For members

Your doctor may ask you to make a payment at the time of your visit.

Detach wallet card and share with your doctor’s office.
For physicians and health care professionals

1. **Member ID card** — plan information is on the back of the patient’s member ID card.

2. **Verify benefits** — check online at [www.unitedhealthcareonline.com](http://www.unitedhealthcareonline.com) OR call the Customer Care number on the back of the patient’s member ID card. Select the prompt for access to benefits and eligibility information.

3. **Submitting claims** — submit all claims to the address on the back of the member ID card.

4. **Payment** — if the patient has a financial obligation, UnitedHealthcare will notify you through real-time adjudication or with a Remittance Advice (Explanation of Benefits) after your claim has been processed. You may then bill the patient directly.

5. HSA members can pay any balance due with their Health Savings Account debit card or any acceptable form of payment.

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