

Find what you need @ umr.com



A UnitedHealthcare Company

Access your patient information in just a few clicks

UMR has made finding claim and benefit information for your patients quick and easy. At **umr.com**, you can view claims and benefit information, including:

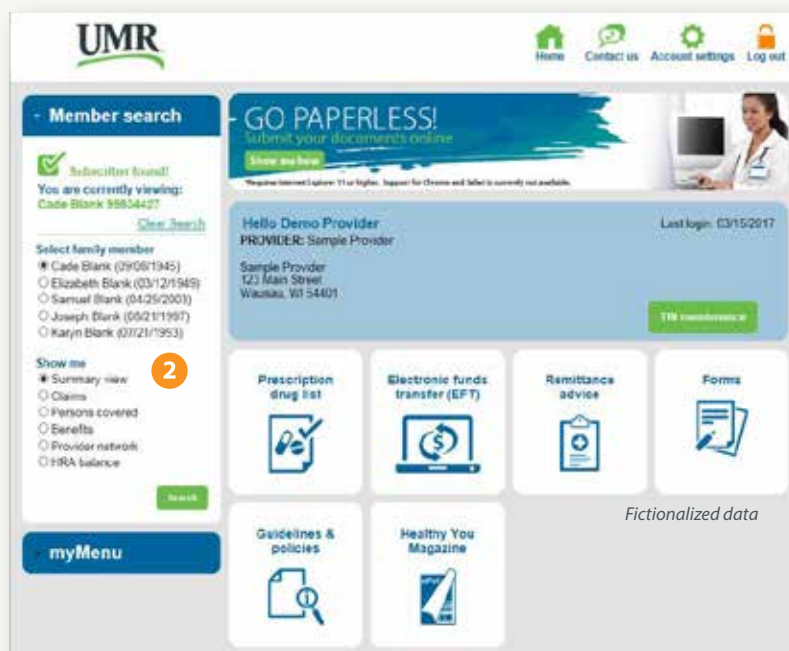
- Explanations of benefits (EOBs)
- Eligibility and benefit information
- Status updates on medical deductibles and out-of-pocket maximums

Getting started

If you already have an account, simply click **Login/Register** in the upper-right corner and enter your login information. If it's your first time visiting us, click the **Login/Register** button in the upper-right corner to create an account.

Make sure you have your **Tax ID number** and **provider name** to view the claims associated with that provider and tax ID number.





Viewing member information

After you have logged in, you can easily access member information.

Member search

Find everything you need to know about a member with just one search! Click here to learn more.

Member search

Enter subscriber ID or SSN

Go

1 Enter the member's ID or Social Security number in the **Member Search** box and click **Go**

2 On the left navigation, select **Claims, Benefits or Persons covered** and click Search.

3 Select the filter options on the left navigation to expand or refine the type and your search time period.

Looking for a form?

Download frequently used forms from the **Forms** tile on the home page.

Need prior authorization for a procedure?

Click **Get Preauthorization** from **MyMenu** and complete the form.

Want to set up an electronic funds transfer (EFT)?

Make paper checks and remittance advices a thing of the past with electronic funds transfer (EFT). Select the **Electronic funds transfer** tile on the home page to get started.

Need help?

If you experience technical issues or are having difficulty registering, please contact our technical support team at **1-866-922-8266**.

If you have questions after you have searched for a member's claim or benefit information, click the **Provider service center** displayed on the bottom of one of the following two locations:

1) **Benefits > Additional benefits**

2) **Claims > Claim activity** (Note: You must select a specific claim to access the **Provider service center**)

Once you click on the link, you will receive a pass code you can use to contact us by phone and bypass the provider self-service system – connecting you with a customer service representative.



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