

Member Website Preview Experience

Overview: New Members are able to access their member website early and will have access to a small subset of resources and tools located on the site. They can do this after they receive their member card. The full member website experience will naturally be available after the member's coverage starts (similar to current state).

Key features:

- Find providers or pharmacies in the area
- Sign up to get some of the plan documents delivered online
- View important plan documents like the Drug List (Formulary) and plan benefit information
- Complete Health Assessment
- Explore Renew by UnitedHealthcare, our member only Health & Wellness Experience
- *Note: Not all features are available for all plans*

Outcome goals: Allow members to access part of the member website prior to effective date so members can learn to use it and self service various pieces

Members in Scope:

- UHC and AARP MA, MAPD and PDP members
- All SNP members
- Future Access: PFFS members



Member Website Preview Experience, FAQ

When can the member access the site?

After members receive their member ID card they can register on the member website

Who can access the site?

- UHC and AARP MA, MAPD and PDP members
- All SNP members
- Future Access: PFFS members

Is the website the same as the full site?

The site is the same as the full member website but only parts that are relevant to the member at this time are available to view like finding a provider, viewing documents, and viewing benefits

When will the member have full access to the site?

If a member registers for the preview experience they will automatically have access to the full site after their effective date

What if the member has questions?

Direct members to call the number on the back of their member ID card.

