

Interactive Voice Response (IVR) – Medical Claim

Simple steps to get the information you need

UMR wants to provide you with the best customer service possible whenever you call us. It starts by making sure your call gets to the right person.

Contacting UMR is very easy. You can reach us for benefits, eligibility, and claim status or to update your other insurance or accident detail information.

Simply call the customer service number listed on your ID card and follow these six steps to talk with a representative:

1. Say **Member** to identify who is calling
2. Say **Benefit** or **Claim** for questions
3. Say **Medical** to identify the type of coverage
4. If you would like to speak to a Customer First Representative (CFR): **Press 0 (zero)**
5. Enter your **Member ID Number** and indicate **Yes** if the number you have entered is correct
6. Enter your **Date of Birth**, using 2 digits for the month, 2 digits for the date and 4 digits for the year

Steps 5 and 6 satisfy two requirements for HIPAA authorization to protect your privacy. They also eliminate the need for the CFR to ask these questions.

You will then be transferred to a CFR once you have completed the steps above. The CFR will have your coverage and claim information and be ready to answer your questions.

You may also update other insurance or accident details within Step 3. Simply press **2** for other insurance or **3** for accident details.

NOTE: More coverage information is available through IVR. Just choose the specific coverage type, such as flexible spending, care management, dental, vision or disability.



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