



# ONLINE SERVICES

## umr.com provider quick guide



A UnitedHealthcare Company

**In today's world, managing member benefits can seem complicated and time consuming. But at UMR, we provide you with the online tools you need to quickly and easily:**

- ✓ Search for members to view their coverage summary benefits, claims and networks
- ✓ Complete the preauthorization process online
- ✓ Assist members with questions about their benefits and claims
- ✓ Access provider forms to submit requests, claims and more
- ✓ Download and view member coverage details

## **Access the most common UMR forms online**

You have access to the most common UMR forms right at your fingertips. Quickly and easily complete claims, appeal requests and referrals, all from your computer.



## Submit requests for prior authorization

Our online prior authorization tool allows you to quickly and easily submit requests, add documentation and check the status of your requests. The tool is available for UMR-administered plans that do not use an outside vendor for this service.

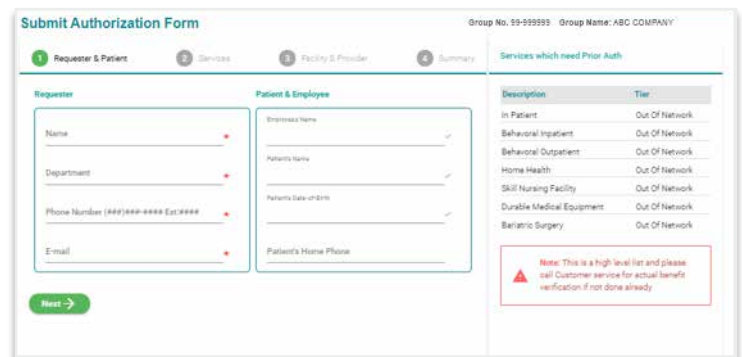
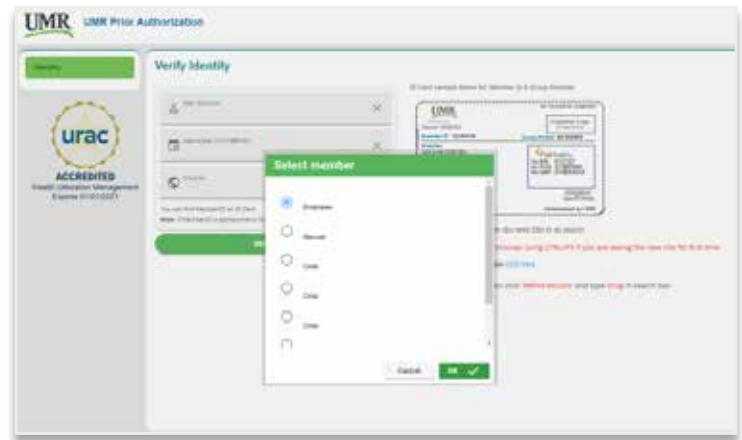
Begin by entering the member ID and group number from your patient's UMR ID card and select the name of the patient you are treating.

Then continue by entering information about the requesting provider and additional details about your request. You will find a list of services that require prior authorization for this patient displayed on the right side of the page.

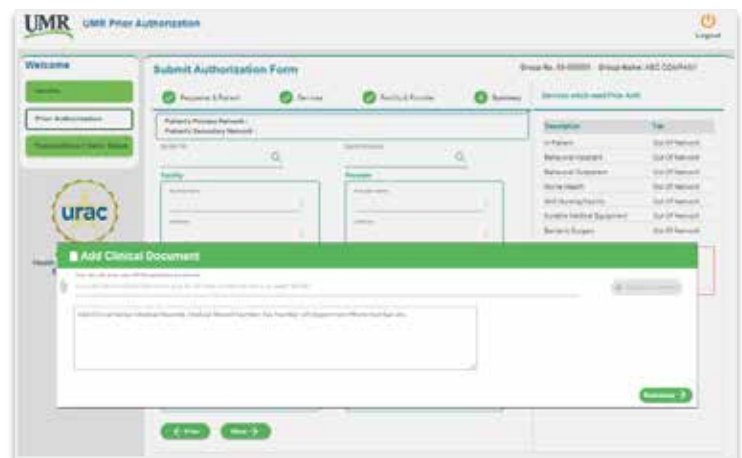
You will be asked to select the treatment type and setting and enter the appropriate diagnosis code and service code, if applicable.

You may also choose to attach clinical documentation, such as provider notes or medical records, to support your prior authorization request.

The online tool makes it easy to add multiple documents when submitting your request.



