Open Door/Pre-Enrollment Support Available for Milhaus, LLC



Pre-Enrollment Support Available

Members can call into our Customer Service Numbers below:
PPO: 1 (866) 633-2446
HSA: 1 (866) 314-0335

UHC Advocates provide Pre-Enrollment services for Medical and Prescription Benefits

Callers will hear a message that says, ***"I am Avery, your virtual assistant. I can understand complete sentences. What can I help you with today?*** By saying " enrollment", callers will bypass the rest of the IVR flow and route directly to an advocate who can assist with enrollment inquiries.

Once connected with a UHC Advocate, it is helpful to advise that "my Employer **Milhaus, LLC**, **Policy #945444**, has recently transitioned to UHC as of **January 1, 2027**" to help guide the Advocate to check our Pre-Enrollment system also known as Open door.

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Digital Dental PPO ID Card



*Medical and Dental ID numbers will be the same but Dental will have a separate system generated group number

2 ways to access your dental ID card

Your dental plan is designed to help take good care of you—and it includes the convenience of a digital dental ID card.



Your digital dental ID card is here for you...

Your digital dental ID card is available whenever you need it via myuhc.com® and the **UnitedHealthcare® app**:

- View or email your card anytime, anywhere on your smartphone
- Enjoy the perk of having one less card to carry in your wallet
- Get your plan info at your fingertips

...but you don't have to show it to get dental care

Your dental office only needs your member number or other identifying personal information to verify that you're a UnitedHealthcare dental member.

Sign in to myuhc.com > View & Print Member ID Cards

As soon as your plan is effective, you can activate your myuhc.com account using your member ID number—which is on the other side of this letter.

Sign in to the UnitedHealthcare app

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Digital Vision ID Card

Steps to print your Vision ID card

Your ID card will be personalized with your name, member ID, as well as your exam and materials copay amounts.

1. Go to **myuhcvision.com**.
2. Log in or register. Do not register if you also have medical coverage with UnitedHealthcare. Use the single sign-on option through **myuhc.com** instead.
3. Click on "Print ID Card." If you do not see this option, click on the blue "Select" button next to your plan name.
4. From the drop-down menu, select the person whose ID card you would like to print. Click on "View."
5. This generates a document with your ID card called *How to Use Your Vision Care Benefits*. Scroll to the bottom of this document. A toolbar will appear; click on the printer icon to print.



Sample Personalized ID Card

UnitedHealthcare

Member Name: [First, Last]
Member ID: [XXXXXXXXX-XX]
Member Web: www.myuhcvision.com
Customer Service: (800) 638-3120

Vision Identification Card

fold here

Vision Care Benefits
Exam Copay: [$XX.XX]
Material Copay: [$XX.XX]

Submit Out-of-Network Claims to:
UnitedHealthcare Vision Claims Department
P.O. Box 30978
Salt Lake City, UT 84130

Note to Providers:
For more information about this UnitedHealthcare Vision plan, please visit us online at www.Spectera.com or call 1-800-638-3120.

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UHC Digital health plan ID cards

Digital health plan ID card is like a physical health plan ID card including all the information necessary to verify health plan coverage. Available through the **UnitedHealthcare® app** and **myuhc.com®**. The digital health plan ID card works the same as a physical health plan ID card. Simply show it at a doctor's office, clinic, pharmacy or wherever benefit information needs to be presented.

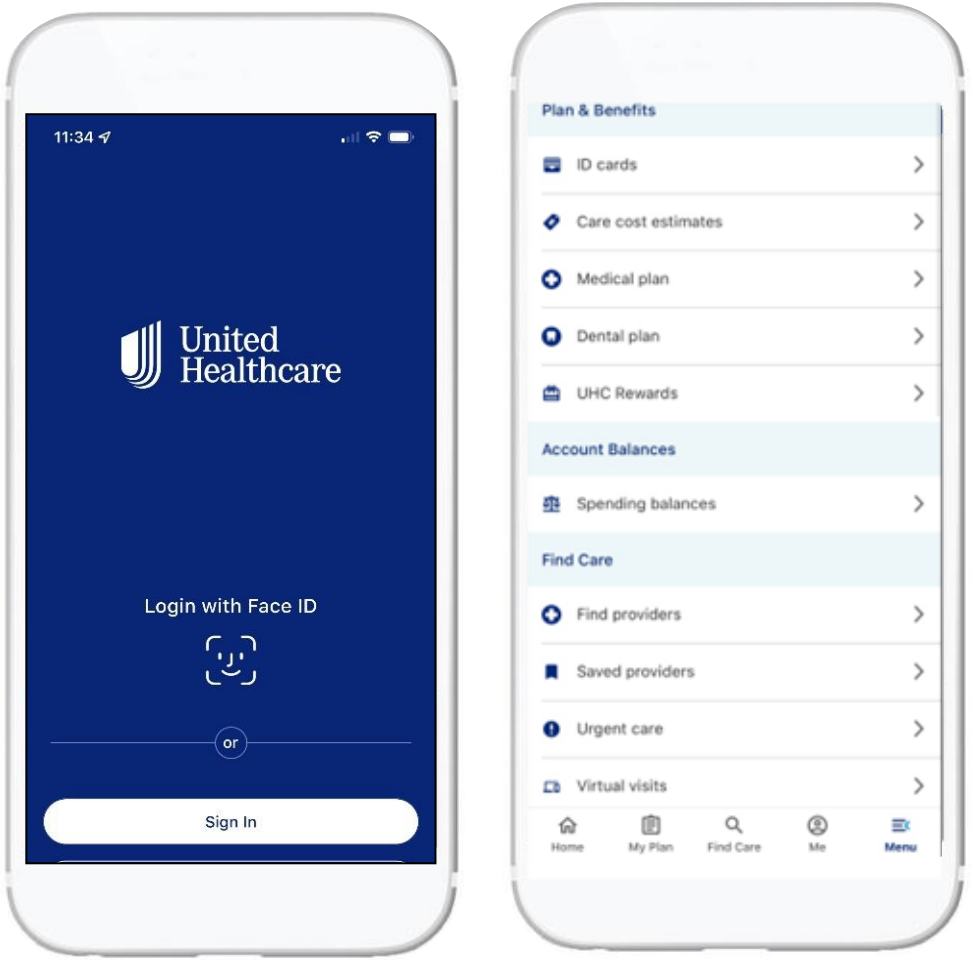
Opting into **paperless communications** automatically gives employees their digital health plan ID card.

To view on myuhc.com:

1. Log in to myuhc.com, using HealthSafe ID® credentials (existing login and password for myuhc.com® or the UnitedHealthcare® app). If you do not have a HealthSafe ID®, follow the instructions to register.
2. Click View & Print Member ID Cards

To view on UnitedHealthcare® app:

1. Log into the app using your HealthSafe ID® credentials (existing login and password for myuhc.com® or the UnitedHealthcare® app). If you have not downloaded the UHC app, access the App Store® and search for UnitedHealthcare. Download the UnitedHealthcare® app.
2. Click on View ID Cards



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