

Paperless EOB statements

Start accessing a variety of services today

UMR offers you the option to go paperless and receive an e-mail notification whenever an explanation of benefits (EOB) statement has been posted online.

Online EOBs are exact replicas of the printed EOBs you receive in the mail. But now you have the ability to view them 24 hours a day, seven days a week. You'll also enjoy the convenience of referencing archived EOBs at any time.

Accessing your EOB statements online

1. Visit **www.umar.com**.
2. Select **"Members."**
3. Enter the member ID located on your ID card in the **"Online Services Access"** box.
4. Click **"Go to my online services."** Our Web site will redirect you to your online services home page.
5. If you have previously registered for online services, enter your Username and Password in the member login box and click **"Submit"** to log in. **or**

If you have not yet registered for online services, click the **"Need a Username? Register here."** link and follow the prompts to complete your registration and log in.

6. To receive and view your EOB statements online, the paperless EOB option within your profile must be selected.

If you have not yet updated your profile

- From "myHome," click **"Update Profile"** in the left navigation bar. Scroll down to **"Edit paperless options:"** and click the box for **"Explanation of Benefits Statements (EOB)"** to discontinue paper and start receiving your EOBs online.

If you have already selected the paperless EOB option:

- From **"myHome"** click the **"myClaimCenter"** tab
- Select the appropriate coverage tab
- Scroll down to view the **"Explanation of Benefits Activity"** portlet to view all of your EOBs.



If you have any questions or problems, please contact our technical support team at **1-866-922-8266** or reference our online tutorial guides.



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