

UMR App:

Delivering an enhanced digital experience



Overview

In December 2022, UMR launched a new mobile app with a forward-looking user interface designed to deliver an enhanced member experience. The dashboard offers a quick glance of information such as member ID card info, general and personal announcements, live chat and more. The UMR app includes a secure sign-in process with HealthSafe ID to stay current with the latest security protocols and provides a better user experience.

Why did we develop this app?

The UMR app provides a user experience that supports our value proposition as a TPA and helps UMR members engage with their health benefits seamlessly.

What mobile devices can support the UMR app?

The app is available for any mobile device that can access Google Play or the App Store.

What features are available to members through the UMR app?

The UMR app provides members with a personalized dashboard where they can access their **Things to do**, benefits information, announcements and alerts, along with live chat and phone support.

Other features include:

- Important plan information is available on the dashboard for quicker access
- Receive both general and personal member-related announcements
- ID card info — Members can view, print and fax their current ID or order a new card
- Contact us — Members can receive assistance through chat, phone and email
- Secure login – Members can sign in using their HSID. Biometric sign-in available, based on device capability
- Resources for eligible members — Wellness tools link and CARE app link
- Claim inquiry (medical, dental)
- Eligibility inquiry
- Benefits inquiry
- Online provider directory
- Account balances

Is the app available for employers, producers, and providers?

The UMR app is only available to members. Employers will not be able to sign in and view information for a member in their group.

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Will there be new features added to the app in the future?

The UMR Digital Solutions team maintains the app's roadmap and development plan that includes future enhancements scheduled for 2024 and later.

Can members use FaceID or thumbprint technology on their mobile device to sign in to the app?

Biometric sign-in availability is based on device capability.

Is this app available to GenerationYou members?

Yes. GenYou members can access their GenYou account and manage their health benefits using the UMR app.

How does a member obtain the app?

The UMR app is available for download through both Google Play and the App Store. The UMR app appears as UMR | Health in both app stores. Once downloaded, members will complete the registration process to access their personal plan information. The member's registration on the app via HealthSafe ID (HSID) will also register them to use the web portal on their desktop or via their mobile browser.

Is there a cost to UMR customers or their members to use the app?

No. The UMR app is free to download and available to plans at no additional fee.

