

The importance of updating your other insurance information



Are you or your dependents covered under more than one medical or dental plan? Is UMR the only coverage for you and your dependents? If so, UMR needs to know. This information is used to apply benefit determinations timely and accurately.

UMR requires you to give us updated information about other insurance every year. Even if you or your dependents aren't covered under another medical or dental plan, we still need to know.

Coordination of benefits can help you pay for covered expenses. It helps make sure claims are paid correctly, and that the benefits paid aren't greater than your covered expenses.

For example

1. Bob and Mary have medical coverage through two different employer plans. Bob is the member (plan holder) and Mary is the spouse/dependent on his plan. Mary also has medical coverage through her employer.
2. Coordination of benefits makes sure that for Mary's claims, her plan would pay first.
3. UMR, as the secondary plan, will then coordinate with Mary's primary plan to determine if any additional payments are owed.

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Updating your information is easy

- 1 Call our automated phone number at **866-586-0613**
- 2 Go to **umr.com** or download the **UMR app**

Submit your other insurance via an easy electronic form



A UnitedHealthcare Company

When claims are denied for other insurance

If UMR receives a claim for medical or dental care you received and your most recent other insurance update is more than 12 months old, we will deny all claims until an update is provided.

You will receive an explanation of benefits (EOB) denial form like the example shown below. The dollar amount or diagnosis on the claim does not change this determination.

When you get an EOB denial for other insurance update, please respond quickly so we can expedite the review of your claims.

You have a specific number of days to give your updated other insurance information to UMR. The time frame is spelled out in your summary plan description (which is often 180 days after the claim is denied).

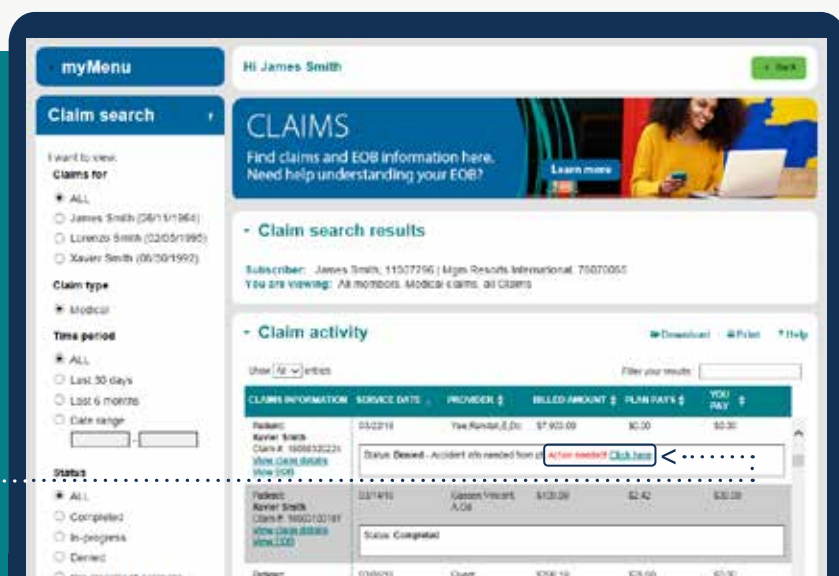
If you are also covered under another group medical plan or dental plan, please provide UMR with the date that coverage began (effective date) and who is covered under that plan.

Any denied claims will be reprocessed, as long as your other insurance information is received within the time frame required by your plan. In addition, when you log on to **umr.com** or the **UMR app**, you'll find your **Things to do** on the homepage. On the dashboard, you'll see an icon with a red exclamation point indicating that you need to provide other medical insurance information.

After you provide us with the requested information, no further action is needed. UMR will have the applicable claims reprocessed for benefit consideration.

It's easy to take action on umr.com and the UMR app

In the Claims Summary, we will alert you if your claim is denied and waiting for other insurance information. Simply click or tap on the **action needed** link and submit an electronic form, then you're done.



The screenshot shows the UMR website interface. At the top, it says "myMenu" and "Hi James Smith". Below that is a "Claim search" section with filters for "Claims for" (ALL, James Smith, Lorenzo Smith, Xavier Smith), "Claim type" (Medical), and "Time period" (ALL, Last 30 days, Last 6 months, Date range). The main content area is titled "CLAIMS" and "Claim search results". It shows a table of claim activity with columns for "CLAIMS INFORMATION", "SERVICE DATE", "PROVIDER", "BILLED AMOUNT", "PLAN PAY", and "YOU PAY". One claim is highlighted with a red exclamation point and the text "Status: Denied - Accident with record from other insurance? [Click here](#)".

| CLAIMS INFORMATION | SERVICE DATE | PROVIDER | BILLED AMOUNT | PLAN PAY | YOU PAY |
|--|--------------|-----------------------|---------------|----------|---------|
| Patient: James Smith Claim #: 000030221 View CLAIM DETAILS | 01/02/18 | The Roman, J, D, | \$7,900.00 | \$0.00 | \$0.00 |
| Status: Denied - Accident with record from other insurance? Click here | | | | | |
| Patient: James Smith Claim #: 000030221 View CLAIM DETAILS | 03/14/18 | Gaston, Victor, A, D, | \$120.00 | \$2.42 | \$0.00 |
| Status: Completed | | | | | |
| Patient: James Smith Claim #: 000030221 View CLAIM DETAILS | 03/01/18 | Quinn | \$708.16 | \$0.00 | \$0.00 |