



# Need to file a supplemental health plan claim?



Follow these steps if you have a UnitedHealthcare Accident Protection, Critical Illness Protection and Hospital Indemnity Protection plan

## Steps to file a claim

1. If you're enrolled as a UnitedHealthcare Medical member along with a Supplemental Health plan, Benefit Assist technology helps to identify potential supplemental health claims. Many claims may be paid automatically.\* For other claims, UnitedHealthcare may contact you\*\* and help you submit a claim on your behalf.
2. If you're not enrolled as a UnitedHealthcare Medical member, or would like to file your claim yourself, call **1-888-299-2070** or visit [myuhcfp.com](http://myuhcfp.com) and have the following information ready to start the claim process:
  - ✓ Employer's name and location
  - ✓ Your full name and Social Security number
  - ✓ Your complete address and phone number
  - ✓ Marital status and number of dependents
  - ✓ Date of birth
  - ✓ Last day you worked
  - ✓ Details of medical event
  - ✓ Physician's name, address and phone number
  - ✓ Dates of treatment

After we receive all completed paperwork, you can focus on your health while we handle the rest.

- You may be informed by phone or letter that your claim is being reviewed
- We ensure your claim receives thorough evaluation
- Upon approval, benefit payment will be sent to you

## Access your claim information 24/7 and check the status of a submitted claim

- Register at [myuhcfp.com](http://myuhcfp.com)
- Click "Returning Member? > Sign In"—the first time you log in, you will need your Group ID **390048** and Group Name **AlerisLife**

Learn more

If you have questions or need help, call 1-888-299-2070  
between 8 a.m. and 8 p.m. ET, Monday through Friday

United  
Healthcare®



\* If you are enrolled as a UnitedHealthcare Medical member, certain claims may still require manual filing. If you have not received payment automatically, or been contacted by Benefit Assist within 3 months from when your medical claim was paid, please contact UHC at 1-888-299-2070.

\*\* Calls may appear on caller ID as WellTok, Unknown or an 888 number.

This information does not replace your official plan documents. Please see your official plan documents for all coverage details, which include limitations and exclusions.

UnitedHealthcare Accident Protection product is provided by UnitedHealthcare Insurance Company on form UHI-ACC-POL (2018) et al., in Texas on form UHI-ACC-POL-TX (2018) and in Virginia on form UHI-ACC-POL-VA (2018). The policies have exclusions, limitations, reductions of benefits and terms under which the policy may be continued in force or discontinued. For costs and complete details of the coverage, call or write your insurance agent or the company. Some products are not available in all states. UnitedHealthcare Insurance Company is located in Hartford, CT.

UnitedHealthcare Critical Illness Protection product is provided by UnitedHealthcare Insurance Company on form UHICI-POL-1 et al., in Texas on UHICI-POL-1 and in Virginia on UHICI-POL-1-VA. Critical Illness coverage is NOT considered "minimum essential coverage" under the Affordable Care Act and therefore does NOT satisfy the mandate to have health insurance coverage. Failure to have other health insurance coverage may be subject to a tax penalty. Please consult a tax advisor. The policies have exclusions, limitations, reductions of benefits and terms under which the policy may be continued in force or discontinued. For costs and complete details of the coverage, call or write your insurance agent or the company. Some products are not available in all states. UnitedHealthcare Insurance Company is located in Hartford, CT.

UnitedHealthcare Hospital Indemnity Protection product is provided by UnitedHealthcare Insurance Company on policy forms UHIHIP-POL-TX, et al. and UHIHIP-CERT-TX, et al. in Texas and UHIHIP-POL-VA, et al. and UHIHIP-CERTVA, et al. in Virginia. The product provides a limited benefit for certain hospital indemnity plan benefits. Please note: HOSPITAL INDEMNITY coverage is NOT considered "minimum essential coverage" under the Affordable Care Act and therefore does NOT satisfy the mandate to have health insurance coverage. Failure to have other health insurance coverage may be subject to a tax penalty. Please consult a tax advisor. The policy has exclusions, limitations, reductions of benefits and terms under which the policy may be continued in force or discontinued. For costs and complete details of the coverage, call or write your insurance agent or the company. This product is not available in all states. UnitedHealthcare Insurance Company is located in Hartford, CT.

Administrative services provided by United HealthCare Services, Inc. or their affiliates.

B2B EI243225258.0 5/24 © 2024 United HealthCare Services, Inc. All Rights Reserved. (ES)24-3225120-B