

Register at myuhc.com

Activate your myuhc.com account and download the [UHC Global app](#)



Activate



Features



Coverage and Benefits

View and print your ID card and view the coverage types available under your policy, such as medical, dental and vision



Pharmacies and Prescriptions

Look up medication information from 'Find & Price*', and verify coverage for your prescription



Health Resources*

Locate "how to" guides and videos, and links to helpful websites



Account/Profile

Enter and edit your bank account information within 'Account Settings'* to enable direct deposit for claims reimbursement

*Some functionality may only be available on myuhc.com and not on the UHC Global app.

Learn more about how to make the most of your myuhc.com experience.

Watch video



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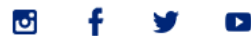


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How to access care in the U.S.



You have access to quality healthcare resources to support all of your health-related needs around the globe. However, [using your health plan](#) and accessing care in the U.S. is different from many places around the world. The following information can get you started with the basics of how your plan works and give you an idea of what you can expect.

The 4 things you need to know about healthcare in the U.S.

1. Find a provider. Be sure to [choose a provider](#) that best meets your needs.
2. Compare your care options. Getting care at the place that may best fit your condition or situation may save you time and money compared to an emergency room (ER) visit. It is best to [compare your options](#). Watch a [short video](#) for additional information on accessing care in the U.S.
3. Know where to go for care. If you believe you have a life-threatening condition, call 911 or go to the ER. For everything else, it may be best to contact your primary care provider (PCP), setup a [Virtual Visit](#), or go to urgent care.
4. Know your transition of care options. As a new member, you have the option to request extended coverage for care from your current, out-of-network health care professional for a limited time, due to a specific medical condition, until the safe transfer to a health care professional in the UnitedHealthcare network can be arranged. To learn how to make a transition of care request, call the phone number on the back of your ID card or [email us](#).

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Accessing care in the Middle East



Our extensive global network alliances are designed to provide members with local solutions for accessing and managing health care needs. Gain access to an extensive network of health care providers through **AI Sagr Insurance Company (ASNIC)**.

Location

Bahrain, Jordan, Kuwait, Lebanon, Kingdom of Saudi Arabia, Oman, Qatar, United Arab Emirates

What you need to know:

- You may receive the following directly by mail or from your employer:
 - Welcome letter
 - Separate ID card
 - Table of Benefits
 - Mobile app information
- Visit [ASNIC's member site](#) to find member documents, locate a provider, submit a claim and other helpful information
- For in-region assistance contact the Asnicare Regional Service Center using the number on your ASNIC ID card or found in the Nextcare mobile app

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Accessing care in Australia



Our international network of providers is designed to provide you with access to quality care while on assignment. Gain access to an extensive network of health care providers through **nib Health Funds (nib)**.

What you need to know:

- You will receive a separate ID card from nib
- nib will contact you by email to help get you on the right plan based on Australian Medicare eligibility and/or visa status
- Visit nib.com.au/uhc to find important documents, locate a local provider, submit a claim and more
- For assistance in Australia, contact the nib service center at 1.800.842.438 or via [email](#)

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Accessing care in Canada



Our international network of providers is designed to provide you with access to quality care while on assignment. Gain access to an extensive network of health care providers through **Cowan Insurance Group**.

What you need to know:

- You will receive the following by mail:
 - Welcome letter
 - Separate ID card
 - Table of Benefits
 - Instructions on how to confirm your provincial plan eligibility status. If eligible, Cowan will guide you through the application process for the appropriate provincial plan.
- Create an account at clients.cowangroup.ca. Here you will find important documents, locate local providers, submit claims and more.
- For assistance in Canada, contact the Cowan service center at +1.844.974.1469 or via [email](#)

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Connect to a doctor whenever, wherever



Virtual Visits let you to talk with a provider 24/7 for common urgent care needs, or when your primary care provider (PCP) is not available. Many providers can also prescribe some medications for you to pick up at your local pharmacy.* Best of all, Virtual Visits are available at no cost to you and are a convenient and faster way to get care. To get started:

