UnitedHealthcare Vision

Member Website User Guide

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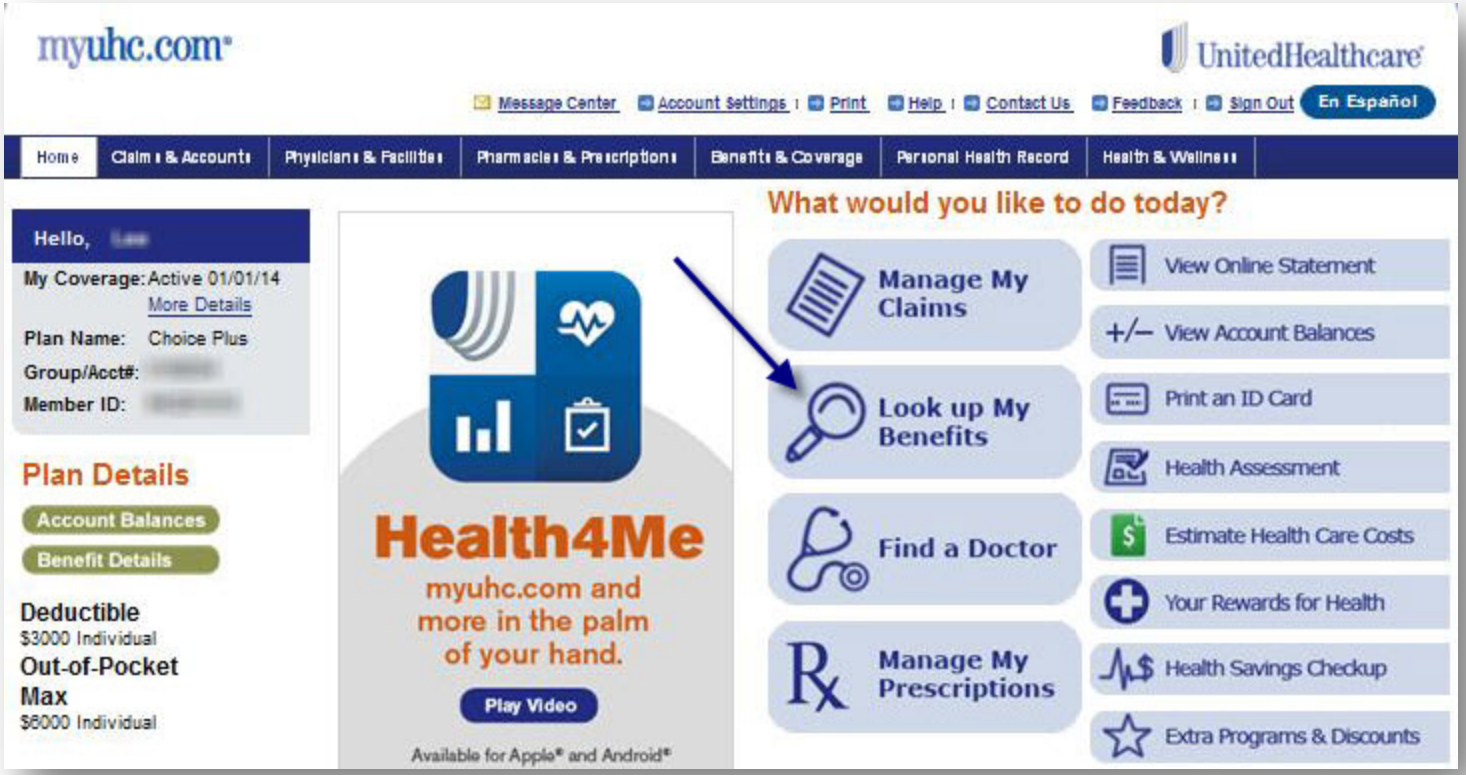
Accessing the Vision website from myuhc.com (with UnitedHealthcare Medical)

UnitedHealthcare

- For members with both medical and vision coverage through UnitedHealthcare, they will log into **myuhc.com**.
- From the “Look up My Benefits” link, select the link for your Vision Benefits. The Single Sign On feature will directly link you to the vision portal.



