

PAPERLESS SETTINGS/PREFERENCES

How do I update my paperless settings for my ID card?

You can update preferences at myuhc.com® or on the UnitedHealthcare® app.

Use the following steps to update preferences at myuhc.com®:

1. Log into myuhc.com/paperless using your HealthSafe ID® credentials (existing login and password)
2. Click on 'Paperless Settings for Required Communications' dropdown
3. Select the 'Paperless' or 'Mail' button for 'ID Card'

Use the following steps to update preferences on the UnitedHealthcare® app:

1. Log into UnitedHealthcare® app using your HealthSafe ID® credentials (existing login and password)
2. Click 'Name profile' button on top left
3. Click on 'ID Cards'
4. Select the gear icon in upper right corner
5. Select either 'Digital-only ID Card' or 'ID Card by mail' button

Why am I set to Paperless for ID cards?

You have previously selected paperless for Required Communications. By having chosen to go paperless, we are enhancing your experience by including a Digital ID Card. This card provides easy access to health plan information. To see your Digital ID Card, visit myuhc.com® or the UnitedHealthcare® app. If you still prefer a physical ID card, visit myuhc.com/paperless or the UnitedHealthcare® app to adjust your preferences.

Why did I receive a physical ID card when my preference is set to Paperless?

In certain situations, federal and state guidelines override a member's communication preference. Other circumstances may cause a physical ID Card to be produced, such as invalid e-mail, request made via myuhc.com® or call to customer services to request an ID Card. We continue to advocate on your behalf to ensure we can honor your communication preferences.

Why did I receive a physical ID and my dependent received a Digital ID Card?

Business scenarios that occur in processing can allow for Subscribers to have a physical ID Card generated even when their Preference is set to Paperless, while still allowing for the Subscribers dependent to receive a Digital ID Card. Please contact the customer service number on your ID Card to request a physical copy of the ID Card for your family member, or you can request a physical copy for them via Myuhc.com.

NOTIFICATION

I received an email that a new ID card is available, what does this mean?

You have previously selected paperless for Required Communications, which includes a Digital ID Card. A new health ID card is now available to view. To see your Digital ID Card, visit myuhc.com® or the UnitedHealthcare® app.

How do I log into myuhc.com® to get my ID Card?

1. Log in to myuhc.com, using your 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 ID card'

How do I log into the UnitedHealthcare® app to get my ID Card?

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 'Member Cards'

DIGITAL ID CARD

What is a Digital ID Card?

A Digital ID Card provides easy access to health plan information. Simply show it at a doctor's office, clinic, pharmacy or wherever benefit information needs to be presented.

How can I view my Digital ID Card??

To see your Digital ID Card, visit myuhc.com® or the UnitedHealthcare® app.

Current ID Card Experience for myuhc.com

To view on myuhc.com:

1. Log in to myuhc.com, using your 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 ID card'

Future ID Card Experience for myuhc.com – option 1

To view on myuhc.com:

1. Log in to myuhc.com, using your 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 "Member ID Cards" from the dashboard
3. Click "Coverage type" (Medical)
4. Click Digital (paperless) or Mail (*note: Vision is Digital ONLY*) radio button or select view and print ID card in the upper right corner

Future ID Card Experience for myuhc.com – option 2

To view on myuhc.com:

1. Log in to myuhc.com, using your 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 "My Account"
3. Click "View all account settings"
4. Click ID Print Card

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 'Member Cards'

How do I get my Digital ID Card updated?

No action is required. Digital ID Cards are automatically updated with any plan or benefit changes that occur.

Can I get a physical ID card and keep my preference set to paperless?

Yes, you can request a physical ID card on myuhc.com® or call the customer service number found on your Digital ID Card

1. Log in to myuhc.com, using your 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 ID card'
3. Select 'Mail ID Card'
4. Click on 'Mail Card'

How do I use Digital ID Card at a provider office?

You can show your Digital ID Card at a doctor's office, clinic, pharmacy or wherever benefit information needs to be presented. You can also print or email your cards to your provider.

Are there any risks to having a Digital ID Card?

Your Digital ID Card provides quick access to your health plan details. Your Digital ID Card can only be accessed using your HealthSafe ID® credentials. If you save the ID card on your device, it is the property of the device owner. It is the responsibility of the device's owner to keep the ID card secure, just like the physical ID card in their wallet.