Description	Tier
In Patient	Out Of Network
Behavioral Inpatient	Out Of Network
Behavioral Outpatient	Out Of Network
Home Health	Out Of Network
Skilled Nursing Facility	Out Of Network
Durable Medical Equipment	Out Of Network
Behavioral Surgery	Out Of Network



### Watch the demo to learn more

[Click here](#) to view a step-by-step tutorial on how to use the tool.

# Provider home page

## Getting started using provider online services

Accessing **umr.com** is easy. Click on the **Login/Register** button in the top right corner of the page. Next, in the **I am a** drop-down box, select **Provider**. Then click the **Login/Register with One Healthcare ID** button. If you are already registered, enter your username and password and click **Sign In**. If you are not registered, click **Create One Healthcare ID** and follow the prompts to complete the process.

### Member search

Start here when searching for a member. Search by member ID or SSN. Then choose what information you would like to see about that member.

### Menus

You can also access common functions by using the Advanced claims, Get preauthorization, Provider submissions, and Refund tracking menus.

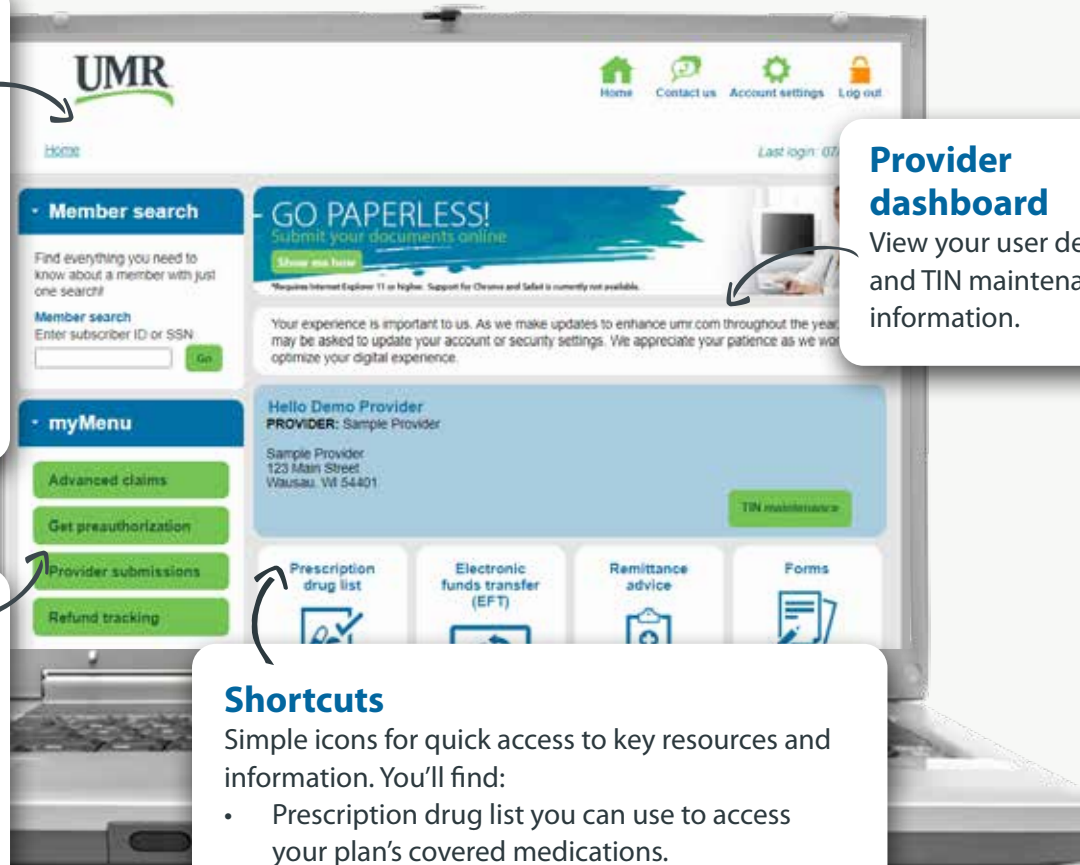
### Shortcuts

Simple icons for quick access to key resources and information. You'll find:

- Prescription drug list you can use to access your plan's covered medications.
- Remittance advice you can use to submit your facility's preferred RA delivery method.
- Guidelines and policies you can use to view medical policy and coverage determination.

### Provider dashboard

View your user details and TIN maintenance information.



## Searching for members

Need to look up coverage details or claims for a member?

