Overview

MyAccount allows insured members to access insurance information online 24/7/365!

Once an online account is created, the user may log in and view or manage the account at any time.

Our secure site allows access to coverage information, print-friendly replacement ID cards and claims status including associated correspondence. Additionally, users are able to manage and update personal information such as address, email and telephone number to ensure that correspondence is delivered correctly.

This User Guide walks users through each of the features and benefits found in MyAccount.
Log in to MyAccount

From the UHCSR.com home page, click the Log into My Account link found in the Direct Links area on the right side of the screen.

Enter your user name and password to log into MyAccount.
Upon successful login, you will see the Electronic Delivery Consent confirmation. This confirms that you consent to receive future communications from UHCSR electronically. If you choose to continue to receive paper communication you may go to My Email Preferences to change your preference.

Select Continue to be taken to the My Account Home Page. From this page you can access a variety of functions and information available. Use the navigation menu on the left side of the page to quickly access all areas of My Account.
Policy Information

The policy information section contains links to the following:

**View My Claims** – Shows your completed claims, claims in process and claim letters. Click the link in the Details column to see the EOB (Explanation of Benefits) for the claim. The image displayed is a copy of the EOB that is mailed to your mailing address on file for the insured member.

**View Claims Address** – This is the address where you mail your claims for reimbursement. We do not require a claim form.
**Locate a Network Provider** – If your plan uses a participating provider network, you will be able to look up providers from this page.

Click the Provider Network links to access the Provider Search sites. *Note that the PPO you are participating in may be different than the example shown.*
If you are participating in a UnitedHealthcare PPO, the United Behavioral Health Link takes you to the Live and Work Well Clinician Search Screen.

Enter your search criteria to locate a provider.
**View Personal Representative Form** - Shows a list of Personal Representative Appointment forms you have submitted

Click the “PRA Form” link to review the name and address of your appointed representatives.

If you wish to remove the designation of one of your appointed representatives, click the “Revoke” button.
View Prescription Plan Information – If your plan has a Prescription Drug Plan, details about the plan will be found here.

From this screen, you may click the Login to your online Prescription Plan account link to create or log into your Prescription Plan account at OptumRx.

Once you have registered for your online Prescription Plan account you may view your prescription history. You may also view the latest Prescription Drug List, locate a participating pharmacy, or get started with mail order (if applicable for your plan) by clicking the appropriate links on the left side of the page.
**Current Coverage Information** – Shows current coverage information and links to coverage history.

**Coverage History Information** – Direct link to Coverage History
**View Insurance Applications** – If you have enrolled by filling out an enrollment form and sending it in to us, or have enrolled online and paid us directly, you will be able to access an electronic image of your application. If you enrolled through your school, there will not be an insurance application to view.

Click the Insurance Application’s link to view the Insurance application on file.
**My Personal Information** – This screen allows you to update your personal or demographic information for our files. A quick view of your personal information is shown in the box on the right side of the My Account home screen.

When you change your personal information, be sure to let your school know of these changes. Otherwise, if we receive updates from your school your changes will be overwritten.

You will make changes to your email address on the My Email Preferences screen.
ID Card Information

Use these links to request a replacement ID card or print a temporary copy.

Permanent ID Cards are printed and mailed to the address on file the day after your request is made. If your original ID card was mailed to the school for distribution, your replacement ID card may also be mailed to the school. If you don’t receive your replacement ID card in 10 days, please call Customer Service at 800-767-0700.

Request Permanent ID Card – Use this link to request a replacement ID card for you or any member of your family.

View or Print ID Card – View your permanent ID card or print a .pdf version from your
Additional Coverage Information

If you or any of your dependents covered on the StudentResources policy currently have other health insurance, you may provide that information here.

Click the Add Other Insurance link to tell us about any other insurance policies you may have.

Select the appropriate answers to the questions by clicking the Yes or No Radio button. If you answer Yes, a link will appear at the bottom of the screen to allow you to add an entry for your other insurance.

Click the Add An Entry link, and select the appropriate family member from the drop down list at the top of the Other Insurance Entries section.
Complete the requested information and click the **Submit** button. Click the Add An Entry button again and complete the information requested for each family member.
**Forms and Letters**

*Accident Details Form*—This section contains a link to the Accident/Injury form that must be filled out to provide details of any accident or injury that occurs.
**Personal Representative Appointment** - Use this link to complete a Personal Representative Appointment (PRA) form. This form authorizes us to disclose information to your representative as if we were giving it to you.

**Insured Information**
This section lists each insured member of the family along with the StudentResources ID number.
My Email Preferences

Use this section to indicate your Message Center Notice Options. The preferred email address is shown—this is the email address at which you will receive all electronic communication from us. If the email address is incorrect, please update it here. You may opt-out of email communications by checking the designated check box.
Message Center

UnitedHealthcare Student Resources is committed to doing our part to reduce waste and its impact on the environment whenever possible. Part of this commitment includes reducing our use of paper during claims processing. The Message Center box at the top right side of your MyAccount Home page links to any email messages we may have sent to you. Use the navigation bar on the left side of your screen to access documents such as Claim Letters or Coverage Letters. Your Claim EOB’s are accessed on the View My Claims page by selecting the icon in the Details column of the page.

My Documents—Claim Letters

Claim letters are shown in one of three separate tabs—Action Required (Open); Action Required (Completed) and Informational Only. Once we receive the items requested in any letters found in the Action Required (Open) tab, we will move the letter to the Action Required (Completed) tab. Click on the icon in the Details section to view the email that was sent.
My Documents—Coverage Letters

If your state requires us to send out Certificates of Creditable Coverage you will find them in the My Documents—Coverage Letters section. Click on the icon in the Details column to view the letter.
Navigation Tabs
Use the tabs across the top of the page to access additional information and tools.

Student Health Insurance and Plans
On this page you may find your school's plan materials, as well as links to information about additional products and services offered.
Self Service and Support
Access various tools for students, clients, providers or parents.

Request Information
Contact us for more information about various topics