1. Login to myuhc.com
2. Select 'View United States' to access your U.S. benefits
3. From 'Find Care', select 'Virtual Care' to choose a virtual visit provider
4. Register:
 - Visit the provider's site or download the app. Complete the required fields using your ID card.
 - When using Virtual Visits services outside the U.S., download the Teladoc app. Select the U.S. state you were originally on assignment in when prompted to enter your location.
5. Schedule an appointment

Please note: 24/7 Virtual Visits providers are not able to order testing or provide vaccinations for COVID-19. Virtual providers can help answer questions about COVID-19 and can provide many aspects of care for acute conditions, such as COVID-19 symptoms.

Learn more about [Virtual Visits](#).

* Providers may not prescribe medications in all geographies.

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1. Download the Global Telecare app by Teladoc from your favorite app store
2. To register with Global Telecare, complete the required fields and use your Member ID in the access code field
3. Schedule an appointment
4. No matter where you travel, you can continue to use the Global Telecare app for Virtual Visit services

Please note: 24/7 Virtual Visits providers are not able to order testing or provide vaccinations for COVID-19. Virtual providers can help answer questions about COVID-19 and can provide many aspects of care for acute conditions, such as COVID-19 symptoms.

Learn more about [virtual visits](#).

Learn more about the benefits and features of Global Telecare [here](#).

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Submit and check the status of a reimbursement claim



When you receive medical care, the provider may require you to pay for your care at the time of service. To be reimbursed for those services it is important to file a claim. If you have not already activated your myuhc.com account, you will need to register before you can file a claim online.

1. Log in to myuhc.com or your UHC Global mobile app
2. Click 'Submit a Claim'
3. Enter the required information about the person who received care, the health care provider and the claim being submitted
4. Upload information about the care received
5. Submit your claim. Be sure to confirm your preferred method for reimbursement. A confirmation page will appear with a submission ID number.

To check your claims status, log in to myuhc.com or your UHC Global mobile app and select 'View Claims.'

To see details of how your claim was processed, view your Explanation of Benefits (EOB). Here is a [guide](#) for how to read your EOB.

Note: Each claim is different and processing times vary, but most claims are processed for payment within 14 business days. Payment processing times vary by payment method and banking institution, but in general should take no longer than 7 additional business days.

Learn more about how to submit an insurance claim [here](#).

Watch video



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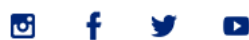


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Help for managing chronic conditions



The **Health Management Program** is designed and staffed especially for globally-mobile individuals, with focus on alleviating health-related anxieties for you and your family. Clinicians provide targeted support and assistance and help families overcome the challenges of accessing care and resources for complex, high-risk conditions.

Learn how the Health Management Program provided personalized support and medical assistance for an individual at their time of need.

To enroll in the Health Management Program, call the phone number your ID card or via **email**.

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Support for your body and mind



The challenges you face each day may feel overwhelming. When they do, your home life, your happiness and performance at work all can suffer. Here are 3 services that are part of your benefit plan that are designed to help nurture your body and mind when you feel overwhelmed, stressed or need support.

1. **Employee Assistance Program (EAP)** provides support for those everyday challenges and for more serious problems. It's available around the clock anytime you need it and is available at no cost to you.
2. **My Wellbeing**, a digital health platform, is designed to help you create and sustain positive behavioral changes and inspire the development of healthy habits for life.

Available at mywellbeingsolution.com. Enter Company Access Code: uhcglobal. Download the Optum® My Wellbeing app from your favorite app store.

3. In the U.S., we have an extensive network of behavioral health providers like psychiatrists and psychologists, and many offer virtual therapy for 1-on-1 support at a time that's convenient to you.

To find a behavioral health provider, sign in to myuhc.com. Then, go to Find Care > Behavioral Health Directory and contact the provider to set up an appointment.

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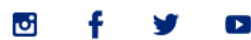


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