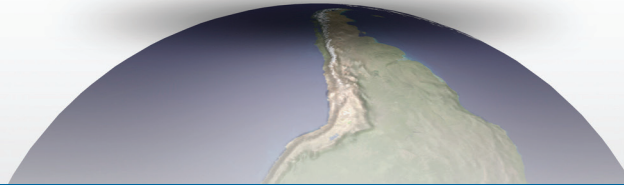


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My Account for SACM Participants **Create Account**



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Overview

My Account allows covered participants to access benefit information online 24/7/365!

Our website, www.UHCSR.com/SACM, 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.

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My Account Features

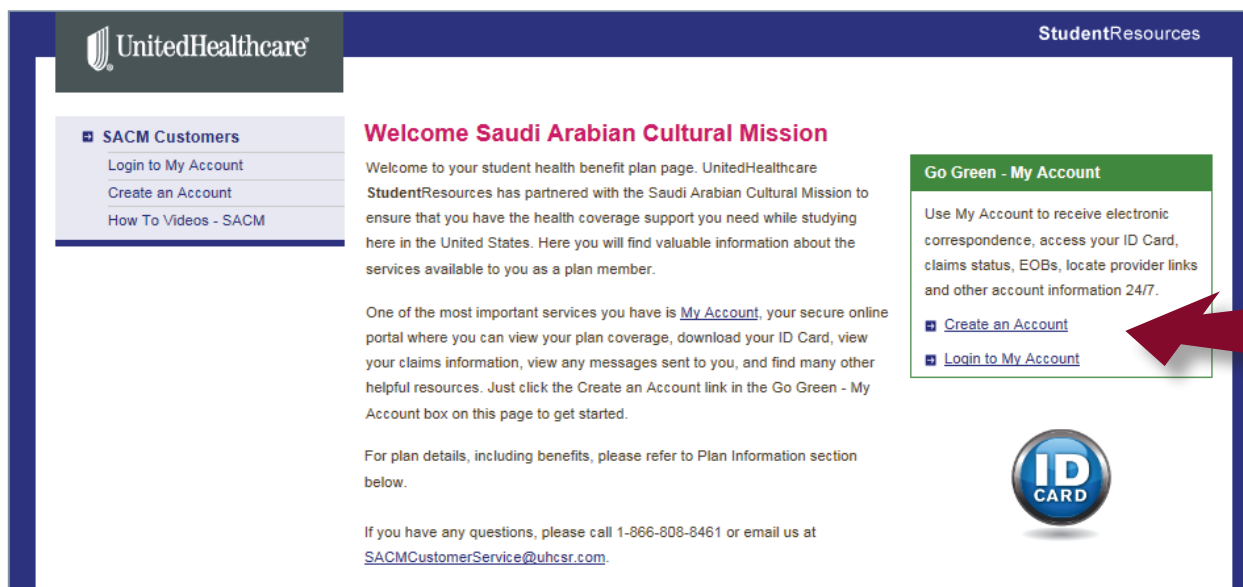
Use **My Account** to manage your health coverage online! Once you've created your **My Account**, you may:

- 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)
- Review your personal information such as your email or mailing address
 - ◆ If we don't have your U.S. mailing address, be sure to update it in the SACM Database, through the Ministry of Higher Education student portal/Safer as soon as possible
- Review Message Center electronic notifications
 - ◆ 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 accident details
- Submit or manage Personal Representative Appointments
- View Prescription Plan Information
 - ◆ Locate a participating pharmacy
 - ◆ Review the latest tier status list
- Review information about Value Added Benefits associated with your benefit coverage (if applicable)



Create an Account

Go to www.uhcsr.com/SACM in your web browser. This URL takes you to the UnitedHealthcare **StudentResources** welcome page for the Saudi Arabian Cultural Mission, from which you may access a comprehensive suite of tools. You may create your online account by clicking the **Create Your Online Account** link in the **Go Green - My Account** section on the right side of the screen.



The screenshot shows the UnitedHealthcare StudentResources website. The header includes the UnitedHealthcare logo and the text "StudentResources". The main content area is titled "Welcome Saudi Arabian Cultural Mission" and contains the following text:

Welcome to your student health benefit plan page. UnitedHealthcare StudentResources has partnered with the Saudi Arabian Cultural Mission to ensure that you have the health coverage support you need while studying here in the United States. Here you will find valuable information about the services available to you as a plan member.

One of the most important services you have is [My Account](#), your secure online portal where you can view your plan coverage, download your ID Card, view your claims information, view any messages sent to you, and find many other helpful resources. Just click the Create an Account link in the Go Green - My Account box on this page to get started.

For plan details, including benefits, please refer to Plan Information section below.

If you have any questions, please call 1-866-808-8461 or email us at SACMCustomerService@uhcsr.com.

The "Go Green - My Account" section on the right contains the following text:

Use My Account to receive electronic correspondence, access your ID Card, claims status, EOBs, locate provider links and other account information 24/7.

- [Create an Account](#)
- [Login to My Account](#)

A red arrow points to the "Create an Account" link. Below this section is an "ID CARD" icon.

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

Enter your First Name, Last Name, Date of Birth and National ID in the fields provided and click continue.

