. If you want more detail about your coverage and costs, you can get the complete terms in your [group plan documents](#). If there is a difference between this summary and your plan documents, the terms of your plan documents will apply.

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Coverage & Benefits (Page 6 of 6)



HOME FIND CARE & COSTS CLAIMS & ACCOUNTS COVERAGE & BENEFITS PHARMACIES & PRESCRIPTIONS HEALTH RESOURCES

OVERVIEW MEDICAL PHARMACY

Pharmacy Benefits Overview

[Price a medication](#) and find ways to save on your prescriptions. You can search for any prescription or over-the-counter medication.

Common Questions

How can I save on prescription medications?

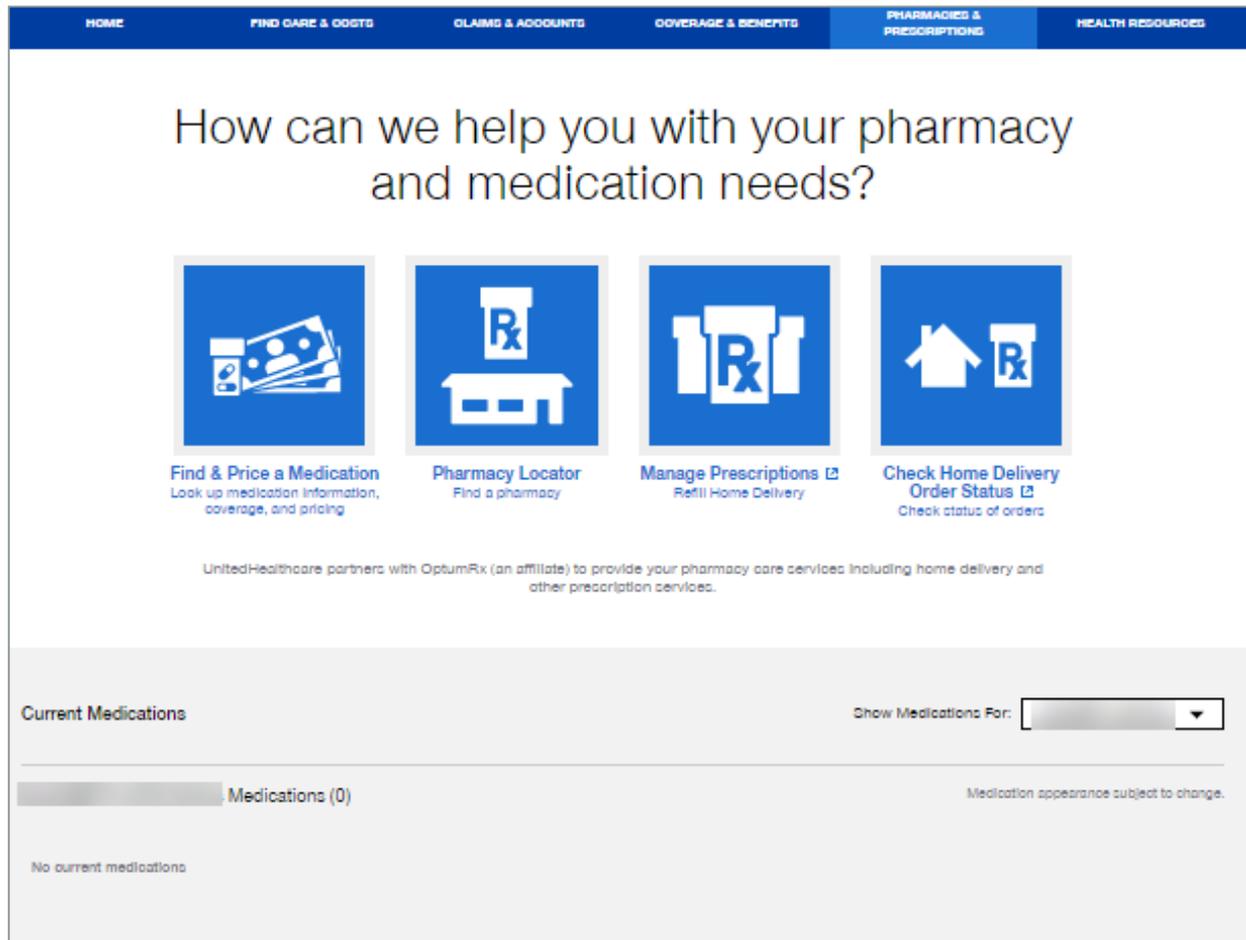
On “Pharmacy” sub-tab:

- The information on this tab has been relocated to the “Pharmacies & Prescriptions” tab, where members will now be able to access OptumRx.

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5. Pharmacies & Prescriptions

Pharmacies & Prescriptions (Page 1 of 3)



HOME FIND CARE & COSTS CLAIMS & ACCOUNTS COVERAGE & BENEFITS **PHARMACIES & PRESCRIPTIONS** HEALTH RESOURCES

How can we help you with your pharmacy and medication needs?



Find & Price a Medication
Look up medication information, coverage, and pricing



Pharmacy Locator
Find a pharmacy



Manage Prescriptions [↗](#)
Refill Home Delivery



Check Home Delivery Order Status [↗](#)
Check status of orders

UnitedHealthcare partners with OptumRx (an affiliate) to provide your pharmacy care services including home delivery and other prescription services.

Current Medications Show Medications For:

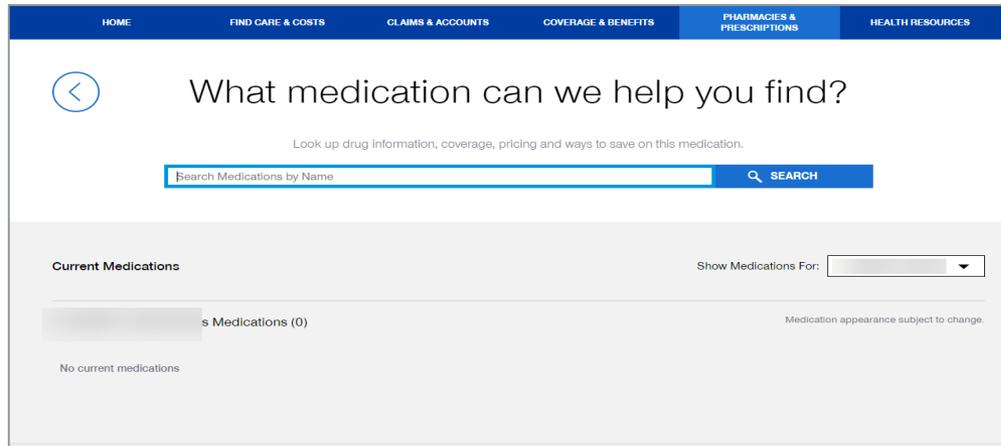
Medications (0) Medication appearance subject to change.

No current medications

- Members can access their Pharmacy & Prescription benefit information on this tab by selecting the appropriate button for what they are looking for.
- When the member selects the “Manage Prescriptions” or the “Check Home Delivery Order Status” they will be directed to the OptumRx site where they can complete those actions.