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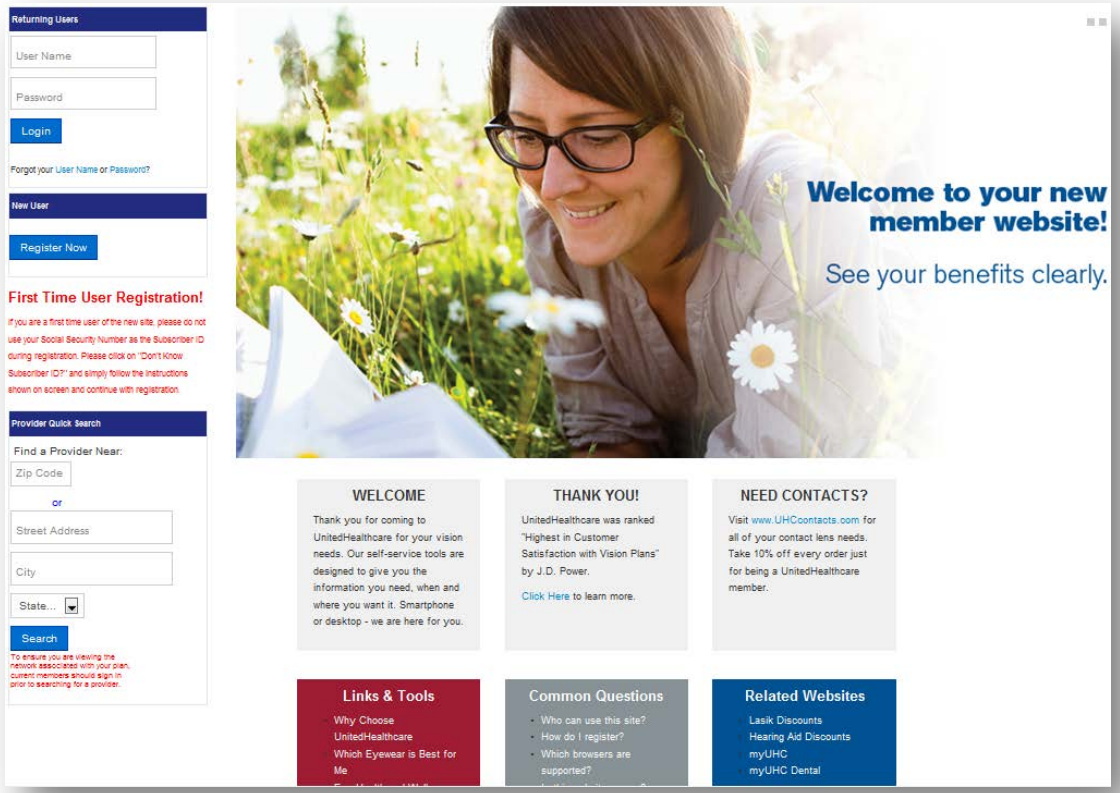
Accessing the member website (without UnitedHealthcare medical coverage)

- If your medical coverage is with another carrier, you may access the vision website directly through **myuhcvision.com.**
- If this is your first time accessing the updated member website you will need to register and create a unique user ID and password. See next slide for details.



