Enhancements for Oxford fully insured members.

Actions for employers.

○ **Share this good news with your employees.**

Make your employees aware of their new Member website, **myuhc.com®**, and new features and service enhancements—all available upon your new policy effective date.

○ **Tell your employees** that a new health plan ID card is on its way.

○ **Ensure that your employees register*** on their new Member website, **myuhc.com**, upon your new policy effective date.

○ **Download the Oxford Renewal Enhancements Toolkit.**

We have developed a toolkit to help you communicate this information to your employees. To access the toolkit:

1. Visit **oxfordhealth.com.**
2. Log in to the Employer website.
3. Go to the **Tools & Resources** tab.
4. Under **Practical Resources**, select **Oxford Renewal Enhancements Toolkit (10/1/18 policy effective date and beyond)**.

○ **Pay any outstanding premium balances** on your current contract policy before your renewal.

Continue conducting business as usual until your new policy effective date. Be sure to pay any outstanding premium balances on your current policy before your new policy effective date. An outstanding premium balance will not transfer to your renewal invoice, but will still be owed.

○ **If you currently make direct premium payments** (Automated Clearing House (ACH) or wire transmittals), please contact your billing representative, or call us at 1-888-201-4216, for new banking information.

We have contracted with a new bank and want to help ensure your payments are sent to the correct one. We will provide you with the new bank information and payment instructions when you call so you can continue using this payment option.

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○ **If you are currently enrolled in automated recurring payments** through our website, you will need to cancel your current agreement and establish a new one.

If you currently have a scheduled recurring payment through our online payment center, you will need to cancel this agreement after making your final premium payment for your current contract year. To continue using this payment method in the new contract year, you must set up a new agreement through the new billing transactions section of the **oxfordhealth.com** Employer website. To establish your new agreement to enable automated monthly payments or simply pay online, follow the steps below.

1. Go to the **Transactions** tab of the **oxfordhealth.com** Employer website.
2. Select **Make a Payment**.
3. Select **Payment Method** at the top of the page.
4. Click on the **Add New Payment Method** button.
5. Confirm your information is accurate by clicking **I agree**.
6. Complete banking information and bill group selection on the **Edit Payment Account** page.
   a. If you wish to set up a one-time payment, select **Pay Online** for your Payment Type.
   b. If you wish to set up a recurring payment, select **Scheduled Direct Debit** for your Payment Type.
7. Once complete, click **Update Payment Method** and respond **OK** to the message asking you to save your banking information.
8. If you have an ACH debit block or filter, please contact your bank and add company ID#1411289245 as allowable. This will prevent the return of your payment and the potential of having your account be past due.

○ **If you currently have an automated payment** generated for your monthly premium **and your Invoice Summary shows the message "Do Not Mail or Submit Payment,** A request for fund withdrawal will be initiated from your bank account," **you are not required to re-register.** Your automated payments will continue. We would, however, recommend that you log in to the **oxfordhealth.com** Employer website, following the above steps, review your banking information and make any updates necessary.

○ **Email your completed Optum Bank Enrollment Form to gesrequests@uhc.com** if your plan includes a Health Savings Account (HSA) feature and you are choosing Optum Bank, for the first time, to administer the HSA. If you are already established with Optum Bank or have chosen a different HSA banking partner, you do not need to take any action.

○ **If you use a third party administrator** (TPA) to submit your monthly eligibility file and/or make your monthly premium payments, it is your responsibility to notify the TPA of all process changes upon your new policy effective date.

Questions?

We have developed a Frequently Asked Questions (FAQ) document to address questions you and your employees may have. You can download the FAQ, as well as other resource materials, from the Tools & Resources page of the **oxfordhealth.com** Employer website. You may also contact your broker or Oxford sales representative or call Client Services at **1-888-201-4216** for assistance.

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