

Find what you need @ **umr.com**



A UnitedHealthcare Company

Access your patient information in just a few clicks

UMR has made finding claim and benefit information for your patients quick and easy. At **umr.com**, you can view claims and benefit information, including:

- Explanations of benefits (EOBs)
- Eligibility and benefit information
- Status updates on medical deductibles and out-of-pocket maximums

Getting started

If you already have an account, go to **umr.com** and enter your username and password in the upper-right corner. If it's your first time visiting us, click **New user?** **Register here** to open an account.

Complete the online registration information.

Enter your **Tax ID number** and **provider name**. You may view only claims associated with that Tax ID.



Note: The images shown reflect available features within our desktop site. These features may or may not be available to all users, depending on your individual and/or company benefits.



Viewing member information

After you have logged in, you can easily access member information. From **myMenu**, select **Claims** or **Benefits & coverage** for the type of information you would like to view.

1. Enter the member's Social Security number or Member ID in the **Member Search** box and click "Go"
2. Select the filter options on the left to expand or refine the claim type and your search time period.

Looking for a form?

Download frequently used forms from the **Forms** tile on the home page.

Want to set up an electronic funds transfer (EFT)?

Make paper checks and remittance advices a thing of the past with electronic funds transfer (EFT). Select the **Electronic funds transfer** tile on the home page to get started.

Need help?

If you experience technical issues or are having difficulty registering, please contact our technical support team at **1-866-922-8266**.

If you have questions after you have searched for a member's claim or benefit information, click the **Provider service center** displayed on the bottom of one of the following two locations:

- 1) **Benefits > Additional benefits**
- 2) **Claims > Claim activity** (Note: You must select a specific claim to access the **Provider service center**)

Once you click on the link, you will receive a pass code you can use to contact us by phone and bypass the provider self-service system – connecting you with a customer service representative.



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