

Welcome –  
We look forward to  
working with you!



UMR is pleased to be your benefits administrator. You have our commitment to provide you with excellent claims administration and customer service. We take pride in being flexible, effective and focused — on you and your dependents.

### **ID cards**

You will receive an ID card for your medical and prescription drug benefits as a new member or if you have made changes during Open Enrollment. The basic information will appear on all cards.

#### **The front of your new ID card will identify your:**

- Name
- Member Identification Number
- Employer
- Dependent(s) name(s)

#### **The back of your ID card will contain all the billing instructions and phone information including:**

- Claims Submission Instructions
- Claims Address
- Benefit or Eligibility Information Contact
- PPO Network Contact
- Pharmacy Contact

If you need additional cards, call UMR at **1-800-826-9781** or order them online by visiting **umr.com**.

Make sure you show your new ID card on your next provider visit so they are aware of the change to UMR and their new billing instructions.

### **Filing a claim**

You now have access to our EZ Claim system. It is a straightforward method of filing medical bills that eliminates the need for claim forms (except for prescription drug claims).

Under this system your health care provider submits your itemized bills directly for processing. Your special medical ID card has instructions on the reverse side for your health care provider. To file a claim, simply show your identification card. If you would like information about whether a procedure or treatment will be covered, you can write or call UMR for a predetermination of benefits.

You will receive an explanation of benefits (EOB) form after your claim is processed. It identifies what amounts are covered, to whom checks will be sent and what amount you are responsible for paying.

## Claim appeals

You may occasionally wish to have UMR review a claim decision. Appeals must be made within 180 days after you receive written notice of a denied claim. To file an appeal, you may submit a written request to have a claim reviewed. UMR will notify you in writing of the final decision according to the timelines in your employee benefit booklet.

## Member services

For your convenience in answering benefit and claim questions, UMR has assigned dedicated individuals to your account that are trained on your benefits plan. If you have any questions, you can reach a member services representative by calling the following toll-free number:

**800-826-9781**

For written correspondence, please use the following address:

**UMR  
PO Box 30541  
Salt Lake City, Utah 84130-0541**

We are looking forward to working with you. Our goal is to provide prompt, courteous and efficient claim administration services to all **Hood College** plan members.