

# Your Online Benefits Service from UMR

Your online benefits service provides you with convenient access to the information you need when you need it. You'll have 24/7 access to these great services:

- Claim status
- ID card ordering
- Health information
- Your Online Provider Directory
- Frequently used forms
- And so much more! See details on back.

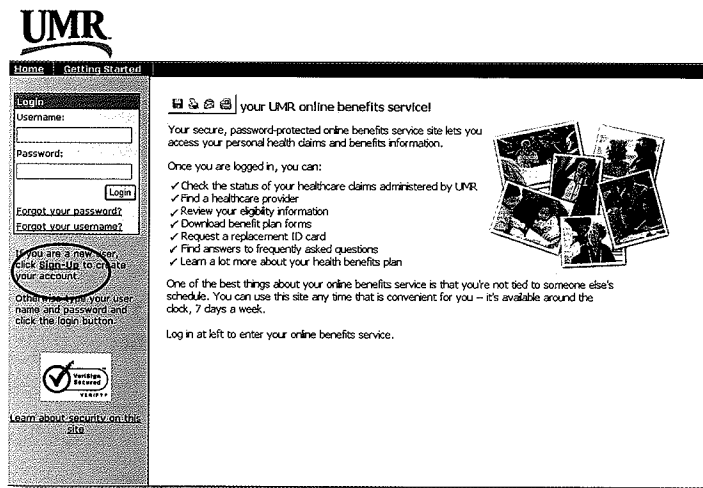
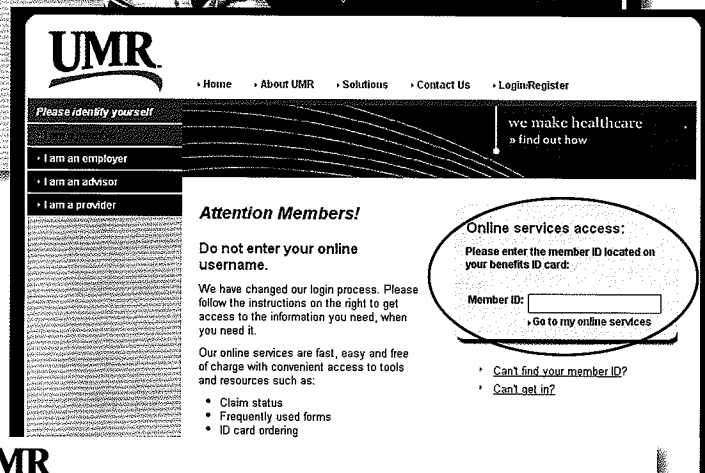
## Accessing Online Services

It's easy and fast to access your online benefits service at [www.umar.com](http://www.umar.com). Complete the instructions below.

### New members

1. Go to [www.umar.com](http://www.umar.com) and click **Login/Register**.
2. Enter your member ID (displayed on your benefits ID card). If you don't have an ID card, enter your Social Security number.
3. Click **Go to my online services**.
4. Follow the on-screen prompts; click **Sign-Up** to enter additional information and complete your registration.
5. Explore the site's features and view information about your benefits and claims.
6. Click **Logoff** near the top of the homepage when you're ready to leave the site.

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## Registered members

1. Go to **www.umar.com** and click **Members**.
2. Enter your member ID (located on your benefits ID card). If you don't have an ID card, enter your Social Security number.
3. Click **Go to my online services**.
4. Follow the on-screen prompts; enter your current **Username** and **Password**.
5. Click the online benefits service site's features and services, as before.
6. Click **Logoff** near the top of the homepage when you're ready to leave the site.

*Your online benefits service provides helpful, time-saving health and benefits information. Click the menu selections and site features to become familiar with the site and all that it has to offer.*

## Key features of your online benefits service

### Provider lookup:

Find in-network providers by clicking Find A Provider under the All Members selection on My Menu.

### Claims:

Access claims information for you and your covered dependents from the My Benefits selection on My Menu.

### Eligibility:

View eligibility coverage information and effective dates for you and covered dependents at the eligibility service under My Benefits.

### Get answers:

Use the Ask UMR A Question feature under My Benefits for email access to your Customer First Service Team.

### Health information:

Help you and your family stay healthier and be wiser health care consumers by exploring links to reliable health and medical information. Click Health Info in the menu at the top of the homepage.

### News:

Check the online benefits service's homepage for current benefits-related news and announcements from UMR and your employer.