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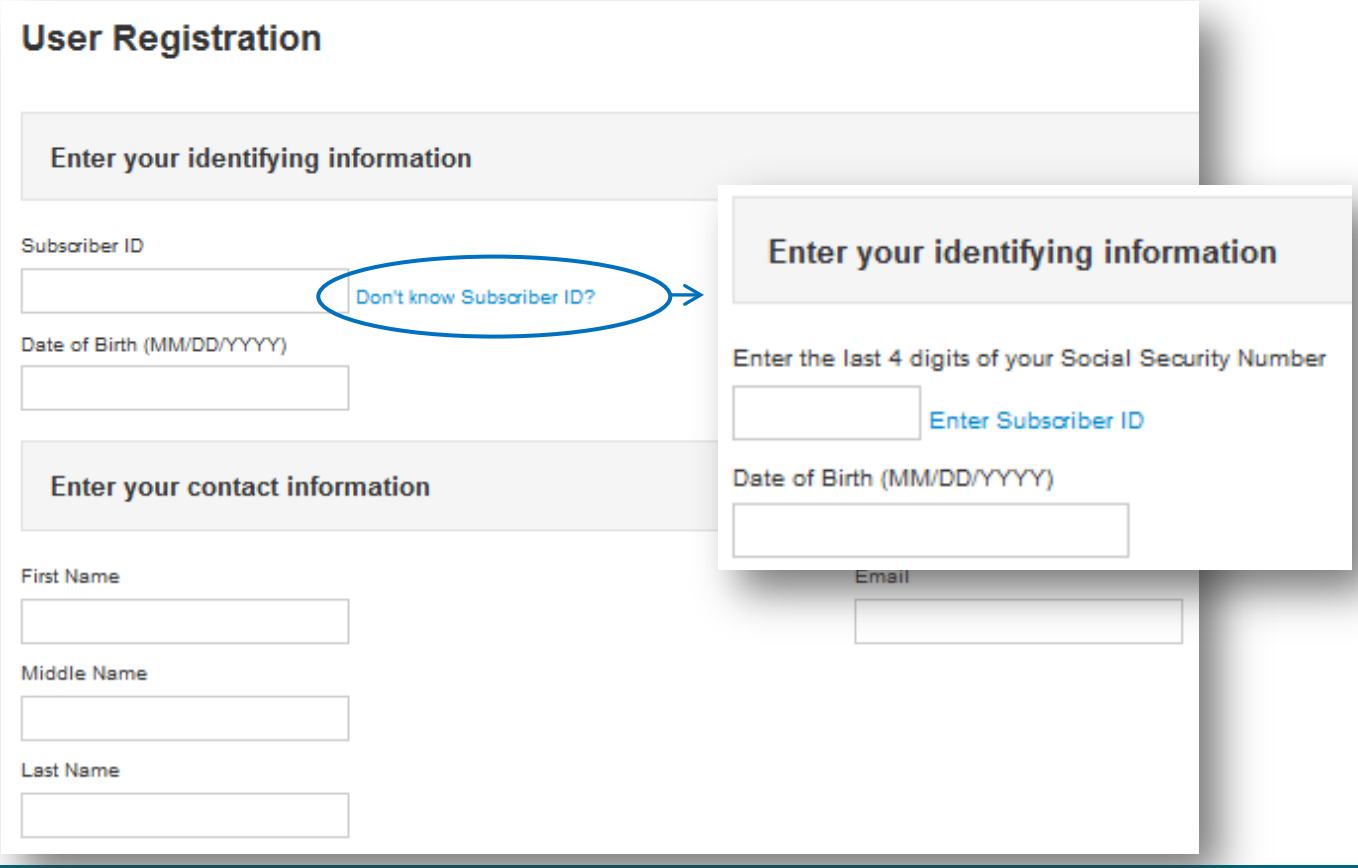
Logging in for the first time (without UnitedHealthcare Medical)

UnitedHealthcare

- If you are a first time user of the new site, please click on "Don't Know Subscriber ID?" This will change the field so you can enter the last 4 digits of your Social Security Number and your date of birth to verify your information and continue with registration.



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Logging in for the first time (without UnitedHealthcare Medical)

UnitedHealthcare

- In the lower section of the page you will be able to select your User ID and create a password. You will also be asked to set a unique PIN number should you need to reset your password in the future.

Enter a unique user name and password

User name

All passwords require at least 1 upper or lower case alpha character.
All passwords require at least 1 numeric character.
All passwords require at least 1 of the following 'special' characters (!,#,$,%,* or ~).
The minimum length for all passwords is 8.

Password

Confirm password

Set unique personal identification number (PIN)

PIN

Confirm PIN

Register Reset Cancel

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Selecting your plan

- If you happen to have more than one vision plan, you will have the option to select the plan you want to review.

Select Group / Plan

You are eligible for more than one group or benefit plan. Please select the group / plan to use with the Member Web Portal. change your selection later by choosing Select Group / Plan from the Enrollment menu.

