

Welcome

Thank you for becoming a member of a UnitedHealthcare Global insurance plan. In this document you will find some information that can help you start to use your plan. And there is one thing that you might want to do right away:



Set up your health care account at myuhc.com[®]

The UnitedHealthcare Global member website, myuhc.com, is where you can look up your benefits, find a health care provider or file a claim.

To register and set up your health care account, go to myuhc.com and click “Register Now.” Please have your UnitedHealthcare Global ID card with you so you can complete the process. Be sure to sign up for paperless plan communications to receive important information by email.

Contact us



Questions? We're available to help 24/7. From inside the U.S. or Canada, call us toll-free at **1-877-844-0280**. From outside the U.S. or Canada, call us at **+1-763-274-7362**. Reverse charges will be accepted.



You can also reach us by email at Expatinsurance_MemberServices@uhcglobal.com



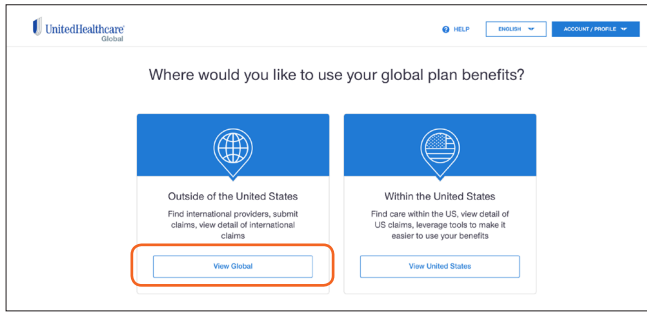
When you need care

Your plan provides access to a global network of health professionals, hospital, clinics and diagnostic facilities so that you can get the care you need at home or on assignment.

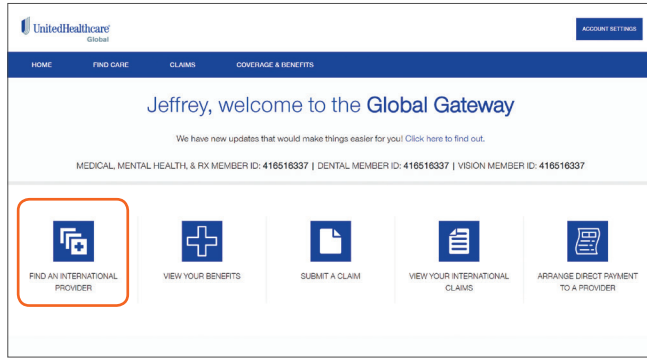
Finding a provider

Outside the United States

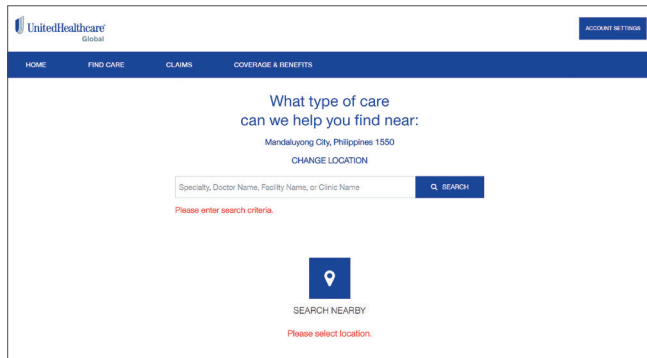
1. Log in to myuhc.com and click "View Global"



2. Click "Find an International Provider"

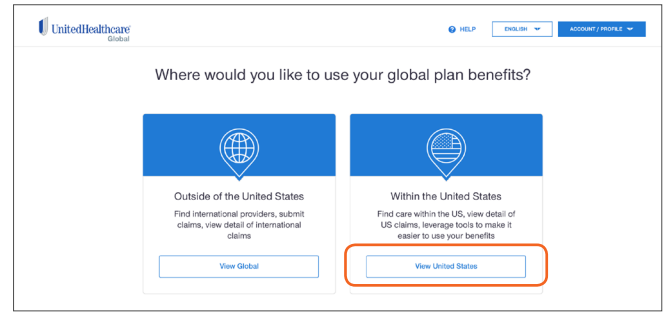


3. Enter information about your location and the type of care we can help you find

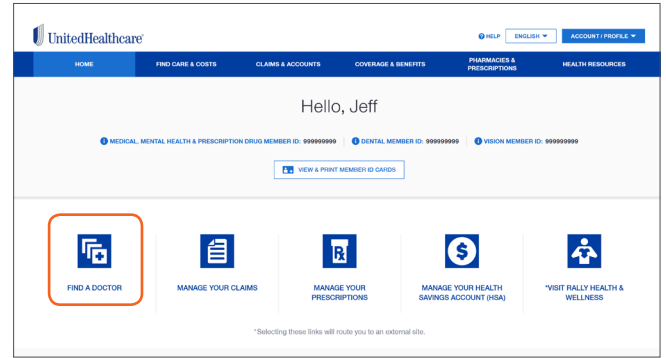


Inside the United States

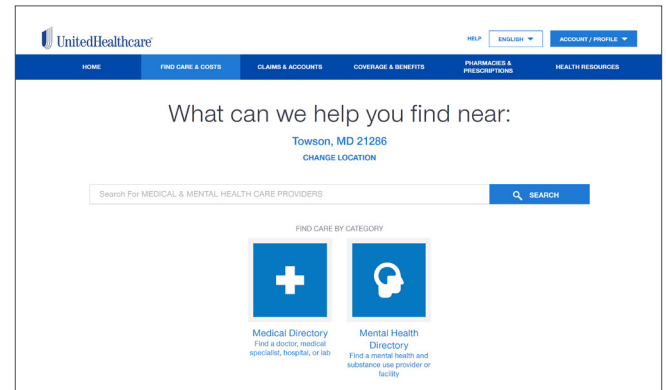
1. Log in to myuhc.com and click "View United States"



