

MEDICAL MEMBER PORTAL & FIND A PROVIDER

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Your medical portal is your one-stop source for health plan information!

Member portals help you manage your plan benefits and improve your health. Here are just a few of the many ways to use these tools:



Order ID cards.



See which drugs are covered and how much they cost.



Find out what's covered by your plan.



Chat with a nurse.



Track your claims.



Go mobile! If you are enrolled in the UMR plan, download the UMR on the go mobile app.



Check to see if a doctor or other healthcare provider is in your plan's network.

If you are enrolled in the Surest plan, download the Surest app. They are your one-stop resource to manage your health plan benefits at any time.

Your options for finding care — find a provider

When you're looking for a doctor or other healthcare provider, there is a lot to consider. Is the doctor in my network? Is the location close to home or work? There are two easy ways to find an in-network provider:

IF YOU ARE ENROLLED IN THE UMR PLAN

- **ONLINE SEARCH TOOL:** To get started, go to umr.com or your mobile app. Then select "Find a provider" and search for "UnitedHealthcare Choice Plus Network" and choose "View Providers." For behavioral health providers (including counseling and substance abuse), choose "Behavioral health directory."
- **CUSTOMER SERVICE:** Call the customer service number on the back of your medical ID card and ask for assistance finding a provider or ask for a printed list of providers in your area. Remember, when you visit an in-network provider you receive the highest level of benefits.

IF YOU ARE ENROLLED IN THE SUREST PLAN

- **ONLINE SEARCH TOOL:** To get started go to benefits.surest.com or your mobile app. Here you can login and find care by entering a doctor's name or entering your condition in the search bar. Then scroll through your options while checking costs and treatment options prior to getting care.
- **CUSTOMER SERVICE:** Call the customer service number on the back of your medical ID card and ask for assistance in finding a provider and see costs and options in advance.

Your ID card includes important information

Your medical ID card is important. You will need it when you receive healthcare services at clinics and hospitals, including emergency care, and when you pick up prescriptions. Your card includes:

- **MEMBER ID NUMBER:** A unique member ID number that links to your specific health insurance benefits and coverage.
- **GROUP/POLICY NUMBER:** This number is unique to your company and is the same for all employees who participate in the insurance plan.
- **COVERED MEMBERS:** your name (if you are the policyholder) and other family members covered under your health plan.
- **CARE TYPE:** The name of your UMR medical plan and network where you receive the highest level of benefits. You can find a physician or facility by going to umr.com and select "Find a provider."
- **COPAYS:** The Surest plan has copays, the copay for certain services may be listed on your ID card. Your copay is the fixed amount you pay for certain covered health care services. It is usually paid when you receive the service.
- **PHARMACY INFORMATION:** Your pharmacy will use this information to submit your claims.