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My Account
Create Account

UnitedHealthcare®

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Overview

Overview

My Account allows insured members to access insurance information online 24/7/365!

Our website, **www.UHCSR.com**, provides secure online access to coverage information, print-friendly ID cards, and claims status including associated correspondence.

This user guide provides a road map for users setting up their online account for the first time, and those who have forgotten their user name or password.
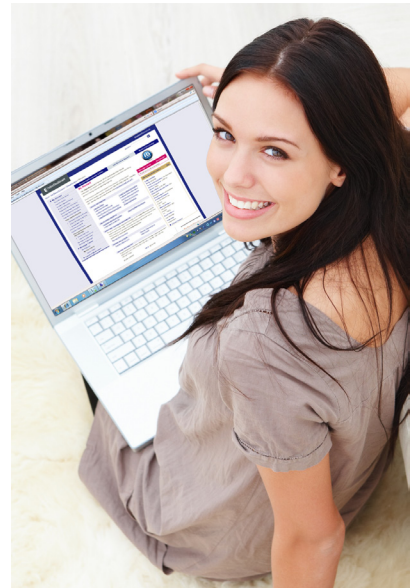
UnitedHealthcare®

My Account Features

Use *My Account* to manage your health coverage online! Once you've created your *My Account*, you may:

- ➤ View coverage details

- ➤ View/print your ID Card, or request one be mailed to you

- ➤ Look up network providers

- ➤ Check claim status and Explanations of Benefits (EOB)

- ➤ Update personal information such as your email or mailing address

- ➤ Review Message Center electronic notifications

    - ✦ Certificates of Creditable Coverage (COCC) — based on state requirements

    - ✦ Claims Letters

        - ▪ Claims Acknowledgement Letters

        - ▪ Letters requesting information for processing of claims

        - ▪ Notifications of request for information from Providers necessary for processing of claim

    - ✦ ID Card notifications

- ➤ Provide other insurance information or accident details

- ➤ Submit or manage Personal Representative Appointments

- ➤ View Prescription Plan Information (if applicable)

    - ✦ Locate a participating pharmacy

    - ✦ Review the latest tier status list

- ➤ Review information about Value Added Benefits that may be associated with your insurance coverage (if applicable)

Create an Account

Go to **www.uhcsr.com** in your web browser. This URL takes you to the UnitedHealthcare **Student**Resources home page, from which you are able to access a comprehensive suite of tools. From the home page, you may create an online account by clicking the *Create Your Online Account Now* link in the **Direct Links** section on the right side of the screen.

This brings you to the first step in the Create an Account process.

Enter your first name, last name, and date of birth in the fields provided.

Next, indicate which value you want to use to verify your identity and set up your account: Email Address, School Assigned ID, or SR ID, and enter the information in the box below (the box changes based on the selection you make).

NOTE: Your SR ID number is the 7-digit identification number found on your UnitedHealthcare **Student**Resources Medical ID Card.

NOTE: If you use your email address in the account creation process, you will need to use the same email address provided to us during the enrollment process. If you enrolled online, use the same email address you used when you enrolled. If you enroll through your school, use the same email address your school has for you. We'll use that email address in the matching process to ensure we match you with the correct claim information. If we don't find a match in our system for the email address you provide, you'll receive a message instructing you to call our Customer Service Department where they'll assist you in creating your account.

UnitedHealthcare — StudentResources

SEARCH [ ] GO

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College Students
- Login to My Account
- Create an Account
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- Helpful Resources & Forms
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College Parents

Clients

Providers

Student Health Insurance & Plans	Self Service & Support	Request Information

Create Your Account (Step 2 of 2)

Your online account set up is almost complete.

If you want to change the email address we have for you in our system, you can do that now by entering the new email address, and confirming it. Then, just choose a Username and Password and click on the Submit button at the bottom of this page to complete your account set up.

Once your account is created, you can login at any time to check claims status, locate a network provider, print an ID card, update your personal information, and more.

