

You can now access your medical claims.



Claims can help you keep track of your medical care. And they are a good way to see how your health plan is working for you.

What is a claim?

When you visit a doctor, hospital or pharmacy, UnitedHealthcare Community Plan gets a bill for these services. This is called a claim. We then pay for the services that are covered by your health plan.

Why do I see these claims?

We provide your claims as a service to you. They give you a good record of your medical care. They list the doctors you see, the dates that you see them and the services you get.

And by looking over your claims, you can spot things that shouldn't be there – like charges for medical services you did not get.

What should I do if a claim has services I did not get and/or dates that I didn't go to the doctor or pharmacy?

Call the Members Services number on the back of your member ID card. It's important that you tell us about unknown activity on your claims.

What if the amount paid to the doctor, pharmacy or hospital is different from what was charged?

The amounts may not be the same, but you do not have to pay the difference.

What if I get a bill?

When you use network providers and pharmacies, most medical services are completely covered by your plan.

If you get a bill in the mail, call your provider's office and remind them you are with UnitedHealthcare Community Plan and should not receive bills. If you keep getting a bill, call the Member Services number on the back of your member ID card.