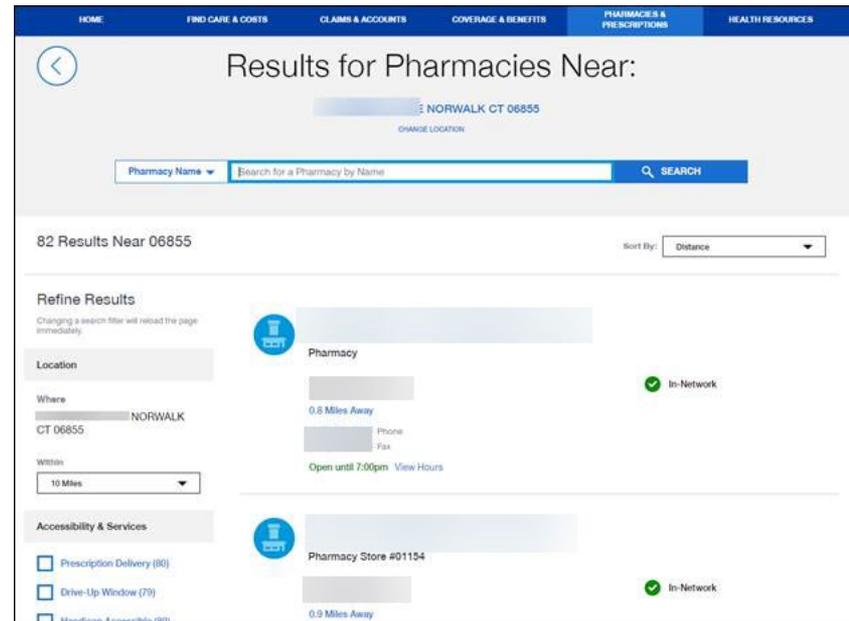
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Pharmacies & Prescriptions (Page 2 of 3)



When the member selects:

- “Find & Price a Medication” button, they can access their current prescriptions and lookup information on their drug coverage and pricing.
- “Pharmacy Locator” button, they can search for pharmacies near them.



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Pharmacies & Prescriptions (Page 3 of 3)

The screenshot displays the OptumRx member portal interface. At the top, the OptumRx logo is on the left, and a user profile icon is on the right. Below the logo is a navigation bar with links for Home, Order status, Member tools (highlighted), Specialty pharmacy, Information center, Benefits and claims, and My profile. A Cart icon with a '0' is also visible. The 'Member tools' dropdown menu is open, showing options: Drug pricing and information, Drug list tool, Pharmacy locator, and My medication reminders. The main content area is titled 'My Medicine' and includes a 'Print' button. Below this, there's a section 'At a glance' with three cards: 'Savings Advisor' (with a green icon), 'Medication reminder' (with a green icon), and 'Who is OptumRx?' (with a blue icon). The 'Savings Advisor' card contains text about home delivery service. The 'Medication reminder' card has a 'Text notifications' link. The 'Who is OptumRx?' card has a 'Watch the video' button. To the right of the 'At a glance' section is a vertical sidebar with buttons for 'Member tools', 'Drug search', 'Home delivery', and 'Pharmacy locator'. At the bottom left, there's a 'Sort medications by:' dropdown menu set to 'Priority actions (default)'. At the bottom right, there are 'Grid view' and 'List view' buttons.