Using the member search feature, you can search by member ID or SSN to navigate to the data you need to view.

### Accessing member information

Using the member search feature, you'll get information regarding member coverage details, including claims, persons covered and benefits. To get more details, simply select the button under **Show me** to view more detailed information.

The screenshot shows the UMR Claims search results page. The left sidebar contains filters for 'I want to view:' (Claims for: ALL, Cade Blank (09/09/1948), Elizabeth Blank (05/12/1988), Samuel Blank (04/02/2015), Karyn Blank (07/21/2001), Joseph Blank (08/21/1999)), 'Claim type:' (Medical, Dental), and 'Time period:' (ALL, Last 30 days, Last 6 months, Date range). The main content area has a 'CLAIMS' banner and a 'Claim search results' section showing a table of claims. The table has columns for 'CLAIMS INFORMATION', 'ISSUANCE DATE', 'PROCESSING', 'BILL/CLAIMMENT', 'PLAN INFO', and 'VIEW'. The first row shows a claim for Cade Blank on 01/01/16 for \$200.00. The second row shows a claim for Cade Blank on 01/01/16 for \$150.00. Below the table is a 'Claim activity' section with a table showing the status of claims.

CLAIMS INFORMATION	ISSUANCE DATE	PROCESSING	BILL/CLAIMMENT	PLAN INFO	VIEW
Policy: Cade Blank Claim #: 1800128887 View claim details View SLIC	01/01/16 01/01/16	Default batch	\$200.00	\$0.00	\$0.00
Status: In process - Reserved process priority					
Policy: Cade Blank Claim #: 1800128887 View claim details View SLIC	01/01/16 01/01/16	Default batch	\$150.00	\$0.00	\$0.00
Status: Default - Submitted with request from GI					

The screenshot shows the UMR Benefits search results page. The left sidebar contains filters for 'I want to view:' (Benefits for: Cade Blank (09/09/1948), Elizabeth Blank (05/12/1988), Samuel Blank (04/02/2015), Karyn Blank (07/21/2001), Joseph Blank (08/21/1999)), 'Coverage Type:' (Medical, Dental), 'Network Level:' (In network, Out of network), and 'Benefit Period:' (Current (01/01/2018), Previous (01/01/2017)). The main content area has a 'BENEFITS' banner and a 'Benefits search results' section showing a table of benefits. The table has columns for 'Copays', 'Office visit', 'Specialist', 'Urgent care', 'Emergency room', and 'Hospital admission'. The first row shows copays of \$20.00, \$25.00, \$50.00, \$150.00, and \$0.00. Below the table is a 'Benefits' section with a table showing the benefit percentage (80%, 20%) and plan pays (You pay). The bottom section shows the 'Accumulator period' (01/01 - 12/31) and the 'Individual deductible' (\$1,000.00 to \$1,000.00) and 'Family deductible' (\$1,000.00 to \$1,000.00).

Copays	Office visit	Specialist	Urgent care	Emergency room	Hospital admission
\$20.00	\$25.00	\$50.00	\$150.00	\$0.00	

Benefit percentage	Plan pays	You pay
80%	20%	

Accumulator period: 01/01 - 12/31

Individual deductible	Family deductible
\$1,000.00 to \$1,000.00	\$1,000.00 to \$1,000.00

## MEMBER SEARCH



## Using Member Search Summary View

Select **Summary view** from the **Show me** section and you'll see a detailed summary of coverage for members.

By selecting **Summary view**, you can get information on a member's complete care plan. Quickly navigate through options to see an overview of the member's medical and dental benefits, claims status and providers. Locate benefit percentages, copays, and annual maximums and out-of-pocket costs.

Other information in this section include:

- Coverage types
- Dental coverage
- Claims overview and status
- EOBs
- Provider network for medical and dental coverage

The screenshot displays the UMR Member Search Summary View interface. The top navigation bar includes links for Home, Contact us, Account settings, and Log out. The main content area is divided into several sections:

- Member search:** A sidebar on the left with a search bar and a list of family members. The selected member is Cade Blank (08/08/1995).
- Summary view:** A central section showing the member's details, including date of birth, gender, relationship, and address. It also includes a "Summary view options" section with checkboxes for Coverage, Medical benefits, Dental benefits, Claims status, and Providers.
- Coverage summary:** A table showing the member's coverage details, including plan type, effective date, term date, class, and plan number.
- Medical benefits:** A section showing the member's medical benefits, including benefit percentages, copays, and annual maximums.
- Dental benefits:** A section showing the member's dental benefits, including benefit levels, preventive and diagnostic services, and annual maximums.
- Claim status:** A table showing the member's claim status, including service date, claim number, provider, claim type, status, billed amount, and EOB.
- Provider network:** A section showing the member's provider network, including medical and dental networks.

