



# Enhancements for Oxford fully insured members.

## **Will my employees still have access to their current health care providers when they move to their new Member website, [myuhc.com](https://myuhc.com)®?**

Yes. The Member website enhancement has no impact on the provider network associated with your employees' medical benefits plan.

## **Will my employees be able to view their calendar-year deductible and out-of-pocket expense information when they begin using [myuhc.com](https://myuhc.com)?**

Yes. Your employees will be able to access this information once they register to use their new Member website, [myuhc.com](https://myuhc.com), beginning on their new policy effective date.

## **Will my employees need to get new medical referrals, prior authorizations or prescriptions as a result of these enhancements?**

No. The medical referral and prior authorization (sometimes referred to as precertification) information we have recorded will remain in our systems, as well as the employees' prescription drug information. For example, referrals with open authorizations and prescriptions that are in place before your renewal date will remain when your employees begin using [myuhc.com](https://myuhc.com). Please remind your employees to take their new health plan ID card with them or access it through the Health4Me® app when they go to the doctor or pharmacy after your new policy effective date.

## **Can my employees conduct the same transactions on the new website, [myuhc.com](https://myuhc.com), as they could on [oxfordhealth.com](https://oxfordhealth.com)?**

Yes. Your employees will continue to be able to check claims status, review benefits and coverage, find network doctors and hospitals, manage prescription drug coverage and complete health surveys. Once the members log in, the new website will show the same Oxford logo they are used to seeing on their plan materials.

## **When should my employees register to use [myuhc.com](https://myuhc.com)?**

Members should register on [myuhc.com](https://myuhc.com) once they get their new health plan ID card.<sup>1</sup> The [myuhc.com](https://myuhc.com) website uses a HealthSafe ID, which members may already have if they created one for other sites such as Live and Work Well, the Health4Me mobile app and OptumRx. If a member has already created a HealthSafe ID on another of our affiliate sites, the existing ID can be used on [myuhc.com](https://myuhc.com). Members who are unsure about whether or not they have already created a HealthSafe ID should try to register on [myuhc.com](https://myuhc.com). The system will identify if a HealthSafe ID already exists for a member.

## **When can my employees begin using [myuhc.com](https://myuhc.com)?**

Your employees should start using their new Member website beginning on their new policy effective date.

## **If my employees also have vision benefits from UnitedHealthcare as part of or in addition to their Oxford medical plan, where can they find vision information online?**

They can log in to [myuhcvision.com](https://myuhcvision.com) to find an eye doctor in their network and see vision plan documents and coverage details.

## Once my employees start using [myuhc.com](https://myuhc.com), will they need to continue to use [oxfordhealth.com](https://oxfordhealth.com)?

Beginning on the new policy effective date, your employees will have full access to their new Member website, and they will no longer use [oxfordhealth.com](https://oxfordhealth.com) to access benefit information and conduct transactions. They can, however, access [oxfordhealth.com](https://oxfordhealth.com) for an additional 120 days to look up historical member claims information using their old login credentials if they were previously registered with the website. New registrations with [oxfordhealth.com](https://oxfordhealth.com) will no longer be accepted 30 days prior to the new policy effective date. For help with accessing information after the 120 days have passed, members should call Customer Care at **1-800-444-6222**. Members who were not registered with [oxfordhealth.com](https://oxfordhealth.com) should also call Customer Care for assistance with any historical claims information questions.

## When will my employees and their dependents receive their new health plan ID card(s)?

New health plan ID cards should arrive in the mail before the new policy effective date. If your employees do not receive a new health plan ID card by the new policy effective date, they should call Customer Care at **1-800-444-6222**.

Members will also receive a new Pediatric Dental ID card if your medical benefits include pediatric dental coverage and the member (subscriber) has an eligible dependent. If your employees also have vision benefits from UnitedHealthcare as part of or in addition to their Oxford medical plan, they don't need an ID card. The vision plan is paperless. If they want one, they can print a card from [myuhcvision.com](https://myuhcvision.com). Log in and click **Print ID Card** from the main page. At their appointment, they can access their ID card by logging in to [myuhcvision.com](https://myuhcvision.com) from their phone or mobile device.

## Will the enhancements have an effect on the distribution of IRS Form 1095-B?

We follow IRS guidelines for the distribution of the 1095-B Form. A subscriber may receive more than one 1095-B Form for a calendar year when certain changes, as outlined by the IRS, occur during the calendar year. For example, eligibility changes, member name and address changes, and certain employer data changes. We are issuing new policy numbers with the enhancements, which is considered an employer data change, so impacted subscribers will receive an additional 1095-B Form from us.

## Will my employees still have access to the same Customer Care team?

Yes. Your employees will continue to use the same phone numbers, as shown on their health plan ID card, to get help from the same dedicated service representatives.

