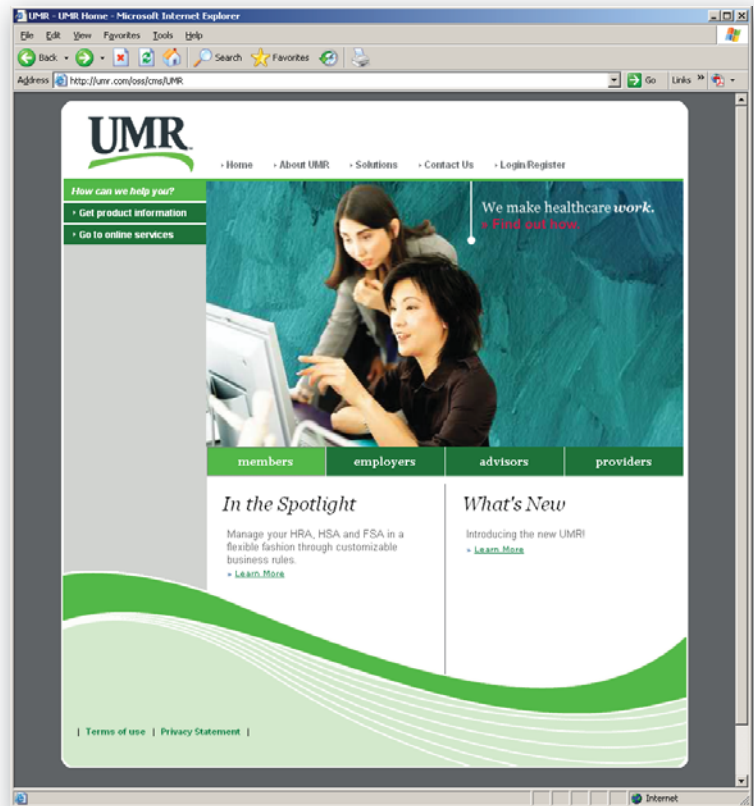


# Online Services from UMR

## Accessing Online Services

1. Visit: [www.umar.com](http://www.umar.com)
2. Select “Members”
3. For members with health or dental coverage: Enter the member ID located on your ID card in the Online Services Access box.  
**For members with a flexible spending account (FSA) only:** Enter your Social Security number.
4. Click “Go to my online services.” Our Web site will redirect you to your online services home page.
5. If you have previously registered for online services, enter your username and password in the member login box and click “Submit” to login, or  
If you have not yet registered for online services, click the “Need a Username? Register here.” link and follow the prompts to complete your registration.

That’s all you need to do. You now have access to a variety of services, including everything that follows.



## Claim, Eligibility and Benefit Inquiry

You can view your claims (including copies of EOBs), eligibility and benefit information any time of the day or night. In addition, you can view the status of medical deductibles, out-of-pocket and lifetime maximum amounts. You can also access a summary of claim dollars for current year-to-date and prior year claim charges.

## Other Insurance and Accident Details

If you have claims pending for updates to other insurance or accident details information, you can make those updates online. Any claims pending will be automatically reprocessed.

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## ID Card Ordering

Order duplicate or replacement ID cards quickly and easily.

## Flexible Spending Accounts

If you have a flexible spending account through UMR, you can view account information, access a calculator and many other tools to help you determine potential savings.

## Member Health Information

UMR provides a wealth of information and services to help you live a healthier life. Tools, such as Healthcare Advisor, can help you make the best decisions about health conditions and prescription drugs. In addition, we provide links to excellent health information sites, articles and a whole lot more.

## Provider Network Links

For your convenience, we've set up a link to your provider network. When you click on the link, the network provider's home page is displayed. You can click the link on the home page to search for in-network physicians or medical facilities.

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*UMR provides a wealth of information and services to help you live a healthier life.*

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## Forms

Our most widely used forms are available online for easy access.

## Questions?

If you have any questions or problems, please contact our technical support team at 1-866-922-8266 or reference our online tutorial guides.

