



Member Site & Mobile App

UnitedHealthcare knows Medicare eligibles are increasingly tech-savvy. That's why we're meeting them where they are at – online – **with a comprehensive digital experience!** Having **digital, self-service** tools available to members means **more time for you** to focus on answering the more complex questions.

A digital experience designed for members to:

Find care

Track application status and more!

Members can go to the member site or mobile app to conveniently:

- View plan benefit summary, plan documents and resources.
- Find copay and coinsurance amounts, view plan spending and see how their plan covers different types of care and services.
- Find a provider by searching by the type of care, provider specialty, name or location. Plus, see ratings and reviews.
- And more!

Our #1 consumer rated* mobile app allows members 24/7 access to:

- Their UnitedHealthcare UCard® to easily shop in-store or check in at the doctor and pharmacy.
- A product scanner to check OTC item eligibility while shopping in-store, for eligible members .

What does the mobile app offer?



Most plans have digital access with the ability to track their enrollment application status and UCard shipping details. The member site and mobile app are available for most Medicare Advantage (MA) and Prescription Drug Plan (PDP) members. Private Fee-for-Service (PFFS) plans are excluded.



A view of 2025 and 2026 benefit changes side-by-side.



A checklist of activities to help members prepare for plan use (like managing communications preferences and selecting their Primary Care Provider (PCP) and a simplified enrollment process for members who choose to make a plan change!



Find self-service tools to more easily check provider network status or estimated medication costs.



Easy access to our-online shopping site



Educational content about industry-wide impacts, such as changes in the Part D program that may affect medication costs for members.

*based Apple and Google App store rankings, May 2025



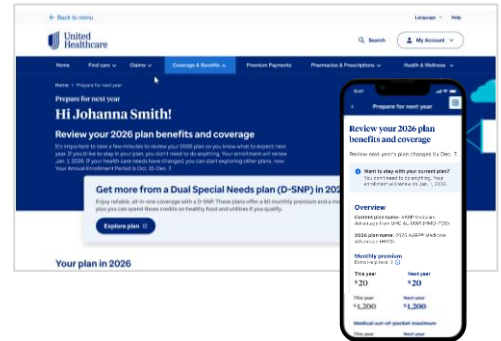


2026 Agent Quick Reference Guide Member Site & Mobile App

Differences between site and mobile app

Members may notice the appearance is sometimes different, but the core functionality (benefits, claims, find care, RX, premium payments) is the same on both the member site and mobile app.

Select features, like the product scanner, are only available in the mobile app.



9 out of 10 digitally engaged members felt more confident about their enrollment and plan selection because of their ability to stay informed and connected.***

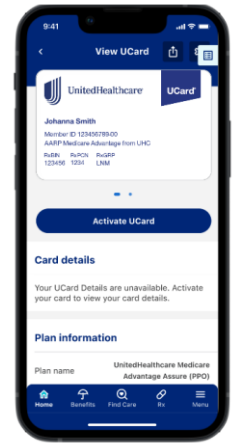
How does it work?

Key features and capabilities are unlocked throughout the member lifecycle:



Immediately after enrollment, members can...

- Create an online account by following these easy steps.
 1. **On their phone:** Download the UnitedHealthcare app from the Apple® App Store®, Google Play® or the link in their Application Confirmation email.
 - **Or on their desktop:** Visit [medicare.uhc.com](https://www.medicare.uhc.com) and click “Register Now.”
 2. Complete the HealthSafe ID® registration.
 - Register with their email address and member ID found on their UCard.



*Did you know? Members who registered for digital access within 7 days of enrollment generated fewer complaints to Medicare than those who did not register!****

- See application status and take action, if needed
- Track UCard delivery and update address, if needed
- Watch educational videos
- Set up face ID and enable push notifications on the mobile app (device permitting)

***Real Time Activation & Pre-Effective Plan Year 2025 OEP Review (1/1/2025-3/31/2025). Apple® and App Store® are registered trademarks of Apple Inc. Google Play and the Google Play logo are trademarks of Google LLC.





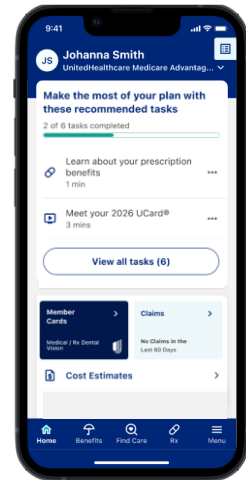
How does it work?

Before plan starts

After plan starts

Before their plan starts, members can:

- Activate their UCard
- Manage communication preferences (go paperless – opt into emails and text messages)
- Find care and view Primary Care Provider
- Quickly and easily access key plan information
- Get a jumpstart earning rewards, that can be spent once their plan starts

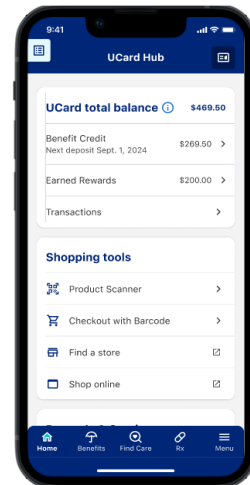


Before plan starts

After plan starts

After their plan starts, members can:

- View claims and available benefits
- Request prescription refills, look up drug prices and search for pharmacies nearby, if eligible
- Buy eligible OTC and wellness support items and Healthy Foods, if eligible
- Locate gyms or fitness locations, if eligible
- View and report earned rewards, if eligible



View what the member experiences on the member site and mobile app in this [demo](#).

How can you support your members?

- Help members know what to expect for 2026 and how to get the most out of their benefits.
- After enrollment, remind members to watch for their application confirmation email to register their account.
- Help members download and sign into the mobile app via the QR code on uhc.com or in their application confirmation email.
- Once registered and signed into the app, remind members to respond “yes” to the prompt to enable push notifications so they receive application status and UCard shipment updates.
- Make sure members are aware they can get support through the virtual assistant chat feature on the member site and mobile app.
- Encourage members to explore the checklist of activities for education on prescription drug coverage, guidance to select a PCP, set communication preferences and much more!





Resources to explore!

Explore these tools called KnowHow guides. KnowHow guides are designed to help members navigate the features of our member site and mobile app, helping ensuring they get the most out of their benefits.

Learn how to register, sign into and recover an account

[Access your account](#)

Learn how to manage communication preferences

[Communications preferences](#)

Learn how to view, print or replace member ID or UCards

[ID/UCard](#)

Learn how to manage medications through Optum Home Delivery

[Optum Home Delivery](#)

Learn how to schedule and manage rides through SafeRide Health

[Scheduling a ride through SafeRide health](#)

Learn how to find a provider

[Provider look up](#)

