We've gone mobile

Access to your health benefits anywhere, anytime

UMR ℠

A UnitedHealthcare Company

As a UMR member, you can now access your benefit and claim information when you're "on the go" from your mobile device. Just use your mobile browser to log in using the same username and password that you use on our full site. What's even better — we've made it quick and easy! There's no app to download, nothing to install, no waiting.

Simplified navigation

Home – Return to the main menu.
Menu – Display the menu.
Gear – Log out or learn more about UMR and our mobile site.

What's new
Find out about new tools and information to help you live a healthier life.

Need help?
Click the question mark any time you are confused about a term or benefit and get an explanation.

Log in
Log in here to get instant access to all our mobile inquiry tools.

Look up claims
Look up a claim for yourself or an authorized dependent.

Find a provider
Need to find a doctor fast? Access an alphabetical listing of network providers.

Check your benefits
View medical and/or dental benefits, as well as persons covered.

Phone screen content

Hello Cade Blank
Group number: 76888888
Member ID: 99934427

Claims
Benefits and coverage
Account balances
ID card
Find a provider

$50.00 Urgent Care

View, scan or fax your ID card
View your ID card, allow your provider to scan the on-screen bar code for instant access to your benefit information and/or fax a copy to a provider.

Find a provider
Find an in-network provider while you are "on the go".

Access account balances
Look up balances for your HRA and flex accounts.

Note: *The images above reflect available features within our mobile site. These features may or may not be available to all users depending on your individual and/or company benefits.*

Top 10
questions

1 What can I do on the mobile site?

You can:
- Find an in-network provider
- Look up claims for yourself or your authorized dependents
- View your medical and dental benefits (if applicable), as well as coverage levels and persons covered
- View your ID card, allow providers to scan the on-screen bar code for instant access to your benefit information and/or fax a copy to a provider
- Look up your account balances for health reimbursement accounts (HRAs) and flexible spending accounts (FSAs) (if applicable)

2 Is it secure?

To protect information between your mobile device and our Web servers, UMR uses strong encryption technologies to protect all exchanges of information via our Web site that are considered private or confidential. We also use rigorous security technologies, including passwords, to make sure that visitors to our Web site, where private or confidential information is available, are authorized to do so. Finally, we employ other measures, including firewalls, intrusion detection and prevention, and Web site monitoring, to protect our systems and networks against any unauthorized access and to ensure that your information is safe and secure.

3 Can my employer or provider use the mobile site to access information about my benefits or claims?

No, our mobile site supports only members at this time. However, your employer and provider have the option to be redirected from the mobile site to the full site.

4 Will your mobile site work on my device?

Our site has been tested on a variety of the devices that are most popular among our desktop users and within the marketplace as a whole. However, due to the vast proliferation of devices throughout the industry, we cannot guarantee that all functions and features can be used on every device.

If you are having trouble accessing or logging into our mobile site, contact the 800 number on the back of your ID card for fastest service. You can also click the Contact us link on the home screen.

5 Is the mobile site bilingual?

No, however we offer help notes in Spanish.

6 Can I still get to the full site from the mobile site?

Yes, you can access the full site, at any time, by touching the Full site link at the bottom of any page.

7 Is the mobile site the same as the full site?

No, to optimize your mobile experience, the display of information on our mobile site is specifically designed for ease-of-use on a mobile device. You will discover a fresh new display with easy-to-understand graphical displays of summary level and detail information at your fingertips. Navigation is easy using simple icons that allow you to go to the Home page or Menu, get help and to log out.

8 What is the URL for the mobile site?

To access our mobile site, you can simply use your mobile browser to go to www.umr.com. When our Web site detects that you are using a mobile device, you will be automatically re-directed to our mobile site.

9 Do I have to download an app to use it?

No, when you are using your mobile device you will be automatically re-directed to our mobile site. Our mobile site is not an "app", there is nothing to download – it's ready for use.

But, what if I want an "app-like" icon on my home screen? If you have an iPhone, you can add an icon to your Home Screen by clicking the icon and selecting **Add to Home Screen**.

10 Who can use it?

Any member who has registered for online services on **umr.com** can access the mobile site from a mobile device. If you are not yet registered for online services and want to use the mobile site; just register for online services on our full site at www.umr.com. Once registered, you will automatically be re-directed to our mobile site to log in using your phone.