

HealthSafe ID® (HSID):

**A NEW WAY FOR
MEMBERS TO REGISTER
ON OUR UMR PORTAL**



A UnitedHealthcare Company

Summary of change

UMR is transitioning our portal secure login process to HealthSafe ID to stay up to date with the latest security protocols and user experience. A cloud-based platform, HealthSafe ID enables a secure, single sign-on with multi-factor authentication, high levels of PHI and HIPAA security, consumer alerts and notifications.

How will this affect our members?

Starting on **August 19**, members will no longer be able to use their existing login credentials, and will either need to:

1. Create a new HealthSafe ID to log in to umr.com or any other adaptive portal platforms
2. Use an existing HealthSafe ID to log in (possibly created for an Optum Rx or other UnitedHealth Group account)

When does the new HealthSafe ID implementation take effect?

The new login and registration process is scheduled to **go live on Friday, Aug. 19, 2022**, for all member users. Registered users will no longer be able to use their current login as of that date.

How will this be communicated?

We have provided a communication that you can share with your members. We are also communicating the change on our portal banners on umr.com. We will provide follow-up

communications after the go-live date to confirm the update has successfully deployed.

What is HealthSafe ID?

HealthSafe ID is a secure, centralized identity management solution that enables access to all participating UnitedHealth Group applications with a single login. Users have self-service tools to reset their password, recover their HealthSafe ID, and maintain their user profile and preferences.

Will this login change affect employer, provider and producer users?

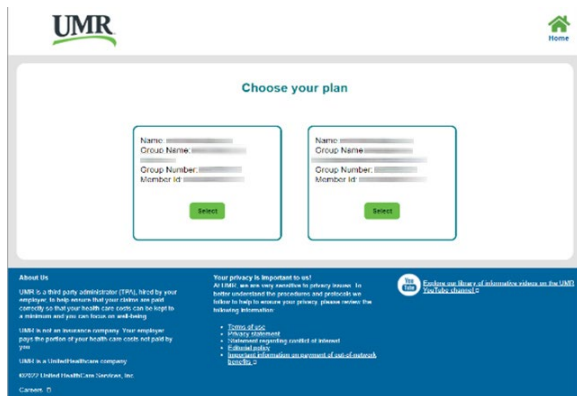
No. HealthSafe ID only applies to member users. Employer, provider and producer users use One Healthcare ID to log in to UMR's web properties and other UnitedHealth Group applications.

If our members use a single sign-on (SSO) from another site to access their UMR-administered benefits, will anything change?

No. There is no impact. They will continue to log in to their client specific site as they do today.

What if a member has more than one plan with UMR?

If a member has more than one plan, they have access to within the UMR systems, they will have the ability to select what plan they would like to view after they log in with HSID.



If someone bookmarked the current login (ex: umr.com login page), will that bookmark be broken?

No. They will be re-routed to the correct experience.

What benefit plans are impacted by this change?

This will affect all members that have medical, flex, dental, COBRA and disability accounts (or any combination).

Will the new registration process be in Spanish or other languages?

No. The HealthSafe ID registration and login experience is in English only.

Will members have the option to use their old/legacy login?

No. When we turn on HSID, all members will be required to create a HealthSafe ID or use an existing HSID to log in.

Can our plan choose to opt out?

No. This is a UnitedHealth Group requirement to ensure our portal is safe and secure.

If a member already has a HealthSafe ID, how will they know? Should they use their HSID from another site?

If a member knows their HSID, they can simply begin using it to log in to the portal.

If a member already has a HSID and tries to re-register, a notification will display letting them know they already have an account:

We found your HealthSafe ID. Your username is shown below. Please enter your password to continue. Or recover your password using security questions.

What if a member already has an HSID but doesn't remember what it is?

They can go through the "Forgot username or password?" flow on the sign-in page to recover it.

They can choose to recover their password by answering their previously selected security questions, or by text or phone.

The first-time users are routed to HSID, it's likely all members will assume they need to register. As they go through the registration process and HSID recognizes them, they will be asked to use their current HSID to sign in to umr.com.

How does a member update their HealthSafe ID information and security settings?

The member will need to log in to the portal and go into their Account Settings to make any changes.

There is a secondary, non-optimal experience where members could go to the HealthSafe ID website to update their account settings.

Can a member use the same email address to set up accounts for multiple family members?

No. An email address can only be associated to one HSID user login.

If a member becomes stuck, where can they get help?

The HealthSafe ID platform will display a toll-free number members can call for assistance with username or password issues. They will be asked to answer security questions to unlock their HSID account.

If we are unable to match the member in the eligibility system after they have entered their required information, such issues would be routed to a UMR service number. Example – A member was termed from the plan and didn't realize it.

What happens if a member gets locked out of their account?

They can choose to recover their login access by answering their previously selected security questions, or by text or phone.

Is this going to enhance my member's user experience?

It will be a more secure experience and will also provide a single, universal ID for all UnitedHealth Group applications. After they are logged in, the member experience will be the same.

Will mobile users also be affected by this change?

Yes. The transition to HealthSafe ID will apply to UMR's mobile website.

Can members use face ID or thumbprint technology on their mobile device?

Yes. These options are inherent to the individual's settings and the technology on their phone.

Will UMR Customer Service be able to help the member troubleshoot their registration process?

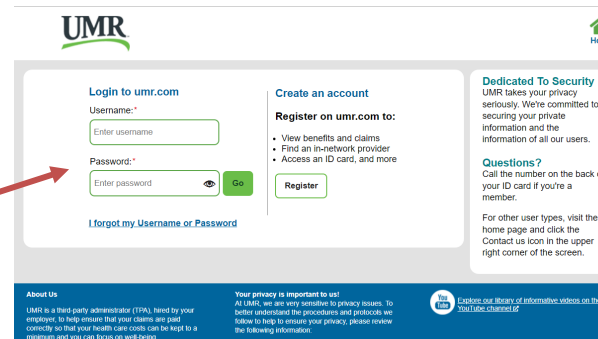
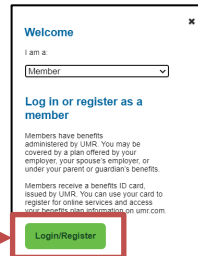
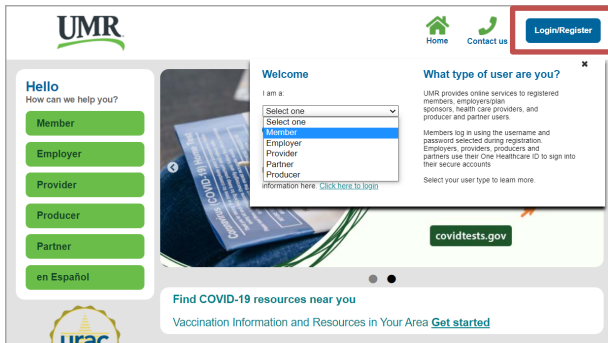
Our Customer First representatives (CFRs) and Plan Advisor service teams will still triage the questions. If it's an eligibility issue, they will be able to help. After initial triage, members may be re-directed to the HSID tech support.

What is multi-factor authentication?

Multi-factor authentication is an electronic authentication method in which a user is granted access to a website or application only after successfully presenting two or more pieces of evidence (or factors) to an authentication mechanism: knowledge (something the user and only the user knows), possession (something the user and only the user has), and inherence (something the user and only the user is). It protects the user from an unknown person trying to access their data such as personal ID details or financial assets.

When creating a HealthSafe ID account, users will be asked to select their preferred method of multi-factor authentication (email, text, call) to use any time they log in using a new device.

Current login experience



NEW login experience (starting Aug. 19)