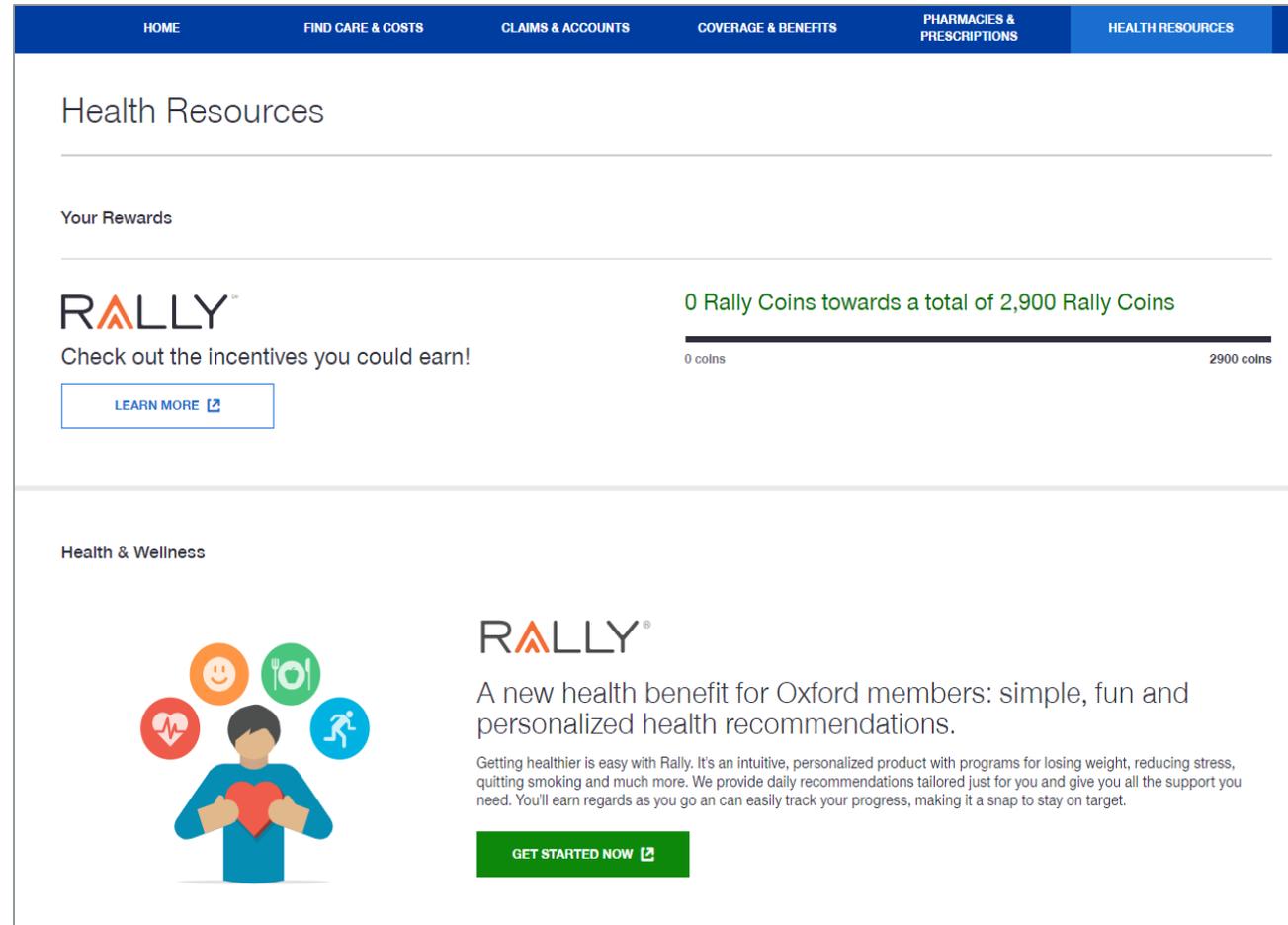
When the member selects:

- “Manage Prescriptions” or “Check on Home Delivery” buttons, it will take the member to the OptumRx site where they can complete those actions.

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6. Health Resources

Health Resources (Page 1 of 2)



