



A UnitedHealthcare Company

FAQ

umr.com reimagined

Summary of change

At UMR, we're committed to making it easy for you to take charge of your health. That's why we're transforming our website and excited to share updates about the new design of **umr.com**.

We're launching the second phase of our reimagined online experience by giving your member portal a fresh look and better organization. Once you sign in, you'll notice an improved site that gives you an intuitive, user-friendly way to access your benefits information.

Why did we make this change?

We listened to your feedback and saw an opportunity to make our website easier to use.

When will this change happen?

Depending on your plan, your member website will be updated in either late June or early July.

What will be new or different?

Fresh, modern look

We removed the gray side panels, creating more space for our clean, modern and simplified design. Additionally, we added an intuitive navigation bar with drop-down menus to provide quicker access to the information you'll likely access the most.

Dashboard

The new dashboard provides you with a snapshot view of your benefits details and quick access to a personalized list of **Things to do**, claims, benefits and more.

Improved navigation

Portal content has been reorganized to be more intuitive, allowing you to find the information you need, quickly and easily.

Mobile responsiveness

The online portal automatically adapts to your screen size, whether you're on a desktop, tablet or mobile device. Information is optimized for smaller screens, making it easier to view benefits information on the go.

Message Center

You now have a centralized **Message Center** to access important documents, such as letters, health cost estimates and tax documents. Additionally, you can read and send messages with attachments through secure messaging.

Find costs and care

We have optimized the view and content to help you easily find in-network care options and see expected procedure costs.

What's changing with the navigation?

Content and links previously contained in **myMenu**, **I need to...**, or on tiles have been strategically reorganized either directly on the new dashboard or the main navigation bar for high priority items.

Other items now have dedicated pages to allow more detailed viewing.

Will the new site be available in Spanish or other languages?

Yes. The member portal will be available in Spanish and Mandarin Chinese.

Will I need to create a new HealthSafe or One Healthcare ID?

No. If you already have an existing HealthSafe or One Healthcare ID, you will not need to create new ones.

Will the mobile app change too?

The UMR mobile app is not impacted by this portal update, but it is designed to complement the portal experience with a modern, intuitive design.

Can I watch a demo for this new portal?

Yes. Please [watch the demo video here](#).

Where can I submit feedback?

We appreciate any insights you may have that can help us improve your online experience. If you have feedback regarding the member portal, please select the blue [Feedback](#) button on the right-hand side of your browser.



Have further questions?

Please contact the customer service team by calling the toll-free number on your health plan ID card.

If you do not have your health plan ID card, call **800-826-9781**.