

Health Statements

You asked for a simpler health care experience. The **Health Statement** is just one more way UnitedHealthcare is trying to help make understanding your health benefits simple.

Now, instead of receiving multiple Explanation of Benefits, you will receive one consolidated Health Statement.

The Health Statements shows all claims processed, plus remaining balances for deductibles and out-of-pocket expenses. It's one easy-to-read, complete record of all your health care expenses.

If you received care and you need to pay for part of the service, you will receive a Health Statement within 30 days showing you the service you received and the amount that you owe. If you received care and your plan pays in full, you will receive a Health Statement in the mail within 90 days that shows the service you received and the amount that was paid.* And, if for any reason, you'd like to view your claims activity more frequently, you can log on to myuhc.com at any time of day or night.

Health Statements and Explanation of Benefits remain available online at myuhc.com. Health Statements help minimize confusion about your benefits and make it easier to see the true cost of health care for you and your family. You will also get valuable e-mail alerts about the latest health information, tips on how to save money, staying healthy and other important news.**

*Unless applicable law requires more frequent delivery of Health Statements.

**Those without Internet access can call the Customer Care number found on the back of their medical ID card for help with mailing preferences.

Health Statement advantages

- One easy-to-read, complete record
- Summarizes information for all members of the household
- Features health care consumer alerts and money-saving tips
- Reduces paperwork and confusion

Frequently asked questions about your **Health Statement**

Why is UnitedHealthcare changing to a Health Statement?

We want to make it easier for you to manage your care and medical costs by providing a simple, comprehensive resource to track your health benefit claims and expenses.

How is the Health Statement different from the Explanation of Benefits statement I've been receiving?

We've made it easier to read, with more helpful information on your health care costs. You get a recap of your spending, detailed account information, plus health care alerts and money-savings tips all in one.

Will I get a different statement for each member of my family who is covered by UnitedHealthcare?

No. A single Health Statement will be provided for each family unit.

How often will I get this statement?

If you received care and your plan pays in full, you will receive a Health Statement in the mail within 90 days that shows the service you received and the amount that was paid. If you received care and you need to pay for a part of the service, you will receive a Health Statement within 30 days showing you the service you received and the amount you owe*.

And, if for any reason, you'd like to view your past Health Statements or individual Explanation of Benefits, or current claims activity, you can log on to myuhc.com at any time of day or night.

What if I don't have any claims in 90 days?

If you haven't generated any claims, you won't receive a statement. Remember, you can go to myuhc.com® any time day or night to view past Health Statements and Explanations of Benefits for detailed balance and claims information.

Can I still check my claim information on myuhc.com?

Yes. Up-to-date claim information is always available online. Just click on "*Claims & Accounts*," then "*Medical Claim Summary*." And, if you'd like to go paperless and just receive Health Statements online, select "*Account Settings*," then "*Mailing Preferences*."

Can I still get a paper copy of my Explanations of Benefits (EOB)?

Yes, Explanation of Benefits and Health Statements are able to be viewed and printed on myuhc.com.

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New Out-of-Network maximum feature

Your Health Statement contains both in-network and out-of-network balance information. You will be able to see both your out-of-network deductible and out-of-pocket balance summaries.

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