



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 will either 1) receive a new group number upon your renewal effective date or 2) your HMO plans may be moved into the same group number as your non-HMO plans
- You can find information about your plan and manage member administration on our employer site, uhceservices.com. You'll be able to download copies of health plan ID cards and view or pay your invoices.

Access to uhceservices.com

- As of your renewal effective date, you will access all of your plans on uhceservices.com
- Current users can continue to use your existing One Healthcare ID and password. New users will receive an invitation via email to register for uhceservices.com.

What this means for your employees enrolled in an HMO plan

- 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® for their benefit needs. If members are using myuhc.com today, the same login will work moving forward.
- To ensure continuity of care, we will automatically transition any needed records, such as open prior authorizations and referrals

Billing updates

- Your invoice will be improved. A guide on how to read and use your new invoice will be included with your first invoice.
- You may receive a separate invoice and statement for prior months' adjustments and any billing-related transactions
- Your online billing experience will be improved on uhceservices.com. In addition to having the ability to view and pay invoices and manage banking information, you will now have the ability to view account balance, payment history, account letters and billed vs. paid reports.

Update payment information

- You can review your banking information at 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 Employer eServices®, you do not need to take any action. Your banking information will transfer over to uhceservices.com.
 - Withdrawals will occur on the 10th calendar day of each month (excluding weekends and bank holidays)
- If you would like to schedule a recurring payment through our online payment center, you can set up an agreement through uhceservices.com > **Billing & Payment**
- You can view and/or pay retroactive invoices for your HMO plan(s) on uhceservices.com
- If you submit payments by phone, the phone number you use has changed to **1-866-764-7736**
- If paying your group's monthly premium by check, mail payments to the address shown in the remittance section of your invoice.

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To enable automated payments or pay online

- 1 Go to uhceservices.com > **Billing & Payment**
- 2 Select Payment Method at the top of the page
- 3 Click on the appropriate Payment Method button
- 4 Follow the prompts and enter your banking information
- 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 who 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.
- 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. 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 > **Resources** to find the answers to frequently asked questions and other helpful resource materials.

Questions?

For billing

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

For technical support

Contact Technical Support at **1-866-908-5940** for help with uhceservices.com login, error messages, website navigation or quote support questions.

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.

Employee benefits including group health plan benefits may be taxable benefits unless they fit into specific exception categories. Please consult with your tax specialist to determine taxability of these offerings.

Health plan coverage provided by or through UnitedHealthcare Insurance Company, UHC of California and UnitedHealthcare Benefits Plan of California. Administrative services provided by United Health Care Services, Inc., OptumRx or OptumHealth Care Solutions, Inc. Behavioral health products are provided by U.S. Behavioral Health Plan, California (USBHPC).

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