Select **Group: UHG Exam&Materials w/o Med Active**

Plan: V1152/V1153

Name	DOB	Relationship	Enrollment Status
			Active
		Child	Active
		Child	Active
		Spouse	Active

Select **Group: X_HEALTH ALLIES DISCOUNT PLAN**

Plan: D0321

Name	DOB	Relationship	Enrollment Status
			Active

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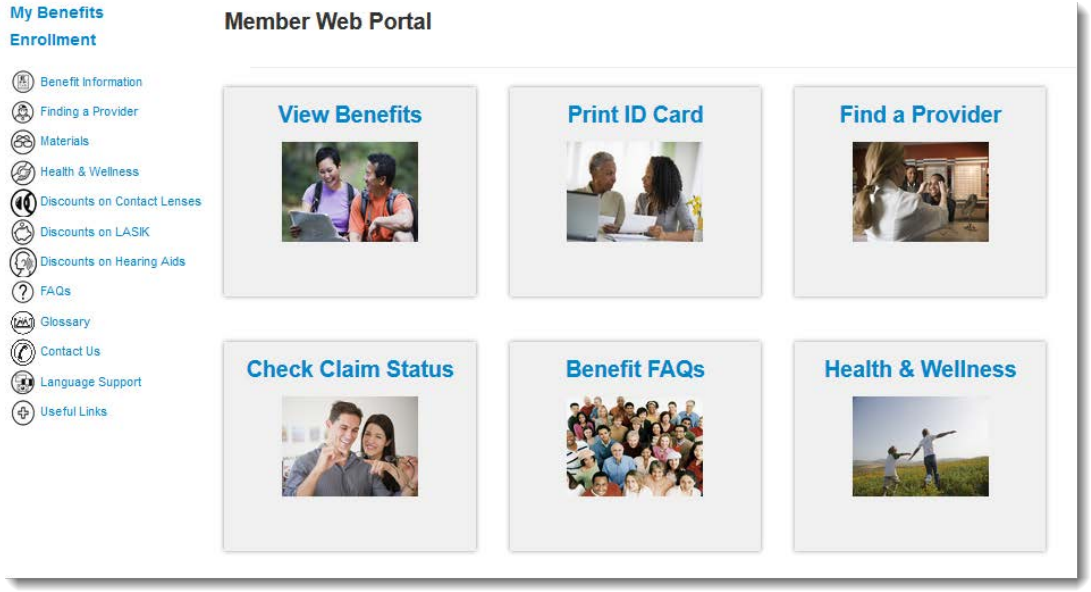
Vision Member Home Page

- From there you will be taken to the home page with links to the most commonly used options.
- Using these options will take you to view your vision benefit coverage, print an ID card, locate a provider, view up to 12 months of claims history, or access FAQs and our eye health and wellness library.
- Links to other information such as online contact lens ordering or additional discounts can be found on the side bar menu. Should you need to make changes to your account information please use the “Account” link in the top menu bar.



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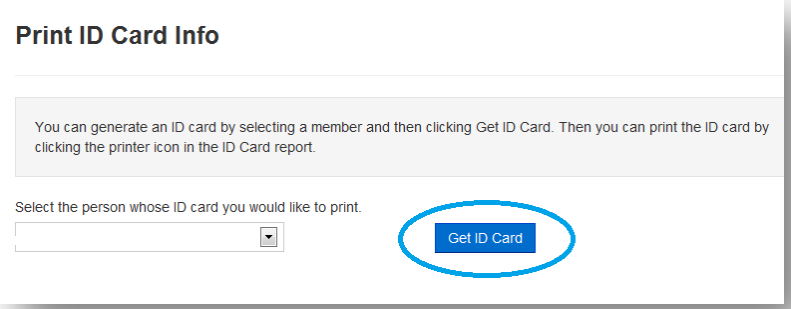
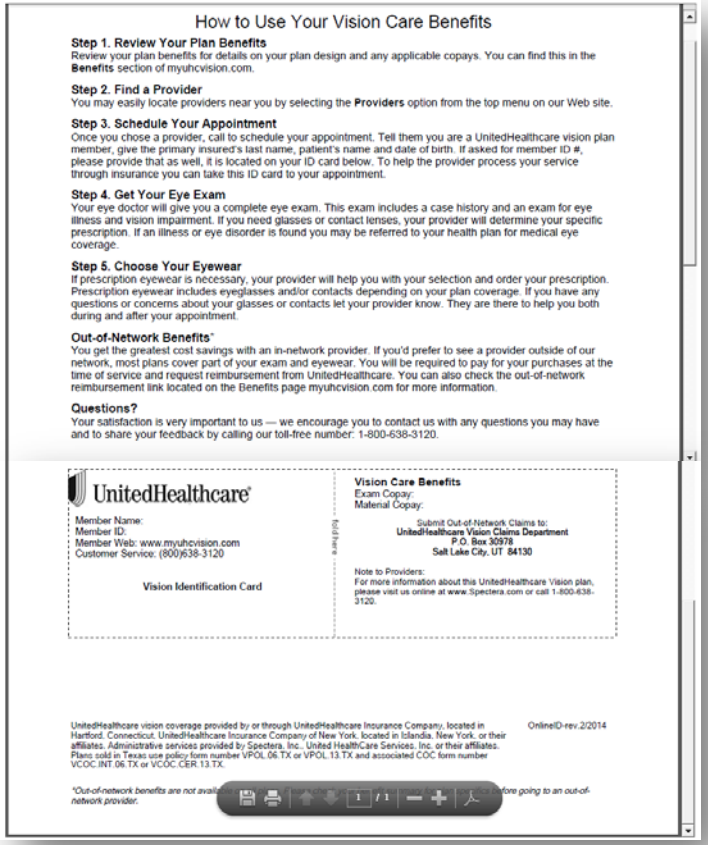
How to Print Your Vision ID card