## Using Member Search Claims View

Selecting **Claims search** from the **Member search** drop-down menu allows you to easily access member details, including claims and EOBs. Use this section to search for claims by member name, time period and status. You can also search by coverage type and filter the results using the search tool bar.

View detailed claim activity information, including claim details, EOBs, claim status, amount paid by plan and more.

### Have a denied claim?

The claims summary view shows the status of each claim as either completed or denied. When a claim is denied and needs action taken, it will be highlighted with a link for the member to provide other accident details or insurance information directly from the claims summary page.

## New Features

As a provider, you can now search by date range and claim status to easily identify specific claims. Claims denied due to needing Other insurance/Accident details are clearly identified.

### Looking for more information?

Simply click the **View claim details** link under **Claims information** to access a detailed overview of the claim, including patient name, amount billed, breakdown of service and payment details.

### Other information in this section:

- Advanced member search option to search by claim number, check number, or patient account number
- Download and print claims activity details

The screenshot displays the UMR Claims View interface. On the left, there is a sidebar with search filters: Member search, Claim Search, and a list of members to view. The main area shows the 'CLAIMS' section with a banner and a 'Claim search results' section. Below this is a 'Claim activity' section with a table of claims. The table has columns for Patient, Date Range, Service Date, Provider, Billable Amount, Plan/Payor, and YTD. The table lists four claims with their respective details and statuses.

Patient	Date Range	Service Date	Provider	Billable Amount	Plan/Payor	YTD
Patient: Cade Blank Claim #: 004100007 View claim details	11/02/16 - 11/02/16	Service: 11/02/16	0000.00	\$0.00	\$0.00	
Patient: Cade Blank Claim #: 004100007 View claim details	11/02/16 - 11/02/16	Service: 11/02/16	\$100.00	\$0.00	\$0.00	
Patient: Cade Blank Claim #: 004100007 View claim details	11/02/16 - 11/02/16	Service: 11/02/16	\$475.00	\$475.00	\$475.00	
Patient: Cade Blank Claim #: 004100007 View claim details	11/02/16 - 11/02/16	Service: 11/02/16	\$700.00	\$700.00	\$700.00	

## Using Member Search Persons Covered

Selecting the **Persons covered** from the **Member search** feature allows you to view all covered individuals and their available plan benefits.

You can search by member name as well as coverage type, such as medical benefits, flex, long-term disability and life insurance. Find information such as plan type, coverage type, effective date, term date, class and plan number.

### Need additional information on this member?

Visit the **provider service center**

The screenshot displays the UMR Member Search interface. The top navigation bar includes links for Home, Claims, Benefits, Summary view, and Persons covered. The main content area is divided into sections: Member search, Persons covered search, and myMenu. The Persons covered search section shows search results for Cade Blank, including his date of birth, gender, address, and relationship. Below this, a table lists his current coverages.

COVERAGE TYPE	PLAN TYPE	EFFECTIVE DATE	TERM DATE	CLASS	PLAN NUMBER
Life	Single	01/01/2020	Active	A01	767100000000
Long term disability	Single	01/01/2020	Active	A01	767104000000
Flex	Single	01/01/2019	Active	A01	767102000000
Dental	Family	01/01/2019	Active	A01	767102000000
Medical	Family	01/01/2019	Active	A01 Custom class description	767100000000

\*The Effective Date reflects the date the benefit became available for this individual for the specific coverage in effect for the benefit as of date, and is not necessarily the date the individual had coverage.

Need additional information on this member?  
[Provider Service Center](#)



## Using Member Search Benefits View

Selecting the **Benefits view** from the **Member search** feature provides an overview of member benefits. Use this feature to search by member name, coverage type, network level and benefit period.

### Information in this section:

Overview of benefit coverage

- Copays for office visits, specialists, urgent care, ER and hospital admission.
- Benefit percentages paid by member and plan.

### Quickly identify how much members have spent

- The benefits accumulator highlights how much a member has used toward various benefits totals in their plan. It's simple to identify if a deductible or out-of-pocket maximum has been met, and to see how much is left before it is met.

