

# Welcome to UMR

Take a few minutes  
to learn more about  
your plan

Oklahoma County Health Plan Participants:  
Effective 7/1/24 UMR will be the Medical TPA that pays your medical claims.

At UMR, our job is to support you and your family as you engage in your **Oklahoma County Employee Benefit plan**. We're here to guide you in your health care experience and help you live a healthier life.

## About your ID card

Your card includes your member ID number and network information that provides important details your health care providers need to file claims for services you receive. Using your ID card also ensures you get discounted rates from in-network doctors, clinics, and hospitals.

Make sure to show your new ID card on your next health care visit or trip to the pharmacy. You can carry your actual ID card, or you can access this card anytime by signing in to the UMR app.

If you have questions along the way, simply call the member services number on your card. You'll be connected to a team of individuals assigned to answer any questions you have about your plan.

## Use your card to create an online account

Creating an account is easy. Just go to **umr.com** on your mobile or desktop browser or download the UMR app from the Google Play or App Store. You'll be asked to enter some information from your ID card, so make sure you have it handy.

Once you've logged in, you can:

- Look up in-network providers
- View your benefits and claims information
- Chat with or message a UMR customer service team member
- Review your financial accounts
- Order additional ID cards
- Find tools for improving your health

## You may be asked for other insurance

Are you or your dependents covered under more than one medical plan? Is UMR the only coverage for you and your dependents? If so, UMR needs to know. This information is used to apply benefit determinations timely and accurately.

UMR requires you to give us updated information about other insurance every year. Even if you or your dependents aren't covered under another medical or dental plan, we still need to know.

Updating other insurance information is easy. Simply call our automated phone number at **866-586-0613** or sign in to your UMR account and submit your information online via an electronic form.

## Do you need to talk with us?

There are lots of ways for you to connect with UMR. Use the option that works best for you:

1. Call the customer service number on your ID card.
2. Live chat by signing in to **umr.com** or opening your UMR app.
3. Send us a message by going to **umr.com** or the UMR app and selecting Contact us. It's an easy way to exchange documents and files.

We are looking forward to working with you. Our goal is to provide prompt, courteous and efficient claim administration services to all **Oklahoma County Employee Benefit** plan members.