Passwords must contain eight to twelve characters.

Passwords must meet 3 of the 4 rules below:

1. Must contain an uppercase character
2. Must contain a lowercase character
3. Must contain a numeric character (0-9)
4. Must contain a special character (e.g., ?, %, *, $, etc.)

Passwords must not contain the Username.

*Required Fields

First Name:	Earl
Last Name:	Hickey
Date Of Birth:	8/17/1975

SR ID: 2001642

Email Address: * [   ]
Confirm Email Address: * [   ]

Username: * [   ] (Between 6 and 30 alpha-numeric characters)
Password: * [   ] (See instructional text above for Password rules)
Confirm Password: * [   ]

Note: Your username and password will be used on future visits to this site. Please make sure to record them.

In step two of the process, you can change or update your email address and will be required to choose a user name and password.

Your user name must be between 6 and 30 alphanumeric characters. Your password must contain between 8 and 12 characters, and meet at least three of the following four rules:

➤ Contain an uppercase character

➤ Contain a lowercase character

➤ Contain a numeric character (0–9)

➤ Contain a special character (e.g., ?, %, *, $, etc.)

You will use this user name and password to log into the site during future visits, so please be sure to record them.

NOTE: Please note that by logging into your account, you're consenting to electronic delivery of correspondence from UnitedHealthcare **Student**Resources. If you would like to receive paper communications by mail, you may go to *My Email Preferences* to indicate your preference. You must have a valid mailing address on file.

Click the [Submit] button at the bottom of the page.

Account Creation Success

Upon successful creation of your online account, you'll see the following confirmation screen.

Additionally, an email will be sent to the address provided as further confirmation of successful account creation.

My Account Password Reset

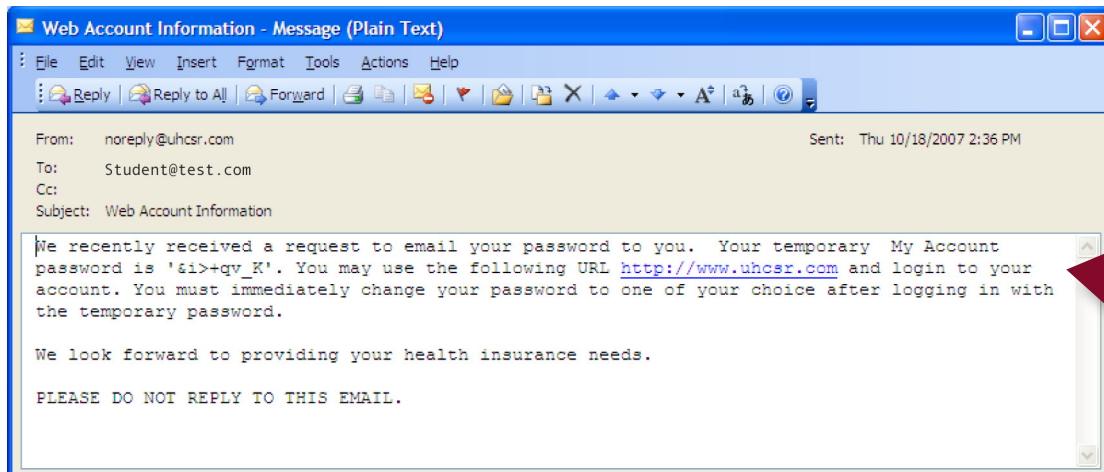If you've forgotten your user name or password, click the link on the *Login Page*.

Forgot User Name or Password

If you've forgotten your user name or password, click the appropriate button, and provide your first name, last name, and email address.

If a match is found, we'll email your information to the address provided when you set up your account. You'll be given a temporary password that must be changed once you log back into your account.

Click the link in the email message you receive, and log into your account using the password provided in the email. You'll be instructed to change your password upon successful log in.

If no match is found, you'll see the following message instructing you to try again, or call our Customer Service department for further assistance: