

# Member Portal User Guide

[www.usnetworksuhc.com](http://www.usnetworksuhc.com)

United  
Healthcare<sup>®</sup>  
Global

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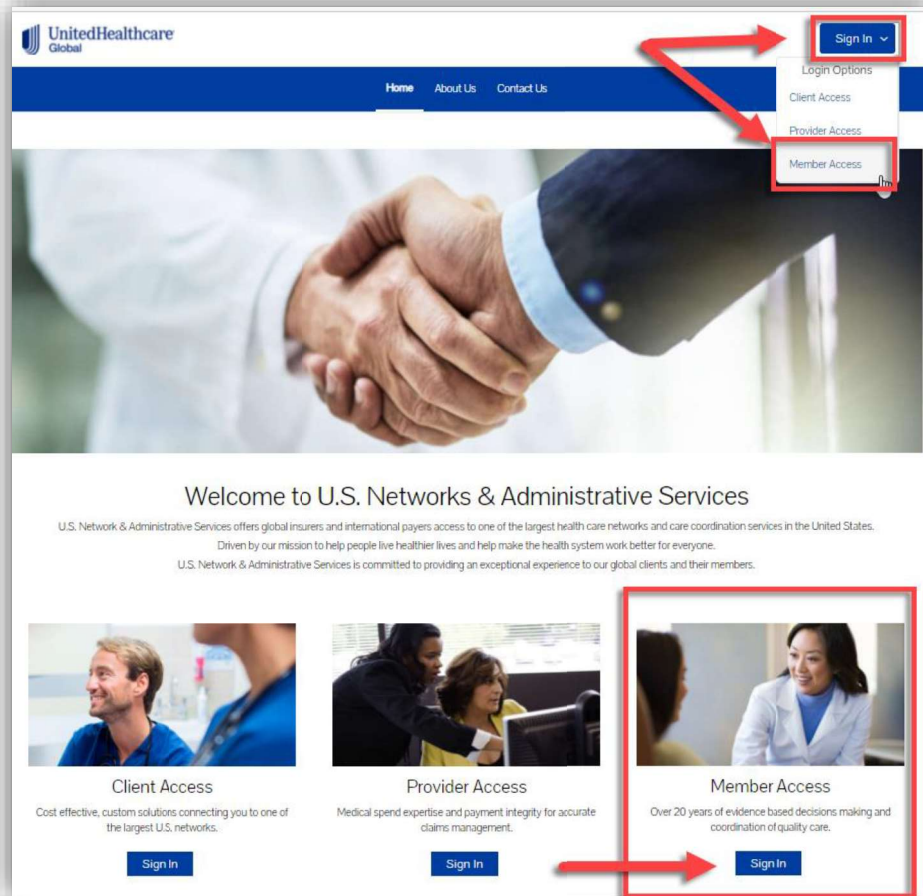
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# How to Access the Member Portal

Use the link/address below to access the Member Portal:

[www.usnetworksuhc.com](http://www.usnetworksuhc.com)

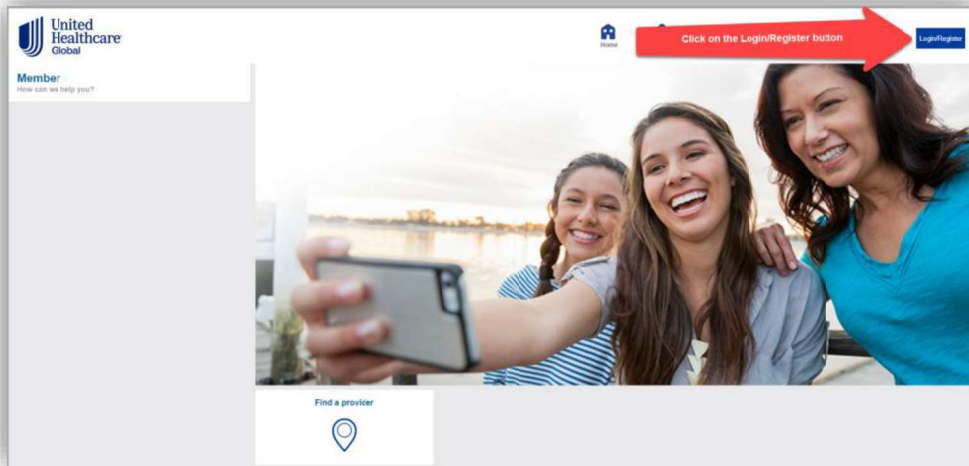


From the home page, you can click the **Sign In** drop down then choose **Member Access** or  
Click **Sign In** from **Member Access** on the bottom of the page.



# How to Register

To register, click on the **Login/Register** button.



Then click on **Create One Healthcare ID**

Sign In With Your One Healthcare ID

One Healthcare ID or email address

Password

[Forgot One Healthcare ID](#) | [Forgot Password](#)

If you'd like assistance, contact support at 1-855-819-5909 or [optumsupport@optum.com](mailto:optumsupport@optum.com).

[Chat with support](#)

Note: This feature is not advisable for persons with visual impairments and/or who may require audible support.

Additional options:  
[Create One Healthcare ID](#)  
[Manage your One Healthcare ID](#)  
[What is One Healthcare ID?](#)

**For One Healthcare ID issues (password reset), contact the Optum Support:**



# How to Register, con'd

## Create a Profile (Username/Password)

Create One Healthcare ID

One Healthcare ID securely manages your account so that you can use one One Healthcare ID and password to sign in to all integrated applications.

Already have One Healthcare ID? Sign in now

**Profile Information**

First name  
Last name  
Year of birth

**Sign in Information**

Your email address  
Create One Healthcare ID  
Your One Healthcare ID must have:  
8 to 50 characters  
At least one letter  
No spaces  
No letters with accents  
None of these symbols: !@#\$%^&\*(){}|'<>#.,;:~`-  
Create password  
Your password must have:  
Between 8 and 100 characters  
At least 1 uppercase letter  
At least 1 lowercase letter  
At least 1 number  
No spaces and no & symbol  
Type password again

You must agree to the [Terms of Use](#) and [Website Privacy Policy](#) to use the One Healthcare ID service. If you do not agree, click Cancel and do not use any aspect of the One Healthcare ID service.

I Agree Cancel

If you'd like assistance, contact support at 1-855-819-5464 or [nptmcsupport@nptm.com](mailto:nptmcsupport@nptm.com)

Chat with support

Note: This feature is not available for persons with visual impairments and/or who may require audible support.

## Complete each section to create your Profile

- First Name
- Last Name
- Year of Birth
- eMail address
- Create a **One Healthcare ID**
  - Follow the ID criteria listed
- Create a password
  - Follow the password criteria listed
- Then click **I Agree**



# How to Register, con'd

## Verify Your eMail Address

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](#).

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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 [optumsupport@optum.com](mailto:optumsupport@optum.com)

Go to your eMail box and locate the message from **One Healthcare ID**.

You can verify your eMail one of two ways;

- Click on the activation link in the eMail
- or
- Click the link that says enter the 10-digit activation code then enter the code from your eMail.

**Note:** It is preferable to enter the 10-digit code manually vs clicking on the eMail link.

Once your eMail is verified, click **Continue**.

Email Address Verified

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



# How to Register, con'd

Read the Acknowledgements, then click **I Agree**.

**Share My One Healthcare ID**

Using your One Healthcare ID to sign in to Adaptive Portal means that Adaptive Portal uses your One Healthcare ID account information to verify your access. We share this information with Adaptive Portal:

- One Healthcare ID
- Name
- Email address

By clicking I Agree,


- You give One Healthcare ID permission to share your account information with Adaptive Portal,
- You acknowledge that your account information is being provided to Adaptive Portal and it is subject to the Adaptive Portal privacy policy; and
- You acknowledge that the Adaptive Portal privacy policy may be different from the One Healthcare ID privacy policy.

[Decline](#)



Complete the required fields, then click **View my account**.





We want to get to know you  
We need just a few more details (you'll want to have your ID card handy). Required fields are marked \*

[? I do not have an ID card](#)

First name: \*

Last name: \*

Date of birth: \*

Email: \*

Member ID: \*

Group number: \*

[? Can't find your member ID or group number?](#)

Phone number: \*

[Cancel](#)



# Navigating the Member Portal

From the portal's landing page, you can navigate the website using the blue tabs at the top of the page.



United Healthcare Global

Home Contact us Account settings Log out

Find a provider Claims Pharmacy Healthcare cost estimator Benefits & coverage Information ID card

Quick Selection

Education information

My plan details

D [redacted] [edit](#)

Email: [redacted]@all.com

Home: not provided

Mobile: +1 [redacted]

Address: PO BOX [redacted]

Group number: | Member ID:

Current plan choices:

Medical

[View benefit details](#)

[Contact us](#) [Legal](#) [Privacy](#) [Terms of Use](#) [About us](#)

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# Navigating the Member Portal - ID CARD

## ID Card Tab (if applicable)

ID card can be saved to your computer, or you can print to a local printer.

**Note:** Some plans do not have ID cards available.

Pharmacy Healthcare cost estimator Benefits & coverage Information **ID card**

Hi [Back](#)

ID card [Download](#) [Print](#)

**UnitedHealthcare**  
Issuer (80840) **9**  
Member ID: **6** Group Number: **7**

|               |        |   |
|---------------|--------|---|
| Member:       | 00 MED | <br>Rx BIN: 6<br>Rx PCN: 0<br>Rx GRP: 0 |
| Dependent(s): | 01 MED |   |
|               | 02 MED |   |

**UnitedHealthcare**  
Options PPO Network

Provider: For effective date of coverage call 877

**View front and back of ID Card** [Export / Back](#)



# Navigating the Member Portal – Benefits & Coverage

## Benefits & Coverage Tab

Persons Covered subtab shows all persons covered under the plan and their coverage type.

The screenshot shows the Member Portal interface. A large blue arrow points to the 'Benefits & coverage' tab in the top navigation bar. Below this, the 'Persons covered' subtab is highlighted with a red box. The main content area displays 'Persons covered search results' and a 'Member' section with the text 'You are viewing: All coverages'. Below this, the 'Persons covered' section is highlighted with a red box, showing fields for Date of Birth, Gender (Male), Phone, Address, and Relationship (Employee). The 'Current Coverages' section is also highlighted with a red box and contains a table with the following data:

| COVERAGE TYPE | PLAN TYPE | EFFECTIVE DATE | TERM DATE | CLASS | PLAN NUMBER |
|---------------|-----------|----------------|-----------|-------|-------------|
| Medical       | Family    | 01/01/2010     | Active    | 004   |             |

The Effective Date reflects the date the benefit became available for this individual for the specific coverage in effect for the benefit as of date and is not necessarily the date the individual had coverage.



# Navigating the Member Portal – Benefits & Coverage

## Benefits & Coverage Tab

**Benefits** subtab shows available benefits (*when applicable*)

**Note:** If you don't see benefits or there is a contract discrepancy, please contact your benefit administrator.

The screenshot displays the UnitedHealthcare Global Member Portal interface. At the top, the UnitedHealthcare Global logo is on the left, and navigation icons for Home, Contact us, Account settings, and Log out are on the right. The breadcrumb trail reads: Home > ID card > Educational information > Persons covered > Benefits. The main navigation bar includes tabs for Find a provider, Claims, Pharmacy, Healthcare cost estimator, Benefits & coverage (selected), Information, and ID card. The 'Benefits & coverage' dropdown menu is open, showing 'Persons covered' and 'Benefits' (highlighted with a mouse cursor). A large blue arrow points to this 'Benefits' subtab.

The main content area shows 'Benefits search results' for a member. It includes a table for Copays, a table for Benefit percentages (80% Plan pays, 20% You pay), and sections for Individual deductible, Individual out-of-pocket, Individual annual maximum, Family deductible, Family out-of-pocket, and Individual lifetime maximum. A section titled 'Additional benefits' asks 'What benefit coverage would you like to know more about?' and features a dropdown menu. A large blue arrow points to this dropdown menu with the text 'Choose a benefit from the drop down'. The dropdown menu lists various benefits such as Diabetes, Home Health Care, Mental, Alcohol and Drug, Hospital Services, Hospice, Routine Wellness Adult, Routine Care for Children, Chiropractic, Therapy, Maternity, World Classy Treatment, Radiation and Chemotherapy, Vision, and Prior Authorization Requirements.



# Navigating the Member Portal – Pharmacy

## Pharmacy Tab

The **Pharmacy** tab houses prescription benefits (if applicable).

The screenshot displays the UnitedHealthcare Global Member Portal. The navigation bar at the top includes links for Home, Contact us, Account settings, and Log out. The main navigation menu features tabs for Claims, Pharmacy (highlighted with a red box), Healthcare cost estimator, Benefits & coverage, Information, and ID card. The Pharmacy tab is active, showing a search interface for pharmacy claims. The search results section displays a table with columns for PRESCRIPTION NUMBER, SERVICE DATE, FAMILY MEMBER, PRESCRIPTION TOTALS, TOTAL COST, APPLIED TO ACCOUNT BALANCE, and YOU PAY. The table shows a total cost of \$0.00 and a balance of \$0.00.



# Navigating the Member Portal - Claims

## Claims Tab

1. **Claims** tab houses claim details for medical and dental (if applicable).
2. **Claim Search** allows you to search by **Member**, **Claim Type** and claim **Status**.
3. Sorting arrows allow you to sort in descending order by **Service Date**, **Provider**, etc.
4. Go to the next page to view additional claims.
5. **Download** and **Print** option available.
6. Claims alternate in color (gray or white). Click on **View Claim Detail** to view claim

The screenshot shows the UnitedHealthcare Global Member Portal interface. The 'Claims' tab is selected in the top navigation bar. On the left, the 'Claim search' sidebar is visible, with callout 2 pointing to the search filters. The main content area displays 'Claim search results' for a member. Callout 1 points to the 'Claims' tab. Callout 3 points to the sorting arrows for 'SERVICE DATE' and 'PROVIDER'. Callout 4 points to the pagination controls at the bottom of the table. Callout 5 points to the 'Download' and 'Print' buttons. Callout 6 points to the 'View claim details' link for a specific claim. The table below shows a list of claims with columns for SERVICE DATE, PROVIDER, BILLED AMOUNT, PLAN PAY'S, and COI PAY.

| CLAIMS INFORMATION                                       | SERVICE DATE      | PROVIDER             | BILLED AMOUNT | PLAN PAY'S | COI PAY  |
|--|-------------------|----------------------|---------------|------------|----------|
| Patient: UHCG Claim #:<br>View claim details<br>View PDF | 1910021 - 1910021 | Greenix, Lomax, PAM  | \$206.00      | \$126.20   | \$180.00 |
| Patient: UHCG Claim #:<br>View claim details<br>View PDF | 1910024 - 1910024 | Lak. Corp Of America | \$276.00      | \$149.75   | \$0.00   |
| Patient: UHCG Claim #:<br>View claim details<br>View PDF | 1910024 - 1910024 | Veritas, Cull, Deb   | \$95.00       | \$0.00     | \$0.00   |
| Patient: UHCG Claim #:<br>View claim details<br>View PDF | 1910024 - 1910024 | Veritas, Cull, Deb   | \$95.00       | \$0.00     | \$0.00   |



# Navigating the Member Portal - Claims

## View Claim Detail link

1. View claim summary in the **blue** section.
2. Each item billed on the claim is separated by a gray line.
3. View the **Explanation of Benefits** (opens in a separate window).
4. **Note:** Click on **Return to Search** button to go back to the list of claims (do not hit the back button).

The screenshot shows the 'Claim activity' section of the Member Portal. It features a left-hand navigation menu with filters for 'Claim type' (Medical), 'Time period' (ALL, Last 30 days, Last 6 months, Date range), and 'Status' (ALL, Completed, In-progress, Denied, Pre-treatment estimate). A 'Search' button and 'Advanced member search' link are also present.

The main content area displays a claim summary for a 'Diagnostic Lab' service. The summary is highlighted in blue and includes the following information:

- Claim number:** UHCG Claim ID #
- Patient:** [Redacted]
- Date of service:** 13/10/2021 - 13/10/2021
- Date processed:** 28/10/2021
- Member:** [Redacted]
- Claim type:** Medical
- Member ID:** [Redacted]
- Claim status:** Completed
- Network status:** Your claim was processed at the in-network level of benefits.
- Summary:** Total amount billed: \$578.00, Total amount paid: \$169.75, You Pay: \$0.00.

Below the summary, three individual billed items are listed, each separated by a gray line. Each item includes provider details (Lab Corp Of America), service dates, procedure codes, and a breakdown of costs (Amount billed, Provider discount, Allowable amount, Amount not payable, Deductible, Benefit percentage paid by plan, Amount paid by plan, Copay amount, and You Pay).

Four numbered arrows indicate the navigation steps:

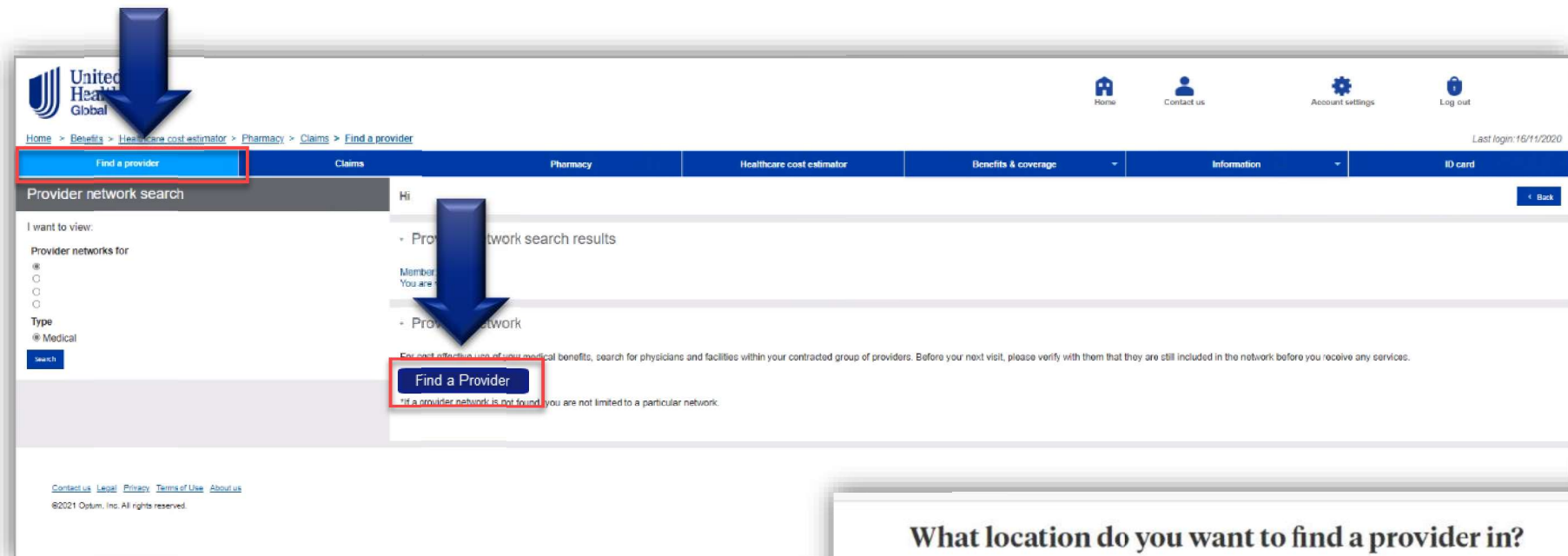
- Arrow 1 points to the blue claim summary section.
- Arrow 2 points to the first billed item section.
- Arrow 3 points to the 'Explanation of Benefits' link.
- Arrow 4 points to the '< Return to search' button.



# Navigating the Member Portal – Provider Search

## Find a Provider Tab

Use this tab to locate participating Providers in your area.



The screenshot shows the UnitedHealthcare Member Portal interface. The navigation menu at the top includes 'Home', 'Benefits', 'Healthcare cost estimator', 'Pharmacy', 'Claims', and 'Find a provider'. The 'Find a provider' tab is highlighted with a red box. Below the navigation menu, there is a 'Provider network search' section. On the left, there are filters for 'Provider networks for' and 'Type'. On the right, there is a 'Find a Provider' button highlighted with a red box. A blue arrow points from the 'Find a Provider' button in the search results area to a separate window showing the location search form.

## What location do you want to find a provider in?

Enter a street address, city & state or 5 digit zip code.

Street Address, City & State, Zip Code

Continue

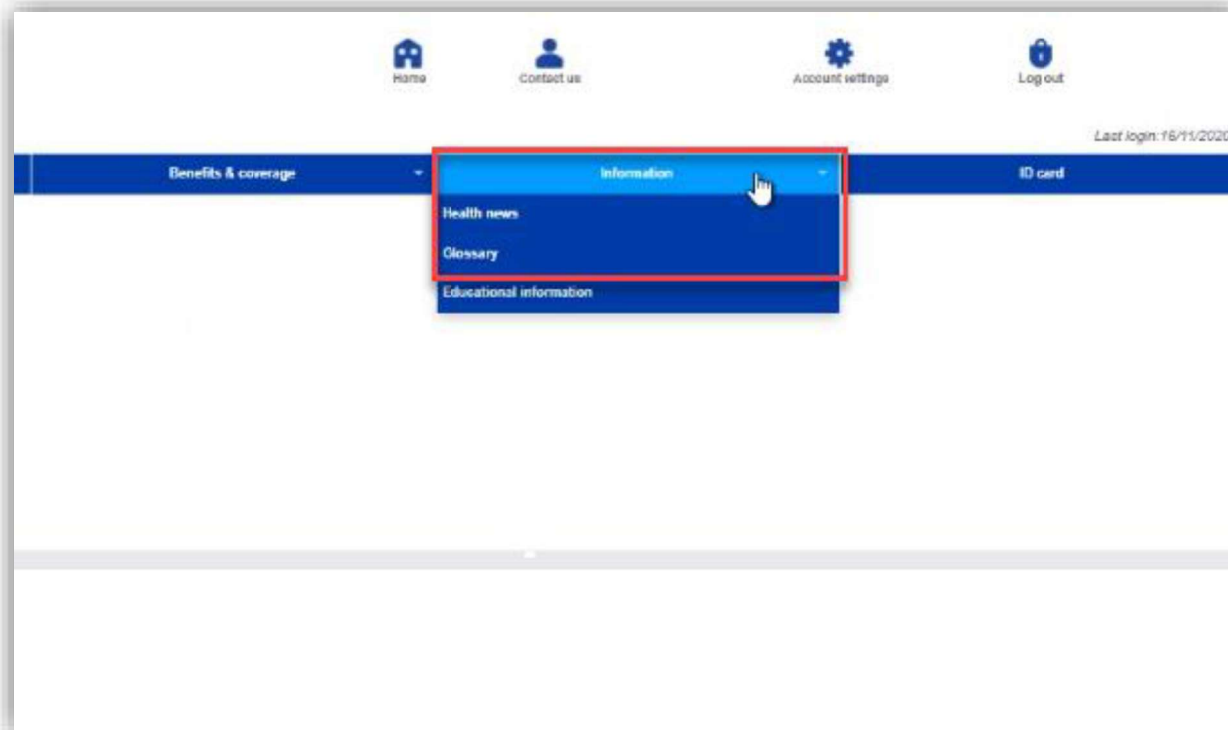


# Navigating the Member Portal – Additional Tabs

## Information Tab

You can find additional information on this tab (*link open outside the Member Portal*):

- **Health News**
- **Glossary**
- **Educational Information** (*page under construction*)



# Navigating the Member Portal – Additional Tabs

## Healthcare Cost Estimator Tab

Used to estimate the cost of future health services (*under construction*).

**Note:** the **Estimate Your Care** button can be used to locate a Provider (*opens in a new window*).

The screenshot shows the UnitedHealthcare Global member portal. The navigation bar includes tabs for 'Find a provider', 'Claims', 'Pharmacy', 'Healthcare cost estimator' (highlighted with a red box), 'Benefits & coverage', 'Information', and 'ID card'. Below the navigation bar, the 'Healthcare cost estimator' section is displayed. It contains a three-step process: 1. Search for your treatment, 2. See estimated price ranges, and 3. Make informed decisions. A blue arrow points from the 'Estimate Your Care' button to a separate window.

What location do you want to find a provider in?


Enter a street address, city & state or 5 digit zip code.