1. Select member name in drop down box
2. Click ‘Get ID Card’ button



The updated website was designed to be compatible with mobile browsers for use with your smart phone. This makes it easier to access your information and ID card from your smart phone.

3. Scroll to bottom of document and print.



How to Use Your Vision Care Benefits

Step 1. Review Your Plan Benefits
Review your plan benefits for details on your plan design and any applicable copays. You can find this in the **Benefits** section of myuhcvision.com.

Step 2. Find a Provider
You may easily locate providers near you by selecting the **Providers** option from the top menu on our Web site.

Step 3. Schedule Your Appointment
Once you chose a provider, call to schedule your appointment. Tell them you are a UnitedHealthcare vision plan member, give the primary insured's last name, patient's name and date of birth. If asked for member ID #, please provide that as well, it is located on your ID card below. To help the provider process your service through insurance you can take this ID card to your appointment.

Step 4. Get Your Eye Exam
Your eye doctor will give you a complete eye exam. This exam includes a case history and an exam for eye illness and vision impairment. If you need glasses or contact lenses, your provider will determine your specific prescription. If an illness or eye disorder is found you may be referred to your health plan for medical eye coverage.

Step 5. Choose Your Eyewear
If prescription eyewear is necessary, your provider will help you with your selection and order your prescription. Prescription eyewear includes eyeglasses and/or contacts depending on your plan coverage. If you have any questions or concerns about your glasses or contacts let your provider know. They are there to help you both during and after your appointment.

Out-of-Network Benefits*
You get the greatest cost savings with an in-network provider. If you'd prefer to see a provider outside of our network, most plans cover part of your exam and eyewear. You will be required to pay for your purchases at the time of service and request reimbursement from UnitedHealthcare. You can also check the out-of-network reimbursement link located on the Benefits page myuhcvision.com for more information.

Questions?
Your satisfaction is very important to us — we encourage you to contact us with any questions you may have and to share your feedback by calling our toll-free number: 1-800-638-3120.

UnitedHealthcare
Member Name:
Member ID:
Member Web: www.myuhcvision.com
Customer Service: (800)638-3120

Vision Identification Card

Fold Here

Vision Care Benefits
Exam Copay:
Material Copay:

Submit Out-of-Network Claims to:
UnitedHealthcare Vision Claims Department
P.O. Box 30978
Salt Lake City, UT 84130

Note to Providers:
For more information about this UnitedHealthcare Vision plan, please visit us online at www.Spectera.com or call 1-800-638-3120.

UnitedHealthcare vision coverage provided by or through UnitedHealthcare Insurance Company, located in Hartford, Connecticut. UnitedHealthcare Insurance Company of New York, located in Islandia, New York, or their affiliates. Administrative services provided by Spectera, Inc., United HealthCare Services, Inc. or their affiliates. Plans sold in Texas use policy form number VPOL.06.TX or VPOL.13.TX and associated COC form number VCOC.INT.06.TX or VCOC.CER.13.TX.

OnlineID-rev.2/2014

*Out-of-network benefits are not avail… fore going to an out-of-network provider.

