

Video Transcript: Digital Tools

Screen visuals:

The UnitedHealthcare logo stretches into a ribbon that swipes across the screen and flies away.

Narrator:

Hello. Welcome to United Health care — and this video that's made just for you.

Screen text:

Hello

Welcome to your health plan

Narrator:

Your health plan comes with personalized digital tools.

Screen text:

Digital tools included with your health plan

Screen visuals:

A desktop computer and smartphone appear.

Narrator:

They're designed to help make managing your plan so much easier, whether you're at home or on the go — because with a life as full as yours, it's good to have a plan that's always with you.

Screen text:

Manage your plan from home or on the go

Screen visuals:

A woman pedals a bicycle, an airplane takes off behind carry-on luggage and a hand fans out event tickets.

Narrator:

The UnitedHealthcare app puts your health plan right at your fingertips, so you can connect to your plan details while you're on the go.

Screen text:

The UnitedHealthcare® app

Your app for on-the-go access

Screen visuals:

As a finger swipes a smartphone screen, a check mark appears.

Narrator:

With the app, you can find nearby "Care" options in your network, see claim details, check plan balances, share your ID card — even video chat with a provider.

Screen text:

Download the app to:

- Find network care options
- See claim details and check plan balances
- View your ID card
- Video chat with a provider 24/7

Screen visuals:

A finger taps a smartphone screen, revealing functions and features of the UnitedHealthcare app.

Check mark

Check mark

Check mark

Check mark

Narrator:

Now that you're in the know, let's walk through how you can get started with the United Healthcare app. First, download the United Healthcare app and tap Create Account.

Screen text:

Register on the UnitedHealthcare app

Screen visuals:

The first steps of creating an account on the UnitedHealthcare app are demonstrated on a smartphone, next to a QR code.

Narrator:

Choose your plan type, ----- and fill out your personal information including your name, and birthdate. ----- Then select your identification type — whether it's your member ID or social security number. ----- Next, create your username ----- set your password ----- -- and agree to the terms and conditions. ----- Once your signed in, you can access any ID cards associated with your plan.

Screen visuals:

A step-by-step demonstration illustrates the process of creating an account on the UnitedHealthcare app.

Narrator:

While you're in the app, it's a good time to go paperless. ----- Click the "Me icon" on the bottom menu ----- and select "Settings" at the top. ----- Under your account menu, choose "Communications preferences" ----- and click the button to add your email. ----- ---- Agree to the terms and conditions. ----- Now you're set to connect with your plan. Online, anytime.

Screen visuals:

A step-by-step demonstration illustrates the process of opting in to paperless communications on the UnitedHealthcare app.

Narrator:

myuhc.com is your personalized member website. Built to help you stay on top of your benefit details twenty four seven, it gives you access to your plan info all in one place.

Screen text:

Your personalized member website

Screen visuals:

A laptop computer sits next to a mug of tea and a plant.

Narrator:

myuhc.com is here to help you find and estimate the cost of care; see what your plan covers; view your claims; check your balances; search network providers and facilities — and more.

Screen text:

myuhc.com is here to help you:

- Find and estimate costs
- See what's covered
- View claim details
- Check plan balances
- Search network providers

Screen visuals:

A series of illustrations appear on a laptop screen, representing functions and features of myuhc.com.

Check mark

Check mark

Check mark

Check mark

Check mark

Narrator:

Now that you're in the know: let's walk through how, as a new member, you can register your myuhc.com account. First, go to myuhc.com. Then, click "Register".

Screen text:

Register at myuhc.com

Screen visuals:

A demonstration illustrates the first steps of creating a myuhc.com account.

Narrator:

Complete the required fields and select your birthdate. ----- Then select your identification type — whether it’s your health plan ID or your social security number. ----- Next, create your username ----- set your password ----- and agree to the terms and conditions. ----- Lastly, you will be given two confirmation options to keep your account secure. ----- Now your account is ready to go.

Screen visuals:

A step-by-step demonstration illustrates the process of creating a myuhc.com account.

Narrator:

While you’re there, it’s a good time to go paperless. ----- Click the “My Account” button - ----- and scroll down to “All Settings”. ----- From your account settings page, choose “Communication and mailing preferences” ----- and then select “Paperless Settings for Required communications”. ----- Here you can click on “Paperless” and agree to the terms. ----- Now you’re set to connect with your plan — online, anytime.

Screen visuals:

A step-by-step demonstration illustrates the process of opting in to paperless communications on myuhc.com.

Narrator:

Now that you know more about the digital tools that are included in your United Healthcare health plan, you can be well on your way to a healthier you. Thanks for watching.

Screen visuals:

A hot-air balloon drifts upward.

Narrator:

Once your plan is active, visit myuhc.com to browse around and learn more — or sign up for the programs and services that catch your interest.

Screen text:

Already a member?

Visit myuhc.com

Screen visuals:

A ribbon swipes across the screen and becomes the UnitedHealthcare logo.

Narrator:

Disclaimers are included on screen here, as well as in the video transcript.

Screen text:

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