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 fully 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 best-in-class* 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.

The member site and mobile app are available for Individual Medicare Advantage, Dual Special Needs Plan (D-SNP) and Prescription Drug Plan members.

What's new for 2025?

All plans have digital access with the ability to track their enrollment application status and UCard shipping details.

A redesigned side-by-side comparison of the current plan and plan for next year.

A Plan Readiness Checklist to help members tackle account set-up tasks (like managing communications preferences and selecting their Primary Care Provider).

View and confirm their Primary Care Provider (PCP) and find other in-network providers – and pick up their search where they left off.

Easy access to our new online shopping site from the member site or mobile app.

Educational content about industry-wide impacts, such as from the Inflation Reduction Act.
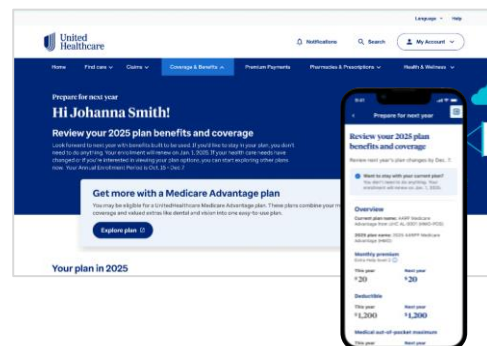
Differences between site and mobile app

Members may notice the appearance is sometimes different, but the information is the same on both the site and mobile app.

Select features, like the UCard 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:

Before plan starts | After plan starts

Immediately after enrollment, members can...

- Create an online account by following these easy steps.
    1. **On their phone:** Download the UnitedHealthcare mobile app from the Apple® App Store®, Google Play® or the link in their Application Confirmation email.
        - **Or on their desktop:** Visit **medicare.uhc.com** and click "Register Now."
    2. Log in or complete the HealthSafe ID® registration.
        - Register with their email address and Original Medicare ID number found on their Original Medicare card, or their UnitedHealthcare member ID found on their UCard.
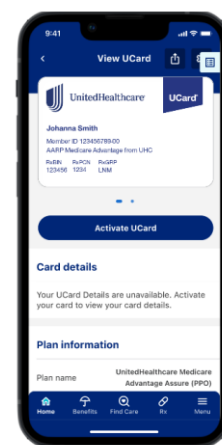
Did you know? Members who registered for digital access within 7 days of enrollment generated fewer complaints to Medicare than those who did not register!***

- See application status and take action, if needed
- Track UCard delivery and update address, if needed
- Watch the "Meet your 2025 UCard Video"
- Set up face ID and enable push notifications on the mobile app (device permitting)

# Member Site & Mobile App

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, which can be spent once their plan starts
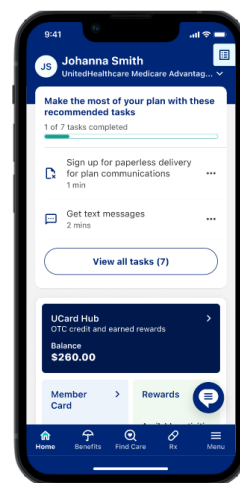
Before plan starts	After plan starts

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 items and Healthy Foods, if eligible
- Locate gyms or fitness locations, if eligible
- Spend earned rewards, if eligible
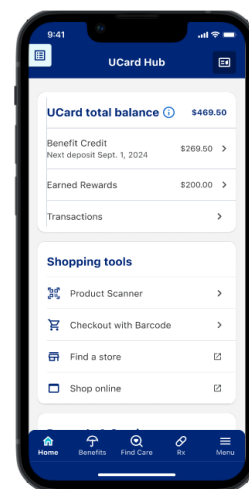
View what the member experiences on the member site and mobile app in this demo.

How can you support your members?

- Help members know what to expect for 2025 and how to get the most out of their benefits.
- After enrollment, remind members to watch for their Application Confirmation email so they can register their account.
- Help members download and log into the mobile app via the QR code on uhc.com or in their Application Confirmation email.
- Once registered and logged 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 site and mobile app.