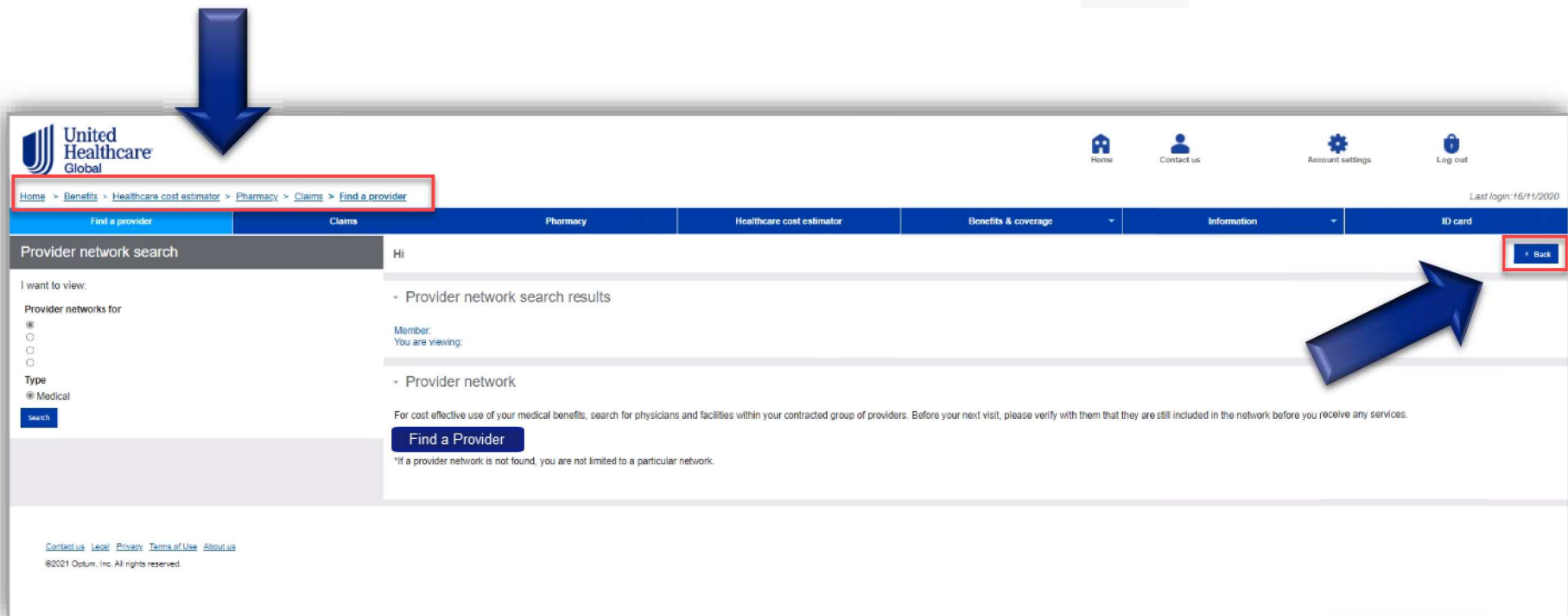
Continue



# Navigating the Member Portal - Tips

## Back Button

- Use the **Back** button to return to the previous page.
- You can also use the **Breadcrumb** feature to go back (*breadcrumb is a footprint of previously visited pages*).
- **Note:** Do not hit the back arrow on your browser as it may log you out. 



The screenshot displays the UnitedHealthcare Global Member Portal interface. At the top left is the UnitedHealthcare Global logo. The top right contains navigation icons for Home, Contact us, Account settings, and Log out. Below the logo is a breadcrumb trail: Home > Benefits > Healthcare cost estimator > Pharmacy > Claims > Find a provider. A large blue arrow points from the breadcrumb trail down to the main content area. The main content area features a navigation bar with tabs for Find a provider, Clams, Pharmacy, Healthcare cost estimator, Benefits & coverage, Information, and ID card. The 'Find a provider' tab is active. Below the navigation bar, there is a 'Provider network search' section with a search bar and a 'Search' button. To the right of the search bar, there is a 'Back' button highlighted with a red box and a blue arrow pointing to it. The main content area displays 'Hi' and 'Provider network search results'.

