



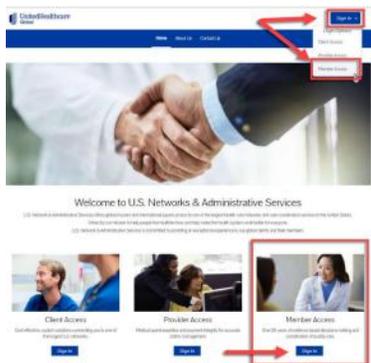
UnitedHealthcare Member Portal

Your insurance plan through Point Comfort includes access to the UnitedHealthcare Member Portal — your online account to track the status of your claims. Through the UHC Member Portal, you can:

- View and track claims status
- Download and view your EOB's (Explanation of Benefits)
- Locate providers in your area that accept your plan

To register, visit www.usnetworksuhc.com to setup your account for the first time.

Please note - you can only register once your plan has started.



Member Access

Step 1: From the home page, click the Sign In drop-down and then choose Member Access at the top of the page, or click Sign In from the Member Access section on the bottom of the page.

Step 2: On the Member Access page, select Login/Register at the top of the page.

Create One Healthcare ID

Step 3: Select Create One Healthcare ID

Step 4: Enter the following details to create your profile.

- First Name
- Last Name
- Year of Birth
- Email Address
- Create a One Healthcare ID and Password
- Click I Agree

Next Step: Verify Your Email Address

1. **Check your email inbox** (cad****nk@dropjar.com) for a message from One Healthcare ID (noreply@onehealthcareid.com).
2. **Click on the activation link** in the email or [enter the 10-digit activation code](#).

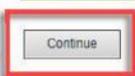
Still waiting for your activation code? [Resend email](#) or [update email address](#)

If you don't see it, check your junk or spam folders. You may need to resend the message or add our address to your approved senders.

If you'd like assistance, contact support at 1-855-819-5909 or gotumsupport@gotum.com

Email Address Verified

 Your One Healthcare ID is ready to use. Click the Continue button below to finish.



Verify your Email Address

Step 5: You will receive an email to verify your account. You can verify your email by clicking on the activation link in the email or by clicking the link that says to enter the 10-digit activation code, and then entering the code from your email. **Please Note:** *It is preferable to enter the 10-digit code manually by clicking on the email link.*

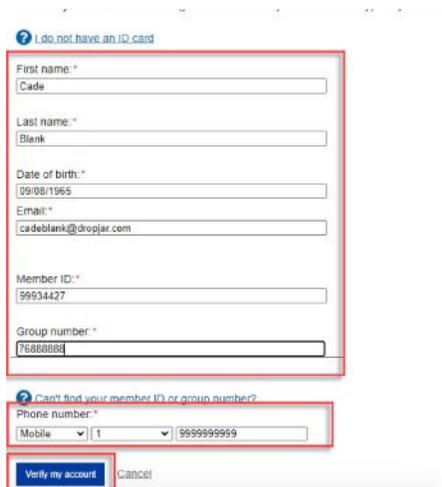
Step 6: Once your email is verified, click Continue.

Step 7: Read the Acknowledgements, then click I Agree.

Add Additional Details

Step 6: Complete the required fields, then click View My Account.

- First Name
- Last Name
- Date of Birth
- 12-digit UHC Member ID and 8-digit Group Number from your Insurance ID card.



I do not have an ID card

First name: *
Cade

Last name: *
Blank

Date of birth: *
09/08/1965

Email: *
cadeblank@dropjar.com

Member ID: *
99934427

Group number: *
76088884

Can't find your member ID or group number?

Phone number: *
Mobile | 1 | 999999999

Verify my account Cancel

Trouble Registering?

There could be a few reasons why you cannot register for your UHC member portal. The most common reasons include:

- **Your program has not started** — You will not be able to register for your UHC Member Portal until after your insurance plan has started.
- **You entered your name or email address incorrectly** — You will need to enter your name the exact way it appears in our system, and will also need to use the email address that is associated with your insurance record.
- **You entered the wrong Member ID or Group Number** — You will need to make sure you are entering the correct UHC member ID and group number. This can be found on your insurance ID card.
- **You're trying to register using your Mobile Phone Number** — We do not collect your mobile phone number, so you will not be able to verify your account using this information. Instead, you will need to enter your UHC member ID and group number.

For assistance, please contact Point Comfort:

+1-833-483-0001 | +1-317-210-2010 | travelclaims@pointcomfort.com