myClaims Manager
on myuhc.com®

How to use the online “Manage My Claims” display
Member Guide
Understand the resources you have to manage your claims

The “Manage My Claims” section on myuhc.com provides information to help you understand and manage your health care claims. You can see how claims are processed, make notes and flag claims for follow-up, and view simple explanations of the services you received. Subscribers can pay their health care providers online for any claim that has a ‘You May Owe’ amount using the ‘Make Payment’ feature. The ‘Make Payment’ feature may not be available for all plans and all payment methods may not be available for all providers. A subscriber is the person who owns the health insurance policy. This guide shows you how to use myClaims Manager on myuhc.com.

How to access myClaims Manager

Step 1
Log into myuhc.com. If you are not a user, go to myuhc.com to register and log in.

Step 2
After you have logged in select the “Manage My Claims” button.
How to navigate the “Your Claim Summary” page

After you have selected ‘Manage My Claims’, you will see the ‘Your Claim Summary’ page. The Claim Summary table provides a list of your most recent claims highlighted by family member, health care provider, date, amount billed, amount you may owe and other key details. You can use the Search feature to find specific claims that are older than 30 days.

The “Manage Claim” column has features to help you track and manage your claims. You can flag claims you would like to watch, mark claims that you have already paid, and add personalized notes to each claim so that you can remember important details. When you click “View Claim,” you will see the “Claim Detail” page.

How to navigate the “Claim Detail” page

When you click “View Claim” from the “Claim Summary” page, you will see claim detail information at a glance. The page shows how a claim was processed, plan discounts, what was paid by your plan and how much you may owe. There is also a breakdown of your responsibility, indicating how much of the claim was applied to your deductible and out-of-pocket maximums to help you better understand what you may owe your health care provider. You can also view the claim’s history and the details about the payments you have made.

If you do owe your health care provider, you can easily send a payment by clicking the “Make Payment” button*.

Making a payment is simple and secure

“Make Payment” will bring you to a site where you can send a payment to your health care provider for any out of pocket expenses you may have. Paying a health care provider is easy when you decide to make a payment through myClaims Manager. You can save your desired card or bank account information securely, making it easy and efficient to make payments in the future.

After a payment is made, the amount you owe on myuhc.com is updated. Payment services are provided by InstaMed®.
In addition to claim information, myClaims Manager provides a detailed display of your Account Balances. If you have a Health Reimbursement Account, Flexible Spending Account, or other health care financial account, the balances are shown at the top of the page. (Note: This section content will depend on your plan). The visuals show your progress toward meeting your deductible and out-of-pocket maximums.

My Claim Payments

If you would like to review a history of payments you’ve made to your health care providers, select the “My Claim Payments” link to open the InstaMed site. From here you can sort by payment date and family member and also export the data to be viewable in Microsoft Excel.

Manage My Claim Payment Accounts

The “My Claim Payment Accounts” link allows you to view and edit the payment methods you’ve securely saved on the InstaMed site to use when making payments.

The first step to managing your health care is logging into myuhc.com

myuhc.com gives you practical, personalized information so you can understand your benefits and claims, find a doctor, estimate future treatment costs and much more. Make sure you check out the myHealthcare Cost Estimator. With myHealthcare Cost Estimator, you can view treatment options and see variations in estimated cost and quality by provider or facility all before seeking care. Mobile device users, the UnitedHealthcare Health4Me℠ app provides instant access to your family’s critical health information. Log into myuhc.com to access resources, like myClaims Manager, to help you take control of your health care benefits.

*You may owe your health care provider. If you have not already submitted a payment for what you may owe, you can easily send a payment by clicking the “Make Payment” button. All UnitedHealthcare members can access a cost estimator online tool at myuhc.com. Depending on your specific benefit plan and the ZIP code that is entered, either the myHealthcare Cost Estimator or the Treatment Cost Estimator will be available. A mobile version of myHealthcare Cost Estimator is available in the Health4Me mobile app, and additional ZIP codes and procedures will be added soon. This tool is not intended to be a guarantee of your costs or benefits. Your actual costs and/or benefits may vary. When accessing the tool, please refer to the Terms and Conditions of Use and Why Your Costs May Vary sections for further information regarding cost estimates. Refer to your health plan coverage document for information regarding your specific benefits. Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or its affiliates. All trademarks are the property of their respective owners. © 2014 United HealthCare Services, Inc.