

# Agent and Member Self-Service Guide

Learn more below to understand the services that can be provided by agents to clients, as well as the functions that clients can manage independently on the member online portal – [myuhc.com/exchange](https://myuhc.com/exchange).

Task	Agent	Member	Tool
View member ID card			Agent: <a href="https://uhcjarvis.com">uhcjarvis.com</a> Book of Business – Member Profile Page Member: <a href="https://myuhc.com/exchange">myuhc.com/exchange</a>
Select a primary care provider (PCP) and manage			Agent: <a href="https://uhcjarvis.com">uhcjarvis.com</a> Book of Business – Member Profile Page Member: <a href="https://myuhc.com/exchange">myuhc.com/exchange</a>
Find in-network pharmacies			Agent: <a href="https://uhcjarvis.com">uhcjarvis.com</a> Book of Business – Member Profile Page Member: <a href="https://myuhc.com/exchange">myuhc.com/exchange</a>
Find in-network providers			Agent: <a href="https://uhcjarvis.com">uhcjarvis.com</a> Jarvis Homepage – Provider Search Quick Link Member: <a href="https://myuhc.com/exchange">myuhc.com/exchange</a>
View plan type			Agent: <a href="https://uhcjarvis.com">uhcjarvis.com</a> Book of Business – Member Profile Page Member: <a href="https://myuhc.com/exchange">myuhc.com/exchange</a>
View prescription drug lists (formularies)			Agent: <a href="https://uhcjarvis.com">uhcjarvis.com</a> Knowledge Center – Resources Member: <a href="https://uhc.com/member-resources/pharmacy-benefits/prescription-drug-lists/individual-exchange">uhc.com/member-resources/pharmacy-benefits/prescription-drug-lists/individual-exchange</a>
Individual coverage Health Reimbursement Arrangement (ICHRA) payments			<a href="https://uhcjarvis.com">uhcjarvis.com</a> ICHRA FAQ – Training & Guides Page
Make monthly payment			<a href="https://myuhc.com/exchange">myuhc.com/exchange</a>
Set up Autopay*			<a href="https://myuhc.com/exchange">myuhc.com/exchange</a>
View benefits			<a href="https://myuhc.com/exchange">myuhc.com/exchange</a>
Chat with a live member service advocate			<a href="https://myuhc.com/exchange">myuhc.com/exchange</a>

Task	Agent	Member	Tool
Take a guided tour of your new health plan			<a href="https://myuhc.com/exchange">myuhc.com/exchange</a>
View recent claims			<a href="https://myuhc.com/exchange">myuhc.com/exchange</a>
Estimate costs for care			<a href="https://myuhc.com/exchange">myuhc.com/exchange</a>
Track progress toward a \$100 reward**			<a href="https://myuhc.com/exchange">myuhc.com/exchange</a>
Update communication preferences (email/mail/SMS)			<a href="https://myuhc.com/exchange">myuhc.com/exchange</a>
View dependents' coverage and manage their PCP			<a href="https://myuhc.com/exchange">myuhc.com/exchange</a>
Manage prescriptions			<a href="https://myuhc.com/exchange">myuhc.com/exchange</a>
Access important plan documents			<a href="https://myuhc.com/exchange">myuhc.com/exchange</a>
Manage payment methods (CC/Bank Account)			<a href="https://myuhc.com/exchange">myuhc.com/exchange</a>
Submit a claim			<a href="https://myuhc.com/exchange">myuhc.com/exchange</a>
View provider referrals			<a href="https://myuhc.com/exchange">myuhc.com/exchange</a>
View virtual care options and set an appointment***			<a href="https://myuhc.com/exchange">myuhc.com/exchange</a>
View and send secure emails via Message Center			<a href="https://myuhc.com/exchange">myuhc.com/exchange</a>

Reward program is not available in New Jersey and New Mexico.

\* AutoPay is not available in New Jersey and New Mexico.

\* Members age 18 and over can earn a \$100 reward on a prepaid Visa® card upon completion of five activities:

1. Complete a visit with your primary care provider (PCP)
2. Register for an online member account at [myuhc.com/exchange](https://myuhc.com/exchange)
3. Opt-in for all types of text alerts
4. Sign up for all paperless communications
5. Set up Autopay to pay your monthly premium

The subscriber of the plan signs up for Autopay of premiums on behalf of all members enrolled on their plan. Limit one reward per eligible member. Eligible members who are unable to participate in an available program may be permitted to earn the same reward by completing a reasonable alternative. Call the number on the back of your health plan ID card to learn more. If you receive access to certain reward funds with your Card, you agree to the terms and conditions available at [HealthyBenefitsPlus.com/HealthPerks](https://HealthyBenefitsPlus.com/HealthPerks). Call 1-833-818-8692 for rewards balance. No Cash (except as required by law) or ATM Access. Fees and usage restrictions may apply. See cardholder terms for details. Issued by Citizens Alliance Bank, Member FDIC, pursuant to a license from Visa® U.S.A. Inc. Members age 18 and over can earn a \$100 reward on a prepaid Visa® card upon completion of five activities. The subscriber of the plan signs up for Autopay of premiums on behalf of all members enrolled on their plan. Limit one reward per eligible member. Eligible members who are unable to participate in an available program may be permitted to earn the same reward by completing a reasonable alternative. Call the number on the back of your health plan ID card to learn more. If you receive access to certain reward funds with your Card, you agree to the terms and conditions available at [HealthyBenefitsPlus.com/HealthPerks](https://HealthyBenefitsPlus.com/HealthPerks). Call 1-833-818-8692 for rewards balance. No Cash (except as required by law) or ATM Access. Fees and usage restrictions may apply. See cardholder terms for details. Issued by Citizens Alliance Bank, Member FDIC, pursuant to a license from Visa® U.S.A. Inc.

\*\*\* Unless otherwise required, virtual care benefits are available only when services are delivered through a Designated Virtual Network Provider. Virtual visits are not intended to address emergency or life-threatening medical conditions and should not be used in those circumstances. Services may not be available at all times, or in all locations, or for all members. Check your benefit plan to determine if these services are available. Data rates may apply. Certain prescriptions may not be available and other restrictions may apply.

UnitedHealthcare Individual & Family plans medical plan coverage offered by: UnitedHealthcare of Arizona, Inc.; Rocky Mountain Health Maintenance Organization Incorporated in CO; UnitedHealthcare of Florida, Inc.; UnitedHealthcare of Georgia, Inc.; UnitedHealthcare of Illinois, Inc.; UnitedHealthcare Insurance Company in AL, KS, LA, MO, NJ, and TN; Optimum Choice, Inc. in MD and VA; UnitedHealthcare Community Plan, Inc. in MI; UnitedHealthcare of Mississippi, Inc.; UnitedHealthcare of New Mexico, Inc.; UnitedHealthcare of North Carolina, Inc.; UnitedHealthcare of Ohio, Inc.; UnitedHealthcare of Oklahoma, Inc.; UnitedHealthcare of South Carolina, Inc.; UnitedHealthcare of Texas, Inc.; UnitedHealthcare of Oregon, Inc. in WA; and UnitedHealthcare of Wisconsin, Inc. Administrative services provided by United HealthCare Services, Inc. or its affiliates.

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