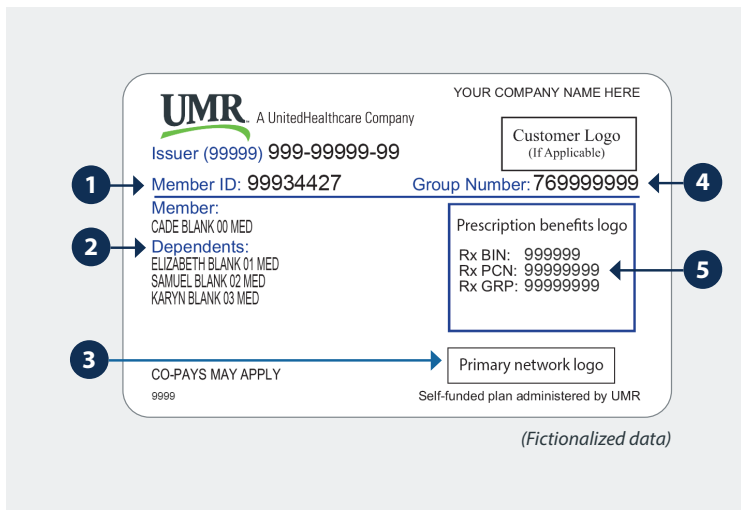


Understanding and using your new ID card

Have you ever wondered what all that stuff on your ID card really means? Here's a sample of what you might see. Keep in mind that each plan is different, so the details on your card may vary a little.



1 Member ID: 99934427

2 Dependents:
CADE BLANK 00 MED
ELIZABETH BLANK 01 MED
SAMUEL BLANK 02 MED
KARYN BLANK 03 MED

3 CO-PAYS MAY APPLY
9999

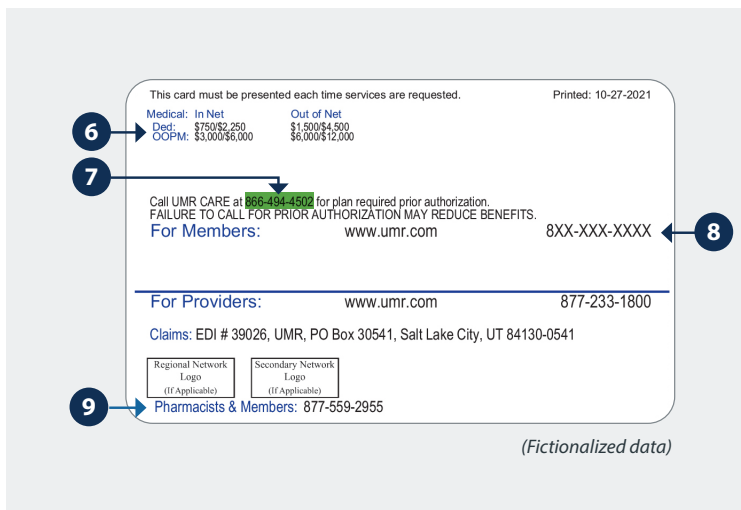
4 Group Number: 769999999

5 Rx BIN: 999999
Rx PCN: 99999999
Rx GRP: 99999999

Other card details: UMR A UnitedHealthcare Company, YOUR COMPANY NAME HERE, Customer Logo (If Applicable), Prescription benefits logo, Primary network logo, Self-funded plan administered by UMR.

(Fictionalized data)

- Member ID:** The number assigned specifically to you to track all of your benefits and claims information.
- Dependents:** A list of the family members who are covered under your plan.
- PPO:** Your medical provider network, also referred to as your preferred provider organization (PPO). Going to doctors, clinics and hospitals in your network will save you money.
- Group number:** The number assigned to identify your group health plan.
- Rx numbers:** Information about your prescription drug plan. Pharmacists use this to process your claims.



6 Medical: In Net Out of Net
Ded: \$750/\$2,250 \$1,500/\$4,500
OOPM: \$3,000/\$6,000 \$6,000/\$12,000

7 Call UMR CARE at 866-494-4502 for plan required prior authorization. FAILURE TO CALL FOR PRIOR AUTHORIZATION MAY REDUCE BENEFITS.
For Members: www.umar.com 8XX-XXX-XXXX

8 For Providers: www.umar.com 877-233-1800

Claims: EDI # 39026, UMR, PO Box 30541, Salt Lake City, UT 84130-0541

9 Regional Network Logo (If Applicable) Secondary Network Logo (If Applicable)
Pharmacists & Members: 877-559-2955

Other card details: This card must be presented each time services are requested. Printed: 10-27-2021.

(Fictionalized data)

More on the back

Look for contact information and more on the back of your ID card.

- Plan details:** Your in-network (In Net) and out-of-network (Out of Net) medical individual and family deductibles (Ded) and out-of-pocket maximums (OOPM) information.
- UMR CARE number:** Call this number only when you need medical services and your plan requires authorization prior to receiving for those services.
- Customer service number:** This is your main number to call for questions about claims or benefits.
- Pharmacy benefits number:** Call this number when you have questions about pharmacy benefits.

(Continued)

Add your health plan details to your mobile wallet

1. **Open the UMR app**
Tap **View ID cards**.
2. **Select the ID card to view**
If you have multiple members on your plan, tap which member ID card to view. You can add as many cards as you'd like to your mobile wallet, one at a time.
3. **View the ID card**
After choosing an ID card, you will see a digital version. Tap the black button under your ID card that says, **Add to Apple Wallet** or **Add to Google Wallet**.
4. **Accept the disclaimer**
A pop up will appear with a disclaimer from Apple or Google. Read and tap **Continue**.
5. **Add to Apple Wallet or Google Wallet**
You will now see your health plan details. Follow the prompts on your screen to finish adding your ID card to your mobile wallet.

