

myClaims Manager on myuhc.com®

YOUR ONLINE CLAIMS DETAIL: UNDERSTANDING THIS PAGE

HOW TO USE THIS FLYER

Please use this flyer for instructions on how to use the features available when viewing the detail for a claim you have selected on myuhc.com.

The screenshot displays the myClaims Manager interface. At the top, there's a navigation bar with links like 'Message Center', 'Account Settings', 'Print', 'Help', 'Contact Us', 'Feedback', and 'Sign Out'. Below this is a main navigation menu with categories like 'Home', 'Claims & Accounts', 'Physicians & Facilities', etc. The main content area shows a claim for 'Madisondemo Demo' with details: Visited by Dr. Andrew Kaufmann, Status 'Processed, 07/6/2012', Date of Service '07/01/2012', Date Received '07/03/2012', and Claim Number '2565478523'. A 'Download' link for 'Explanation of Benefits (pdf)' is highlighted with a red circle 2. Below this is a 'Manage Claim' section with options like 'Watching', 'Marked as Paid', and 'Edit Note', highlighted with a red circle 3. A 'Your Note' field contains the text 'This is a note text.' Below that is an 'At a Glance' section (red circle 4) showing 'Amount Billed \$436.23'. A pie chart (red circle 5) breaks down the billed amount into 'Plan Discounts' (\$118.43), 'Your Plan Paid' (\$192.00), and 'Your Responsibility' (\$125.80). A callout box (red circle 6) details 'Your Responsibility' as '\$125.80', including '- HRA Paid to Provider \$117.00' and 'You Owe \$8.80'. A 'View Account Balances' link is also visible.

- 1 This section provides high-level information for the claim you have selected.
- 2 For a detailed explanation of how a claim was processed based on your health care benefits, select this link to view the “Explanation of Benefits”.
- 3 The “Manage Claim” section provides tools to help you track and manage your claim. This section allows you to identify claims to watch or follow-up on, mark claims already paid, and add personalized notes.
- 4 The “At a Glance” section provides visual information to help you understand how the claim was processed, how much your plan paid and how much you owe. By selecting the link, “View Account Balances”, you can easily view the status of your deductible and out-of-pocket information.
- 5 Use this color key as a guide to the information displayed in the pie chart.
- 6 The “Your Responsibility” section helps you understand the amount you may owe your provider, taking into consideration any financial account deductions (if applicable). Please note this section may vary depending on your plan type.

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Member Actions

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Coinsurance	\$15.00
Not Covered	\$15.00

[View Account Balances](#)

Detailed Costs

Amount Billed	Plan Discounts	Your Plan Paid	Deductible	Copay	Coinsurance	Not Covered	Your Responsibility
07/01/2012 Office Visit 9 Show More Detail							
\$328.77	\$82.77	\$146.00	\$45.00	\$25.00	\$15.00	\$15.00	\$100.00
07/01/2012 Blood draw from vein or artery Show Less Detail							
\$50.28	\$22.09	\$17.00	\$11.19	\$0.00	\$0.00	\$0.00	\$11.19
07/01/2012 Cholesterol testing Show More Detail							
\$32.18	\$3.75	\$19.00	\$9.43	\$0.00	\$0.00	\$0.00	\$9.43
07/01/2012 Complete blood count Show More Detail							
\$25.00	\$9.82	\$10.00	\$5.18	\$0.00	\$0.00	\$0.00	\$5.18
\$436.23	\$118.43	\$192.00	\$70.80	\$25.00	\$15.00	\$15.00	\$125.80

HRA Paid to Provider	\$117.00
FSA Paid to Provider	\$0.00
You Owe	\$ 8.80
HRA Paid to You	\$0.00
FSA Paid to You	\$0.00

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11 Claim History:

- 07/01/2012 Date of Service
- 07/03/2012 Claim Received
- 07/06/2012 Claim Processed
- 07/09/2012 Payment #117982 send to provider Labcorp

12 Claim Notes:

Remark Code DO: Options PPO Network Discounts Applied
 Network Status: Claim was processed in network
 Member Share: This preventive care claim was covered at 100%

- 7** The Detailed Costs table provides additional information about the claim, identifying services received along with information to help you understand how the claim was processed such as amount billed and plan discounts.
- 8** Click on the question mark icons to display help information.
- 9** The “Show More Detail” link will display an extended description of the health care service along with claim notes. Clicking again collapses it back to the short description.

- 10** This section shows financial account payments (if applicable) made to either a health care provider or to you. Please note this section may vary depending on your plan type.
- 11** The “Claim History” section shows the dates and status of activities related to processing your claim.
- 12** The “Claim Notes” section shows additional information to explain how your claim was processed.

myClaims Manager

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