



March 28, 2014

In 2013, UnitedHealthcare made a commitment to simplify the member experience and make it less complex for vision members to access benefit and wellness information. We are launching our new vision administration system Monday March 31st. Below is important information to help you better understand the upcoming enhancements and what they mean to you and your employees.

## Streamlined Member Experience

Effective with the launch of the new vision administration system, providers are no longer required to obtain pre-authorization for members seeking vision services. Providers simply verify eligibility online or through our improved IVR system using the member name and date of birth. No identification numbers or social security numbers are required at the time of service.

## Redesigned Member Website

We have completely redesigned the look and feel of our member website, myuhcvision.com, to **provide simpler access to benefit and wellness information.**

New features that will be available include:

Member Registration	Members will be prompted to register the first time they visit the new website. The registration process requires members to establish a user ID, password and a PIN for added security.
Single Sign On	Our new vision website will offer Single Sign On directly from myuhc.com.
Full Family View	Subscribers can access their own claims and eligibility, as well as for their dependents through one login.  Dependents over age 13 can also register for a unique user ID/password/PIN, but will only be able to see their own information.
Mobile Device Compatibility	Our website is now optimized for use with mobile devices.  This is a value-added service for members, as they can view and share an online ID card with their provider at the point of service from any compatible mobile device.
Lens Option Detail and Pricing	Members will have access to detailed benefit information that is easy to interpret and understand. This detail includes cost information on covered lens options.
Online Explanation of Benefits (EOB)	A vision EOB will be available online for all claims adjudicated on our new Vision Administration System.

	<p>EOBs for in-network paid claims will be available online, and will not be mailed.</p> <p>EOBs for in-network denied and all Out of Network claims will be available online, and will continue to be mailed.</p>
Online Member ID Cards	Online member ID cards will continue to be available, and will be easier to locate on our redesigned website.
Member Value Adds from our Vendor Partners	Members will continue to have online access to discounts on contact lens purchases, LASIK procedures and even hearing aids.
Online Provider Locator	The online provider locator will now offer additional information on participating vision providers, including office hours and detail on associated addresses for a particular provider if he/she practices at more than one location.
Claims History	<p>Active members will have the ability to view claims history online for the previous 12 months. A Details button will appear for any claims paid on the new Vision Administration System, which will provide more information on a specific claim.</p> <p>Claims paid within the last 12 months via our original vision system will be included in the claims history online, but the Details button will not be available.</p> <p>An additional new feature allows former members to also access the website to view historical information.</p>

**Member Action Required:**

*All members will be prompted to register the first time they visit the new website at [myuhcvision.com](http://myuhcvision.com) unless entering through myuhc.com. The registration process requires members to establish a user ID, password and a PIN for added security.*

*Return visits will require the User ID and password to login, and the PIN is used for future password resets (PINs can also be reset online).*

**Next Steps**

While we have taken extra care to minimize any disruption to members as we transition to the new vision administration system, it will be necessary for us to schedule some planned downtime to accommodate the transition customer and eligibility data to our new system. Our customer service team will be available during standard operating hours to address any member needs during this time.

We are excited about these changes and are confident that they will enhance the experience both you and your employees have with UnitedHealthcare. If we can be of any assistance during this exciting time, please don't hesitate to contact your UnitedHealthcare representative.

**Special Note for Self-Funded Vision Customers:** You may see two monthly vision charges on Employer eServices for one month's billing period. The purpose of the two separate charges is to accommodate any run-out claims paid on the original vision system. The separate monthly vision charges will occur until the claim run-out on the original vision system is complete.

UnitedHealthcare vision coverage provided by or through UnitedHealthcare Insurance Company, located in Hartford, Connecticut, UnitedHealthcare Insurance Company of New York, located in Islandia, New York, or their affiliates. Administrative services provided by Spectera, Inc., United HealthCare Services, Inc. or their affiliates. Plans sold in Texas use policy form number VPOL.06.TX or VPOL.13.TX and associated COC form number VCOC.INT.06.TX or VCOC.CER.13.TX.