

Enhancements for Oxford fully insured members.

What employers need to know.

Introducing a more streamlined member service experience.

Because we value our relationship with you, we are continually working to improve service to your employees and make Oxford plans your top choice for health care benefits. We're now able to enhance your employees' experience with their Oxford benefits by providing a new member website, an enhanced customer service experience, online doctor visits and other value-added features. These enhancements will go into effect upon your new Oxford policy effective date. Below is an overview of what you and your employees can expect.

What this means for your employees.

New health plan ID cards. Your employees and their covered dependents will receive new ID cards, which will show a new Member ID number, new Group Number and the new member website address, myuhc.com[®]. Members will also receive a new Pediatric Dental ID card showing this new information if your medical benefits include pediatric dental coverage and the member (subscriber) has an eligible dependent. Upon the new policy effective date, the old card(s) should be destroyed. **Members will need to present their new card the next time they visit the doctor or pharmacy after their new policy effective date.**

Service enhancements. Members will have the following upgrades:

- **Enhanced customer service experience:** The same support staff with a new service model approach that offers one-stop support for medical benefits, claims, pharmacy, financial and behavioral questions, and more.
- **Online doctor visits:** Members can see and speak to a doctor 24 hours a day, 7 days a week, using a mobile device or computer to access myuhc.com. Once on myuhc.com, members can register for an online doctor visit with one of our contracted providers.
- **Quit For Life[®] program:** Using digital and online tools, members can customize a plan to help them break free from tobacco.
- **Real Appeal[®]:** A step-by-step, personalized program that offers members tools to help them lose weight and up to a full year of support for lasting weight loss.

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New member website.

Members will have a new website, myuhc.com, that they should begin using upon your group's new policy effective date. Once the member signs in, the new website will show the same Oxford logo they are used to seeing on their plan materials. Information about how and when to register* for myuhc.com will be mailed to your employees.

*Must be aged 13 or older to register for myuhc.com.

What this means for you.

Along with these member enhancements, there are also some changes for you. You should continue conducting your medical benefits business as usual through the [oxfordhealth.com](https://www.oxfordhealth.com) employer website. If you use a third party administrator (TPA) to submit your monthly eligibility or process your monthly premium payments, you must notify the TPA of these changes. Upon your new policy effective date, you will experience the following enhancements and changes:

- **New group identification number:** You will receive a new group ID and new plan ID(s), formerly known as your Contract Specific Package (CSP), when you renew your Oxford plan. These new ID numbers will be implemented upon your new policy effective date.
- **New billing address:** The address for mailing your medical premium payments will change. Payment for your new policy should be sent to our new billing address:
UHS Premium Billing
P.O. Box 94017
Palatine, IL 60094-4017
- **Updated paper invoice:** If you receive a paper invoice, you will notice that the layout will be different from that of previous invoices. Instructions will be included with the new invoice on how to read it. You will also have the option to turn off paper bill delivery by calling us at **1-888-201-4216**.
- **Oxfordhealth.com employer website:**
 - **Policy information:** You will need to select the applicable group ID from the **My Account** page to view either current or previous policy information.
 - **New billing transactions page:** The billing transactions page has a fresh, new look. The new design includes a **Help** feature to assist you with your transactions.
 - **New feature to self-enroll in auto-pay:** You can schedule direct debits from your bank account for your monthly premium payments. Enroll through the **Transactions** tab of the [oxfordhealth.com](https://www.oxfordhealth.com) employer website. For help, call us at **1-888-201-4216**.



Questions? Visit the Tools & Resources page on the [oxfordhealth.com](https://www.oxfordhealth.com) employer website, contact your broker or Oxford sales representative, or call Client Services at 1-888-201-4216.