



# Service updates for UnitedHealthcare fully insured customers and members

Here's what you need to know for your transition to a modernized experience.

## Access to information and services

- You'll receive a new group number upon your renewal effective date
- You can find information about your plan and manage member administration on our new employer site, [uhceservices.com](https://uhceservices.com). You'll be able to download copies of health plan ID cards and view or pay your invoices.

## Access to [uhceservices.com](https://uhceservices.com)

- If you are currently a user of our Employer eServices® (EeS) site, you will be able to log in to the [uhceservices.com](https://uhceservices.com) site with your existing One Healthcare ID and password

## What this means for your employees

- Your employees and their covered dependents will receive new health plan ID cards (if applicable) with new information to use when they access care. Members will continue to use [myuhc.com](https://myuhc.com)® for their benefit needs. If members are using [myuhc.com](https://myuhc.com) today, the same login will work moving forward.
  - Employees with a UnitedHealthcare Dental and/or Vision plan will receive a letter about how to access their new digital ID cards on [myuhc.com](https://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

## Update payment information

- You can review your banking information at [uhceservices.com](https://uhceservices.com) > **Billing & Payment**. If you currently pay via one-time online payments, you may need to re-enter your banking information.
- If you are currently set up for automated scheduled direct debit on EeS, you do not need to take any action. Your banking information will transfer over to [uhceservices.com](https://uhceservices.com).
- If you would like to schedule a recurring payment through our online payment center, you can set up an agreement through [uhceservices.com](https://uhceservices.com) > **Billing & Payment**

## To enable automated payments or pay online

- 1 Go to [uhceservices.com](https://uhceservices.com) > **Billing & Payment**
- 2 Select Payment Method at the top of the page
- 3 Click on the appropriate Payment Method button
- 4 Confirm your information is accurate by clicking "I agree"
- 5 If you have an Automated Clearing House (ACH) debit block or filter, contact your bank and add company **ID# 1411289245** as allowable—this will prevent the return of your payment and having your account be past due

## Re-register health savings account (if applicable)

- If you currently use our affiliate company Optum Bank®, Member FDIC, to administer your health savings account (HSA), you will receive emails from Optum Bank prior to your policy renewal effective date. The emails will explain how to re-register as the employer with your new medical group number.
- For your employees that have an existing HSA, no action is needed. The employees' account numbers will not be changing, debit cards will not be reissued and their current HSA will automatically be associated with the new medical group number.
- For any new employees/new hires, please use the new custom URL online application for your new employees/new hires to open an HSA. A link to the new online application will be provided in the emails from Optum Bank.
- Please remind your HSA-enrolled employees of the feature for viewing their HSA balance on [myuhc.com](https://myuhc.com). For added convenience, the member website offers a direct link to the Optum Bank website, where members can manage their HSAs.

## Notify third-party administrator

If you use a third-party administrator (TPA) to submit monthly eligibility files or make premium payments, you must notify the TPA of any process changes before your new policy effective date. If you use TPA services, your portal access and payment information may be different. Please reach out to your TPA for eligibility and billing items.

## Automatic transition of Producer of Record

Unless directed by you, there will be no change to your producer relationship (Broker or General Agent). We will automatically transition all producer information to your new group number so they can continue to service your policy.

## Download additional resources

You or your employees may have additional questions not answered in this list. Visit [uhceservices.com](https://uhceservices.com) > **Resources** to find the answers to frequently asked questions and other helpful resource materials.

### Questions?

Contact Employer Services at **1-866-764-7736** for help with any billing, eligibility, commissions, credentialing, claims and benefits questions.

Contact Technical Support at **1-866-908-5940** for help with [uhceservices.com](https://uhceservices.com) login, error messages, website navigation or quote support questions.

**United  
Healthcare®**

Health savings accounts (HSAs) are individual accounts offered by Optum Bank, and are subject to eligibility and restrictions, including but not limited to restrictions on distributions for qualified medical expenses set forth in section 213(d) of the Internal Revenue Code. State taxes may apply. Fees may reduce earnings on account. This communication is not intended as legal or tax advice. Please contact a competent legal or tax professional for personal advice on eligibility, tax treatment and restrictions. Federal and state laws and regulations are subject to change.

The UnitedHealthcare plan with Health Savings Account (HSA) is a qualifying high deductible health plan (HDHP) that is designed to comply with IRS requirements so eligible enrollees may open a Health Savings Account (HSA) with a bank of their choice or through Optum Bank, Member FDIC. The HSA refers only and specifically to the Health Savings Account that is provided in conjunction with a particular bank, such as Optum Bank, and not to the associated HDHP.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates.

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