



A Smart Choice.

State of Kansas members
and their families



A UnitedHealthcare Company

You have a choice of health plans. Decisions about your family's health are among the most important you make for their lives. Why should you put your trust in UMR, a UnitedHealthcare company?

1 We offer you one of the largest national physician and hospital networks available, including access to:

- More than **6,400 doctors** and **126 hospitals** across **Kansas**
- More than **560,000 doctors** and **4,800 hospitals** nationwide

So wherever you travel and whenever you go, you are likely to be near a UMR network doctor or facility and can receive the same level of care as you receive at home.

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2 **You don't have to choose a primary care doctor.** You even have the ability to see a network specialist at any time without a referral.

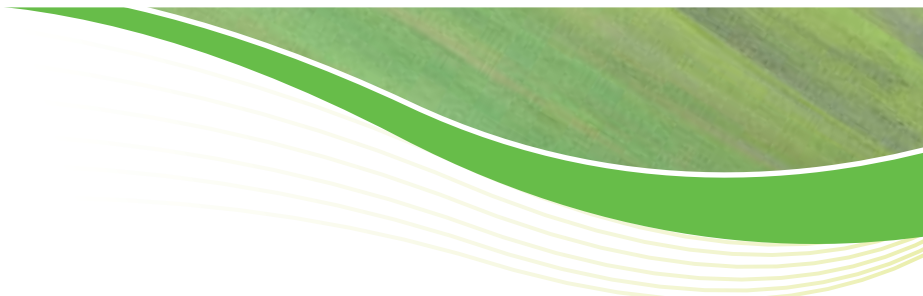
3 **With our EZ Claim system, you don't have to worry about filing claims!** Just show your ID card to your health care provider. Information on the back instructs your doctor's office on how to submit itemized bills directly to us.

4 **Get a little less mail!** You can lighten your mailbox's load because UMR will only send you an explanation of benefits (EOB) statement when you owe something to your health care provider. If your services are fully covered and you owe nothing, you won't receive a paper EOB. Of course you can view your claims and all EOBs online anytime at your member Web site.

5 **When you need answers to your health care questions, NurselineSM services are available 24 hours a day, seven days a week.** Nurseline gives you toll-free access to a highly trained nurse – without an appointment. You can ask health-related questions on a variety of topics, including medication, general health, infant care, surgery, cholesterol and more. Best of all, participation is voluntary, completely confidential and costs you nothing.

6 **As your personal member Web site, umr.com gives you access to details on your benefit plan and tools to help you better manage your health care.** It's easy to navigate and you get relevant, timely information at the click of your mouse.






7 Good health care is not limited to helping you see a doctor when you are sick. It's also about finding answers fast to your health care questions and helping you prepare to get the most out of your doctor visits. **Healthcare Advisor can help you better manage your health care, compare medications and costs and even find the right hospital that fits your needs.**

8 When you call UMR, you will speak to customer service representatives (CSRs) dedicated to supporting employees who participate in the Kansas Health Plan. Your CSRs are also trained specifically on your plan's unique design and trained to handle calls and claims based on your benefits. In fact, the same person who answers your call also pays your claim. You won't be passed on to someone else.

9 If you have a chronic medical condition, you won't be alone. Our disease management program will reach out to you and provide you with a personal health coach. Together you will find ways to manage your condition and live a healthier life.

10 UMR and UnitedHealthcare are part of your community. We have more than 1,500 employees who live and work with you in Kansas and we actively support our local communities. Our parent company, UnitedHealth Group has invested more than \$125,000 in staff and office space. UMR is a staunch supporter of the United Way and other local charities.



It's time to make a difference in your health and wellness. Choose UMR and UnitedHealthcare.



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