



Group Name: OREGON DOOR  
 Effective Date: 01/01/20  
 Renewal Effective Date: 01/01/21  
 Customer Number (if applicable): N/A  
 Policy Number(s): 01L8168

# Welcome to UnitedHealthcare.

Thank you for placing your trust in us. We're here to help you and your employees get the most out of their benefits.

## Important timelines to keep in mind:

- **ID cards**, if applicable, will be mailed directly to members and received in the next 10–15 days.
- **Pharmacy benefits**, if applicable, become available on the effective date or within 3 business days from the date the policy is issued, whichever is later.

## For employers, the benefits administration support you need is at Employer eServices<sup>®</sup>:

- **Register for Employer eServices** to manage your benefits once you receive your user ID via email. If you don't receive an email after 48 hours, please contact Employer eServices customer support at **1-800-651-5465** to get your unique user ID.
- Access your administration kit\* and plan documents.
- With **Electronic Billing**, you'll receive an email when your invoice is ready. If you would prefer paper invoices, please call **1-888-UHC-HLP1 (1-888-842-4571)**. For California employer groups, call **1-800-591-9911**.

If you would like to have UnitedHealthcare administer your continuation benefits, please call **1-800-318-5311** for assistance to sign up on [uhcervices.com](http://uhcervices.com).

## For employees, here are 2 ways they can start making the most of their benefits:

- Sign up for [myuhc.com](http://myuhc.com)<sup>®</sup>, a personalized website designed to help your employees access and manage their health plan details.\*\*
  - Print **ID cards** directly from the website.
  - Registration begins on the effective date or approximately 2 business days from the date the policy is issued, whichever is later.
- Share the **New Member Checklist** with your employees to help them get started with their new medical plan, if applicable (attached in this email).

Please accept my personal thanks for choosing UnitedHealthcare. We look forward to working with you for years to come.

Sincerely,

William J. Golden  
 CEO, Employer & Individual Local Markets

## Access Employer eServices.

Manage virtually every aspect of your benefits administration at [employereservices.com](http://employereservices.com).

## Discover Packaged Savings<sup>®</sup>.

If you want to learn more about the Packaged Savings program with UnitedHealthcare (if available in your market) please contact your broker or sales representative to discuss adding a full suite of medical, dental, vision, life or disability benefits.

## Take advantage of the Getting Started Toolkit.

The Getting Started Toolkit provides a self-service suite of materials designed to help employees better understand their UnitedHealthcare plan. The Toolkit includes fliers, videos, emails, infographics and quizzes. Go to [uhc.com/gettingstartedtoolkit](http://uhc.com/gettingstartedtoolkit).

## Contact Member Customer Care.

For questions about benefits and claims, members may call the toll-free member phone number on their health plan ID card. For **disability claims** service, call **1-888-299-2070**.

## Print ID cards.

Available to members at [myuhc.com](http://myuhc.com).

\*Groups with Disability only policies can access your guides online at [uhctools.com/ldprime\\_home](http://uhctools.com/ldprime_home).

\*\*For Vision only benefits, visit [myuhcvision.com](http://myuhcvision.com).

Health Plan coverage provided by UnitedHealthcare Insurance Company and its affiliates. Administrative services provided by United HealthCare Services, Inc. and its affiliates.