## What are the new features and services available to my employees upon the new policy effective date, and how will they find out about them?

Your employees will receive new "welcome" materials that highlight all the new features and service enhancements they will have access to upon the new policy effective date, including:

- **Enhanced customer service experience:** The same support staff with new service model approach that offers one-stop support for medical benefits, claims, pharmacy, financial and behavioral questions and more.
- **Virtual doctor visits:** Members can see and speak to a doctor 24/7 using a mobile device or computer to access [myuhc.com](https://myuhc.com). Once on [myuhc.com](https://myuhc.com), members can register for a virtual doctor visit with one of our contracted providers across the U.S.
- **Quit For Life® program:** Offering digital and online tools, members can customize a plan to help them break free from tobacco.
- **Real Appeal®:** A step-by-step, personalized program that offers members tools to help them lose weight and up to a full year of support for lasting weight loss.

## What should I do if I get an invoice for charges tied to my previous policy?

If you get an invoice for retroactive changes, you must send your payment to the remittance address shown. Always send your payment to the address shown on your bill.

## **If I currently have a specialty product in addition to my Oxford medical product, will I continue to get separate invoices for these products?**

Yes, you will continue getting separate invoices for your specialty and medical products. Be sure to check each invoice for the correct billing address. If you get multiple invoices from us and the remittance address is the same for each one, you may combine payments into a single check. You must include all remittance statements with the check to help us ensure your payments are applied correctly.

## **Do I still have the option to pay by phone?**

Yes, you will continue to have this option upon renewal. The number for the pay by phone service is **1-888-201-4216**.

## **How long can I access previous policy information on [oxfordhealth.com](https://oxfordhealth.com)?**

You can access historical information for up to three months after your new policy effective date. If you need access to this information after that time period, call Client Services at **1-888-201-4216**.

## **How do I access previous policy information on [oxfordhealth.com](https://oxfordhealth.com)?**

To see historical information dating before your new policy effective date or to perform a transaction tied to your previous policy:

- Visit [oxfordhealth.com](https://oxfordhealth.com).
- Log in to the Employer website.
- From the **My Account** page, click on the **Select Group ID icon** to the right of your new Oxford Group ID.
- From the pull-down menu on the next screen, select your previous **Oxford Group ID**.
- You will now be able to review information on the website related to your previous policy effective date.

**IMPORTANT:** You will need to repeat this process to get back to your current policy information. When you are ready to return to your current information, simply go to the **My Account** page and click on the **Select Group ID icon**. Then, on the next screen, choose your new **Oxford Group ID**.

## **Will I still be able to access my group's Certificate of Coverage (COC)?**

Yes, you still can download your COC from the Check column on the Transactions page of the [oxfordhealth.com](https://oxfordhealth.com) Employer website. To request a paper copy, call Client Services at **1-888-201-4216**.

## **Should I stop using my current Oxford member marketing materials?**

Yes. All Oxford member marketing materials have been updated to reflect the new Member website, [myuhc.com](https://myuhc.com), as well as the other new features and service enhancements. Be aware that if you are viewing historical information on [oxfordhealth.com](https://oxfordhealth.com) tied to your previous policy, you can still access the old marketing materials. Please ensure you are in the current view of the [oxfordhealth.com](https://oxfordhealth.com) Employer website when downloading new marketing materials.

## **Do I need to re-establish a new agreement if I make direct premium payments (Automated Clearing House (ACH) or wire transmittals)?**

Yes. We have contracted with a new bank, so you will need to ensure that your payment is sent to the new bank. Please contact your Oxford billing representative, or call us at **1-888-201-4216**, and we will provide you with the new bank information and payment instructions so you can continue using this payment option.

## **If my group is eligible, are there any changes to the Medical Loss Ratio (MLR) rebate check process that I should be aware of?**

Yes. If your group is eligible to receive a rebate, you may receive multiple MLR rebate checks or a single check, depending on when your renewal date falls within the calendar year. Multiple checks will only occur during the first year of your enhancements. To learn more about MLR, visit the United for Reform Resource Center at [uhc.com/united-for-reform](https://uhc.com/united-for-reform).



## Questions?

If your employees have questions, they should call the phone number on their health plan ID card. If you have questions, please contact your broker or Oxford sales representative, or call Client Services at **1-888-201-4216**. You can also find more information on the Tools & Resources page of the [oxfordhealth.com](https://www.oxfordhealth.com) Employer website.

<sup>1</sup>Must be aged 13 or older to register for myuhc.com.

Oxford insurance products are underwritten by Oxford Health Insurance, Inc. Oxford HMO products are underwritten by Oxford Health Plans (CT), Inc. and Oxford Health Plans (NJ), Inc.

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