

UnitedHealthcare Freedom Plans

Employer Checklist

For employers with renewal dates of October 2021 - January 2022.

Follow this checklist to help ensure a smooth process for you and your employees as your group coverage moves to UnitedHealthcare, and will be known as **UnitedHealthcare Freedom Plans**.

Tell Your Employees

Share the news about **UnitedHealthcare Freedom Plans** with your employees.

Visit [whyuhc.com/freedom](https://www.whyuhc.com/freedom)

Encourage your employees to visit our custom **pre-member** website to get to know **UnitedHealthcare Freedom Plans** better. Employees can conduct a provider search, review a Prescription Drug List (PDL) and learn more about UnitedHealthcare member programs and services.

Respond to Registration Invitation for New Employer Website

Watch your email box for an invitation to register on your new employer website, [uhceservices.com](https://www.uhceservices.com). If you do not receive a registration email you can contact us at **1-866-764-7735** for help.

Watch for New Health Plan ID Cards

Make sure your employees are aware new Health Plan ID cards are on their way. Remind your employees they need to present their new card the next time they visit the doctor or pharmacy once the policy renews.

Register for New Member Website

Make your employees aware of their new member website, [myuhc.com](https://www.myuhc.com)[®]. Members should register on the new website once the policy renews.

Pay Outstanding Premium Balances

Continue conducting business as usual using the current Tufts Health Freedom Plan employer portal, payment lock box, and billing services phone numbers until your policy renews. Make sure you pay any outstanding premium balances as they will not transfer to your new policy, but will still be owed.

If you have retroactive additions, changes and/or terminations you may receive two invoices, one from UnitedHealthcare and one from Tufts Health Freedom Plan, based on the date of the change. Please follow the directions on each invoice regarding payment methods.

○ **Notify Your Third-Party Administrator(s)**

If you use a third-party administrator (TPA) to submit your monthly eligibility files or make premium payments, you must notify the TPA of your new health plan carrier and Group ID number prior to renewal.

○ **Set Up Automated Payments on uhceservices.com**

Upon **UnitedHealthcare Freedom Plans** becoming your health plan administrator, you can set up automated payments through the **Billing & Payment** section of uhceservices.com. To establish your new agreement to enable automated monthly payments or simply pay online, follow the steps below.

1. Go to the **Billing & Payment** tab of the uhceservices.com.
2. Select **Payment Method** at the top of the page.
3. Click on the appropriate **Payment Method** button.
4. Confirm your information is accurate by clicking **I agree**.
5. If you have an ACH debit block or filter, contact your bank and add company ID#1411289245 as allowable. This will prevent the return of your payment and having your account be past due.

You will receive both paper and electronic invoices. To turn off paper invoices, call **1-866-764-7735**.

Learn more

Contact your broker or call Client Services at **1-866-764-7735**. If your employees have questions, they can call the number on the back of their ID card.