

Help employees manage claims with videos personalized just for them.

Managing health care costs can be confusing if employees don't understand the details around their coverage and how their plan works. At UnitedHealthcare, we help employees quickly grasp their specific claims details with a personalized claims video so they can see how their claim was processed in real time and how much they may owe.

Give employees the information that's most important to them.

Has my claim been processed? If so, how much does the plan pay and how much might I owe? This personalized experience helps eliminate uncertainty by creating a personalized claims video for each employee featuring an easy-to-follow explanation of their plan details, including:



Recent claims details, including a summary, the date, provider and type of service, and how much they may need to pay out of pocket.



The amount remaining in their health savings account, health reimbursement account or flexible spending account.



Where they stand regarding their deductible and out-of-pocket maximum.



Definitions for health care terms such as copay, deductible, coinsurance and out-of-pocket maximum.

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Help improve employee satisfaction.

The more employees understand about their health plan coverage and how claims work, the better they'll be able to manage their health care expenses. In recent research, consumers agreed that our personalized videos covered all the information employees might need.

- **73 percent** better understand their claim.¹
- **66 percent** are less likely to call customer service with questions.¹
- **90 percent** were satisfied with their health care coverage.¹

A personalized claims video experience that's a win-win.

Employers:

- Address the gap in employee understanding and perceptions around cost and coverage.
- Increase employee satisfaction with health plan benefits.

Employees:

- Better understand how claims are processed and what they may owe.
- Get quick, real-time access to claims information.
- Help void unwelcome financial surprises.
- Gain peace of mind in managing health care dollars.



Important exclusions.

Personalized claims videos are not available to accounts with one or more of the following provisions:

- Members with a Health Incentive Account (HIA).
- Customized financial account names (other than HRA, HSA or FSA).
- Policies with per-occurrence deductibles (those with service-level deductibles that apply, regardless of whether the network deductible is met).



Learn more.

For more details about our personalized claims videos, visit welcometomyuhc.com/personalizedvideos, or talk to your UnitedHealthcare representative.

¹ 2017 IdeaBlog Full Report.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc., or their affiliates.