

Important information for medical professionals about UnitedHealthcare's HRA

Attention: Doctors, hospital staff and all appropriate billing and administrative personnel

Re: Billing procedures for UnitedHealthcare HRA members

UnitedHealthcare is committed to improving the health care experience for everyone involved: the employers who purchase it, the doctors who deliver it, and most of all, the people who receive it. Our consumer-driven health plans (CDHPs) put more decision-making power in the hands of consumers. UnitedHealthcare's HRA is an example of a CDHP in that it pairs a dedicated account for qualified health expenses with "first dollar" coverage for all eligible member responsibility.

Please follow these steps concerning claims processing for UnitedHealthcare HRA members:

1. Ask the member to show his or her UnitedHealthcare medical ID card. Contract numbers appear on the front of the card.
2. Please do not ask members to pay any deductible or other cost of care, except indicated copays, at the time of service.
3. Submit all claims to the mailing address on the back of the member ID card. Claims are paid directly to UnitedHealthcare network providers from the member's health reimbursement account (HRA). If the member has a remaining balance, UnitedHealthcare will notify you and inform the member of any remaining balance he or she owes to you. You may then bill the member directly.

Members should notify UnitedHealthcare of any inpatient admissions and certain other procedures as described in their plan documents.

Thank you for your attention to this process.

For questions and eligibility and benefit verification, call your physician service number. Or call Customer Care at the number indicated on the back of the member's ID card.