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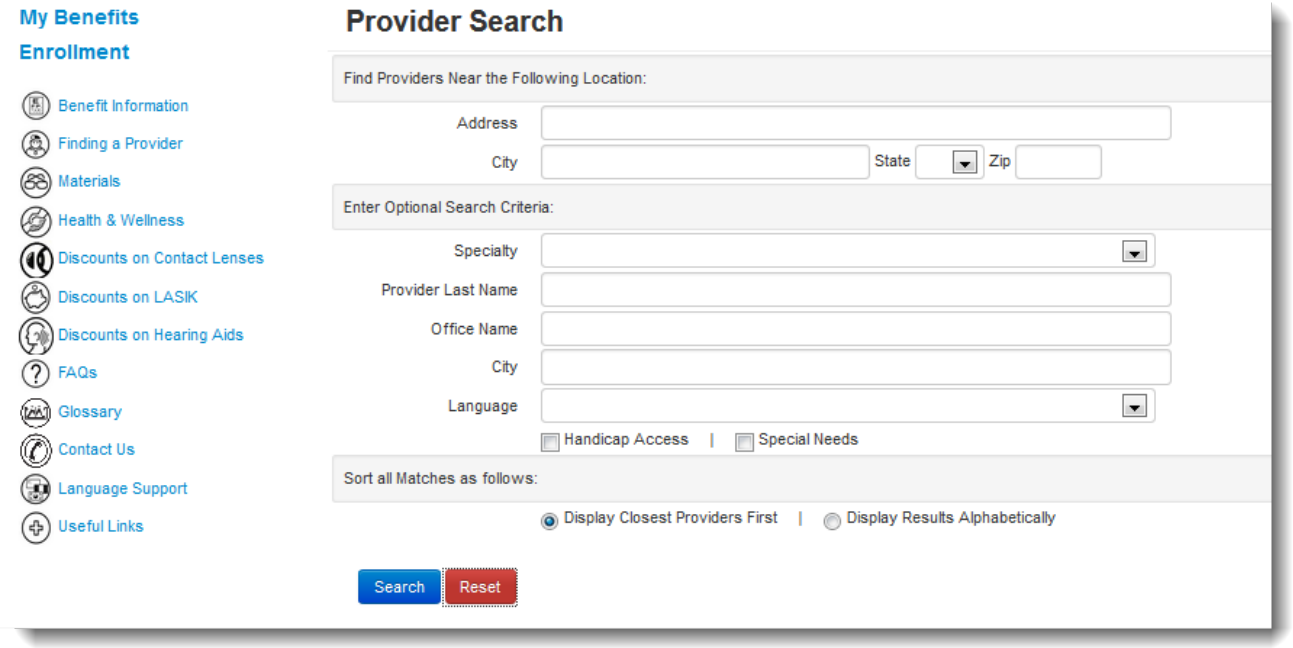
Provider Locator

- You can receive eye care at any location in our national network. We include a well-balanced mix of private practice and retail locations, giving you the freedom of choice and convenience, including weekend and evening hours. Your vision plan allows you to pick the provider that matches your lifestyle and eye care needs.
- To find a provider near you, simply use the provider locator for a complete listing. Or call **1-800-638-3120** to speak with a Customer Service Representative.



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Wellness Video Library

UnitedHealthcare

Get answers to your eye health questions directly from our expert. Or watch short video answers to viewer questions covering everything from "When should my child have an eye an exam" to "What are the risk factors for cataracts" and much more!

Did you know?

The eyes offer the only non-invasive view of your blood vessels. That means a comprehensive eye exam reveals information about your total health, not just your vision.

With a dilated eye exam, eye care professionals can look for warning signs of diabetes, hypertension, high cholesterol, vascular disease, and more.

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Wellness Fliers

You can also learn more about a specific condition and even the importance of eye exams with our Member Wellness Fliers available through the website.

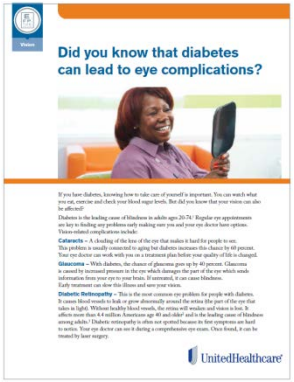
Member Wellness Fliers

Learn about a specific condition and even the importance of eye exams with our Member Wellness Fliers.

The Importance of Eye Exams

Open PDF

Diabetes



Open PDF

Glaucoma

Open PDF

Cataracts

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Heart Disease and Your Eyes

Computer Vision Syndrome

Pregnancy and Your Eyes

Childrens Eye Health

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