### Additional benefits drop-down

- Select a benefit category from the drop-down menu to access detailed information for each coverage type in the plan.
- View coverage details, including dollar amount maximums, amounts applied YTD and coverage included.

## Enhanced Benefits Display

Only information for a member's particular benefit coverage is presented. Previously, all benefit information was presented in one screen.

Additional benefits are now available on mobile view!

The screenshot shows the UMR Member Search Benefits View interface. At the top, there's a navigation bar with 'Home', 'Contact us', 'Account settings', and 'Log out'. Below this, the 'Member search' section is active, showing 'Hi Demo Provider' and a '+ Back' button. The 'Benefits search' section on the left allows filtering by 'Benefits for' (Cade Blank, Elizabeth Blank, Samuel Blank, Karyn Blank, Joseph Blank), 'Coverage Type' (Medical, Dental), 'Network Level' (In network, Out of network), and 'Benefit Period' (Current, Previous). The main 'BENEFITS' section displays 'Benefits search results' for Cade Blank, including a table of copays and benefit percentages.

Copays	Benefit percentage
\$20.00 Office Visit	80% Plan pays
\$25.00 Specialist	20% You pay
\$50.00 Urgent Care	
\$150.00 Emergency Room	
\$0.00 Hospital Admission	

This section displays the 'Accumulator period: 01/01 - 12/31' and provides a visual overview of various benefit limits. Each category includes a progress bar showing the amount used out of the total maximum.

Benefit Category	Amount Used	Maximum
Individual Annual Maximum	This does not apply to your plan	-
Individual Lifetime Maximum	This does not apply to your plan	-
Individual Deductible	\$500.00 out of \$500.00	\$500.00
Family Deductible	\$1,000.00 out of \$1,000.00	\$1,000.00
Individual Out-of-Pocket	\$1,000.00 out of \$1,250.00	\$1,250.00
Individual Integrated Out-of-Pocket	\$316.81 out of \$7350.00	\$7,350.00
Family Out-of-Pocket	\$2,000.00 out of \$2,500.00	\$2,500.00

The 'Additional benefits' section allows users to select a benefit category from a drop-down menu. The selected category, 'Routine Wellness Adult', is shown with detailed coverage information, including preventive care, physical exams, and immunizations.

**Routine Wellness Adult**  
Routine Preventive (from age 6):  
yes  
Dollar amount maximum: \$500.00 per calendar year  
Dollar amount applied: \$MET

**Physical Exams:**  
100% up to benefit maximum  
Dollar amount maximum: included in benefit maximum

**Immunizations:**  
100% up to benefit maximum  
Dollar amount maximum: included in benefit maximum

## Using Member Search Provider Network

Selecting the **Provider network search** allows you to help a member find an in-network provider. Use this section to identify providers based on physicians and facilities. Use this feature to search by member name and coverage type.

## Using Member search HRA balance

Selecting the **Health reimbursement account (HRA) balance** option gives you a look at a member's HRA overview. Check their balance, contributions and claims paid.

The screenshot shows the UMR Member search interface. The left sidebar contains a 'Member search' button, a 'Provider network search' section with a list of provider networks (Cade Blank, Elizabeth Blank, Samuel Blank, Karyn Blank, Joseph Blank) and a 'Type' filter (Dental, Medical). Below this is a 'myMenu' button. The main content area has a 'FIND A PROVIDER' banner and a 'Provider network search results' section. It displays the subscriber's name (Cade Blank), company (My Favorite Company), and a list of provider networks. A 'Show providers' button is visible. A 'Please note' section at the bottom explains the search process.

The screenshot shows the UMR Member search interface for the HRA balance. The left sidebar contains a 'Member search' button, a 'Subscriber found!' section with the subscriber's name (Cade Blank) and company (My Favorite Company), and a 'Select family member' list. Below this is a 'Show me' section with options for Summary view, Claims, Pending count, Benefits, Provider network, and HRA balance. The main content area has an 'HRAs' banner and a 'Health reimbursement account results' section. It displays the subscriber's name, company, and a table of HRA account balance details.

Contributions		
Career contribution		\$2000.00
Rollover contribution		+ \$1000.00
Total contribution		\$3000.00
Payments		
Claims paid**		-\$0.00
Your balance**		
Prior Year Balance		\$851.00
Rollover balance		\$1000.00
As of 06/18/2018		\$2000.00

\*\*Based on year-to-date amounts.  
\*\*Pending claims may affect the HRA account balance.  
An HRA may be used to satisfy all or part of a deductible and/or out of pocket expenses.





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