My Account
User Guide

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Overview

My Account 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 My Account.
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 My Account.
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.
If you have not previously supplied Other Insurance information, you will see a screen asking you to confirm any other insurance policies you may have, or certify that you have no other insurance. You may also click the "Remind Me Later" button to complete the information at a later date. The Other Insurance screen will appear each time you log in until you supply the requested information. You will be asked to provide this information each policy year.
You may see a gold notification box at the top of your screen. This box appears when we are missing key pieces of information needed to provide you the best service possible. Click the link in the notification to access the page where you can review and submit the requested information. You may also hover your mouse over the request to see a pop up explanation about the request.

If the requested information is the SSN/ITIN and/or your 1095-B Preferred Delivery Method, you will be taken to the Tax Information screen. Form 1095-B is used to report certain information to the IRS and to taxpayers about individuals who are covered by minimum essential coverage and therefore are not liable for the individual shared responsibility payment. For more information you may review the UnitedHealthcare Form 1095-B Electronic Delivery Consent Notice linked on this page.

Complete the information in Steps 1 and 2 on the page and click “Submit”. If you do not have an SSN/ITIN, you may indicate so by clicking the check box under the SSN/ITIN field.

You will see an onscreen Tax Information Confirmation upon submission of the form. An email confirmation is also sent to the email address listed.

Tax Information Confirmation
As of 3/20/2015 at 2:21 PM all future 1095-B notifications will be delivered to the email address listed below.

Email Address: aceventura@email.com
Please go to My Email Preferences if you need to update your email address.

Thank you for choosing UnitedHealthcare StudentResources.

If you have provided the information for all of the alerts indicated in the gold Notifications box, it will disappear from your screen as soon as you leave this page.
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 or icon in the Details column to see the EOB (Explanation of Benefits) for the claim.

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 .pdf copy. An electronic ID Card is also available on your Smartphone by downloading our UHCSR app from your app store.

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 computer printer.
**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 **Manage Other Insurance** link to tell us about any other insurance policies you may have.

Select the appropriate button at the bottom of the screen to either submit your other insurance information or certify that you have no other insurance. Complete the information as required.
Complete the requested information and click the “Submit” button. Click the “Confirm Other Insurance” 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 Student Resources 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.
UnitedHealthcare StudentResources 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