

# Welcome to coverage you can count on

## Use these tips to simplify your health plan experience

### First premium payment

The next step towards confirming your coverage is to make your first payment. Once you make your payment your coverage becomes effective. If you receive services before coverage begins, you may be responsible for the cost.

### Ways to pay:



#### Online:

Log in to the UnitedHealthcare billing portal at [myuhc.com/exchange](https://myuhc.com/exchange)

#### One-time Payment

- Pay using your checking or savings account or with a credit or debit card.
- Select Online Payment from the left-hand menu.

You need your Member ID and Group ID to make a payment online. You can find this information under Your Premium Bill or on the payment form.



#### Phone

Call toll-free 24/7 at **1-800-789-8050**, TTY/RTT **711**, and press 1 to make a secure payment by phone.

#### One-time Payment

- Pay using your checking or savings account or with a credit or debit card.

### Your primary care provider is key

You and everyone covered by your plan need to have an assigned primary care provider (PCP). To ensure you can fully use your coverage as soon as possible, we have assigned a quality PCP to everyone covered by this plan. Your PCP will be your key to fully using your coverage. To verify or change your assigned PCP, visit [myuhc.com/exchange](https://myuhc.com/exchange) or call the member services number on your health plan ID card.

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## Get a referral to see a specialist

In order to see a specialist, you will need a referral from your PCP. If you see a specialist without a referral, you may be responsible for the full cost of the service. Please make sure your PCP sends us a referral before you make an appointment with a specialist. Members will not need a referral to see a gynecologist (OB-GYN) or a mental health professional as long as the providers are in the network and service area.

## Use network providers

Our plans use a network of reliable, quality providers who you can count on for affordable care. If you do not use a provider included in this network you may have higher costs. **Double check network facilities with multiple locations - the one you visit must be in the plan's service area.** To find or verify a network provider, you can either call the member services number or visit the website listed on the back of your health plan ID card.

## Your Health Risk Assessment

We may ask you to complete a Health Risk Assessment (HRA). This 5-minute health assessment will help us understand your needs better. We can then connect you with the right programs and resources to help you get the best care possible. Completing the assessment will not affect your benefits or your costs.

## Questions?

Our experienced team is here to help.

Visit [myuhc.com/exchange](https://myuhc.com/exchange) or call the member services number on your health plan ID card.