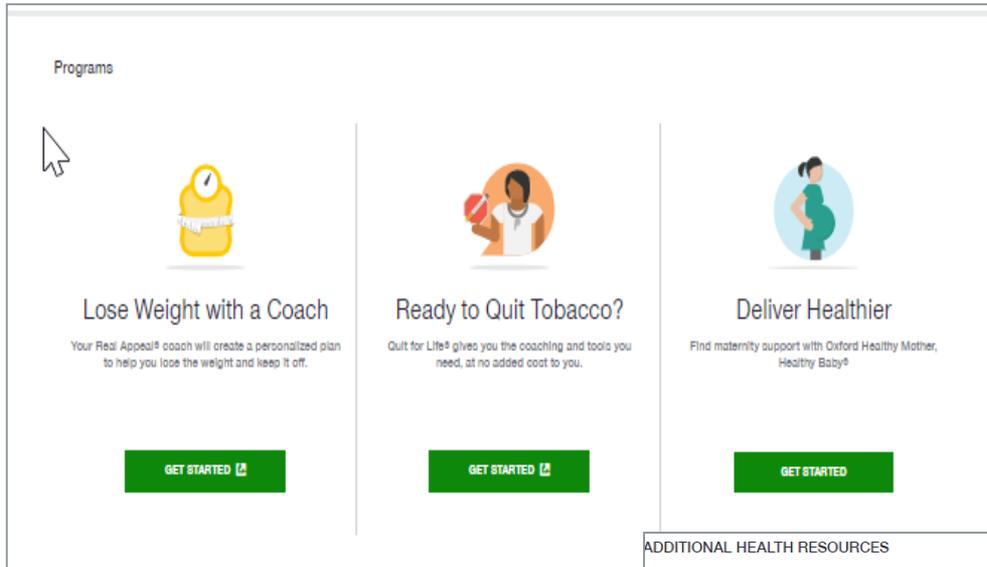
The screenshot shows a navigation bar with the following items: HOME, FIND CARE & COSTS, CLAIMS & ACCOUNTS, COVERAGE & BENEFITS, PHARMACIES & PRESCRIPTIONS, and HEALTH RESOURCES. The main content area is titled "Health Resources" and features a "Your Rewards" section. This section includes the RALLY logo, the text "Check out the incentives you could earn!", and a progress bar showing "0 Rally Coins towards a total of 2,900 Rally Coins". A "LEARN MORE" button is located below the text. Below the rewards section is a "Health & Wellness" section featuring an illustration of a person holding a heart, surrounded by icons for a smile, a fork and knife, a heart rate, and a person running. To the right of the illustration is the RALLY logo and the text: "A new health benefit for Oxford members: simple, fun and personalized health recommendations. Getting healthier is easy with Rally. It's an intuitive, personalized product with programs for losing weight, reducing stress, quitting smoking and much more. We provide daily recommendations tailored just for you and give you all the support you need. You'll earn regards as you go an can easily track your progress, making it a snap to stay on target." A "GET STARTED NOW" button is positioned at the bottom of this section.

- Members can access their Health Resources.

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Health Resources (Page 2 of 2)

Programs



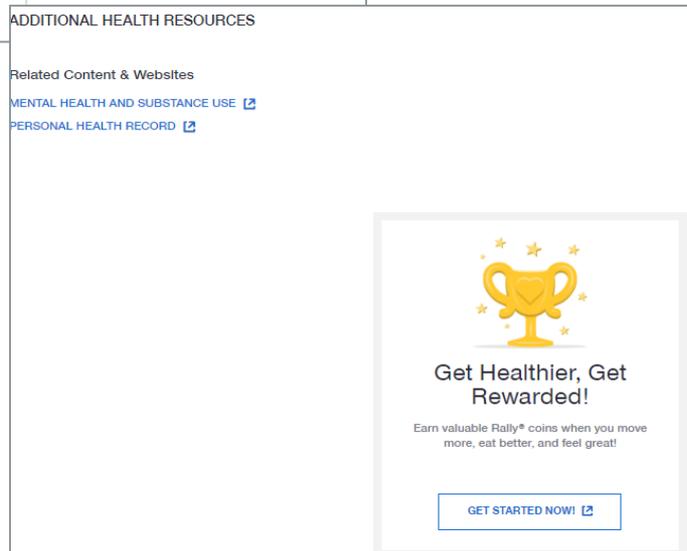
- Lose Weight with a Coach**
Your Real Appeal® coach will create a personalized plan to help you lose the weight and keep it off.
[GET STARTED](#)
- Ready to Quit Tobacco?**
Quit for Life® gives you the coaching and tools you need, at no added cost to you.
[GET STARTED](#)
- Deliver Healthier**
Find maternity support with Oxford Healthy Mother, Healthy Baby®.
[GET STARTED](#)

- As the members scrolls down on the “Home” page, they will view the Programs available to them as well as the many other health related resources.

ADDITIONAL HEALTH RESOURCES

Related Content & Websites

- [MENTAL HEALTH AND SUBSTANCE USE](#)
- [PERSONAL HEALTH RECORD](#)



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Note: Oxford is enhancing the member’s experience on a regular basis. Screen shots and experience captured in this deck are subject to change

Thank you

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