2. Click "Find a Doctor"



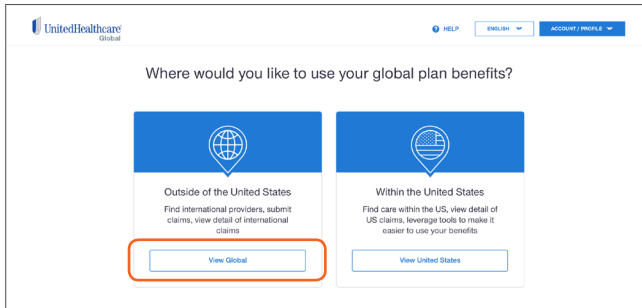
3. Enter information about your location and the type of care we can help you find



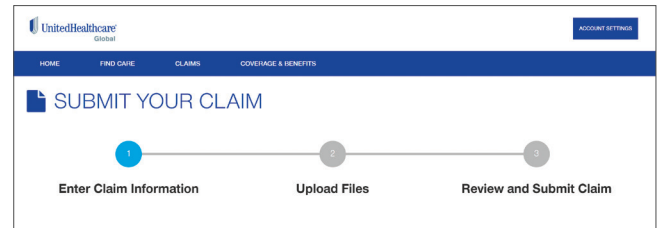
Submitting a claim for services received outside of the United States

When you receive medical care outside of the United States, the provider may require you to pay for your care at the time of service. This document will help you understand how to file a claim for reimbursement using the UnitedHealthcare member website, **myuhc.com**.[®] If you have not already signed up for access to the member site, you will need to register at **myuhc.com** before you will be able to file a claim online.

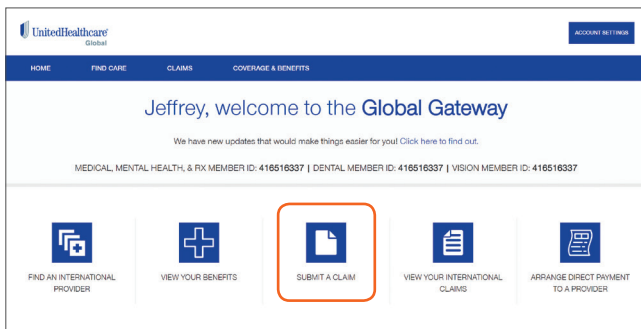
1. Log in to myuhc.com and click "View Global"



3. Enter the required information about the person who received care, the health care provider and the claim being submitted



2. Click "Submit a Claim"



4. Upload information pertaining to the care received. You can upload documents via drag and drop or browse for a file. Be sure to select the attestation box

5. Submit your claim. Be sure to confirm your preferred method for reimbursement. A confirmation page will appear with a submission ID

Each claim is different and processing times vary, but most claims are processed for payment within 14 business days. Payment processing times vary by payment method and banking institution, but in general should take no longer than seven additional business days.

Claims for services in the U.S.



For assistance with claims related to medical, pharmacy, dental or vision services received **within the U.S.**, please contact UnitedHealthcare Global. From inside the U.S. or Canada, call us toll-free at **1-877-844-0280**. From outside the U.S. or Canada, call us at **+1-763-274-7362**. Reverse charges will be accepted.




You can also email us at **Expatsinsurance_MemberServices@uhcglobal.com**

Your benefits and your ID card



Your UnitedHealthcare Global ID card contains important information about your benefits, like how much you should expect to pay when you receive different types of medical services. Please review your card and keep it with you at all times.

1. **Member ID:** Identifies you as a person and is how we keep track of your benefit usage. When you call Customer Care, you will be asked for this number.
2. **Group number:** Identifies your employer and the plan you're in.
3. **Member:** The name of the person who carries the plan.
4. **Dependents:** Names of everyone covered under the plan.
5. **Office:** Amount you owe at a primary care physician visit.
6. **ER:** Amount you owe at an emergency room visit.
7. **UrgCare:** Amount you owe at a visit to an urgent care center.
8. **Spec:** Amount you owe at a specialist visit.
9. **Rx Bin & Rx Grp:** Identifies you as a UnitedHealthcare member for OptumRx prescription drug administration in the United States.
10. **myuhc.com:** Your member website, where you can manage your benefits.
11. **Your Customer Care number:** We're available 24/7 to help you.



Expatriate Insurance

Health Plan (80840) 911-87726-04

1 **Member ID:** 123456789 2 **Group Number:** 9994444

3 **Member:** SUBSCRIBER SMITH
Dependents

4 **SPOUSE SMITH**
CHILD1 SMITH
CHILD2 SMITH
CHILD3 SMITH

Customer Name Line 1
Customer Name Line 2

Payer ID 87726

9 **OPTUMRx™**
Rx Bin: 610279
Rx PCN: 9999
Rx Grp: UHEALTH

U.S. Copays:
5 **Office:** \$25 6 **ER:** \$250
7 **UrgCare:** \$100 8 **Spec:** \$35

UnitedHealthcare Expat Insurance Choice Plus
Administered by [Appropriate Legal Entity]

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This card does not guarantee coverage. To verify benefits, view claims, or find a provider, visit the websites or call.

For Members: 10 myuhc.com 11 **+1 877-844-0280**
Collect Calls Outside U.S.: **+1 763-274-7362**

For U.S. Providers: UHCprovider.com 877-842-3210
For Non-U.S. Providers: +1 763-274-7362
International Claim Fax: +1 813-877-8167
Medical Claims: PO Box 740111, Atlanta, GA 30374-0111

Pharmacy Claims: PO Box 740111, Atlanta, GA 30374-0111
For U.S. Pharmacists: 888-290-5416