UnitedHealthcare StudentResources

SACM Customers
Login to My Account
> Create an Account
How To Videos - SACM

Create Your Account (Step 1 of 2)

The following information is required to create your online account. You must provide your National ID so that we may verify your identity.

First Name: * *Required Fields
Last Name: *
Date Of Birth: * (eg. dd/mm/yyyy)
National ID: *

CONTINUE

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In step two of the process, you can change or update your email address and are required to choose a user name. Your user name must be between 6 and 30 alphanumeric characters.

UnitedHealthcare StudentResources

SACM Customers
Login to My Account
Create an Account
How To Videos - SACM

Create Your Account (Step 2 of 2)

Your online account set up is almost complete. Choose a Username and click the Submit button to complete your account set up and receive a temporary PIN.

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

First Name: *Required Fields
Last Name:
Date Of Birth:

SR ID:
Email Address: *

Username: * (Between 6 and 30 alpha-numeric characters)

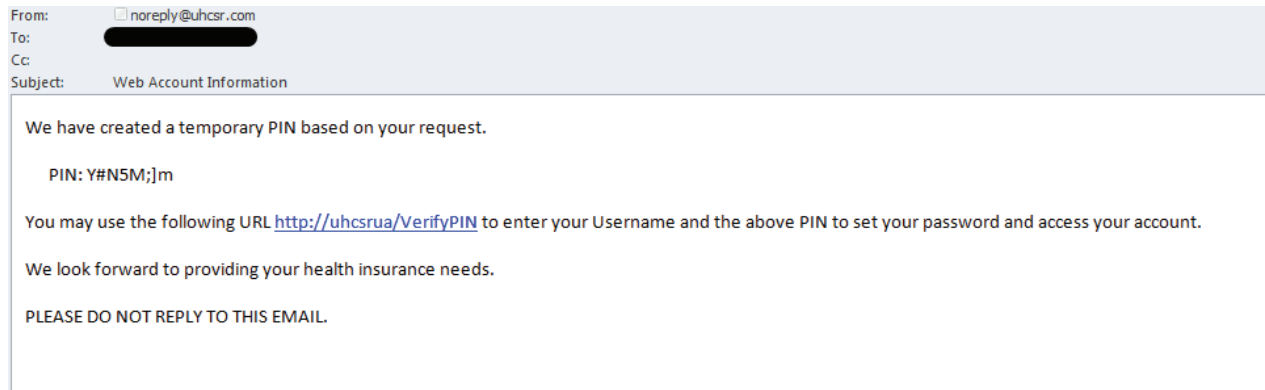
Note: Your Username will be used on future visits to this site. Please be sure to record it.

SUBMIT

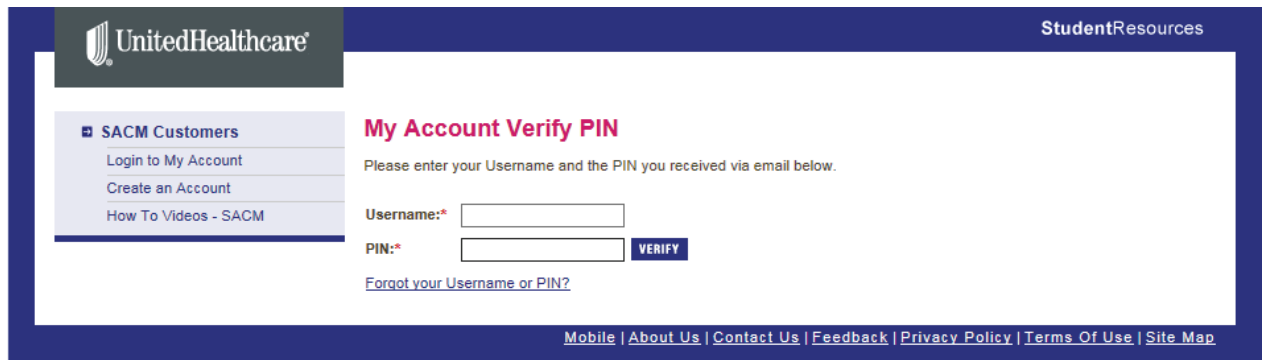
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Click the submit button to complete your account set up.

You will receive a return email that contains a PIN. You will use this PIN to confirm your account on the next screen.



Enter the Username you chose in Step 1, and the PIN you received via email, and click [Verify].




You will be asked to create your password. Your password must contain between 8 and 12 characters, and meet at least 3 of the following 4 rules:

- Contain an uppercase character (A, B, C, etc.)
- Contain a lowercase character (a, b, c, etc.)
- Contain a numeric character (0-9)
- Contain a special character (e.g., ?, %, *, \$, etc.)

You will use this username 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 StudentResources. 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 U.S. mailing address on file.

Click the [Submit] button to be taken to your My Account home screen.

StudentResources

Create Password

Please complete the information below to create your password.

Passwords must contain 8 to 12 characters.

Passwords must meet 3 of the 4 rules below:

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

Passwords must not contain the Username.

Passwords must be different from the last ten passwords used.

Re-enter PIN: * *Required Fields

New Password: *

Confirm New Password: *

ELECTRONIC DELIVERY CONSENT:

UnitedHealthcare StudentResources now provides Electronic Delivery. By logging in to your account, you are electing to receive these communications electronically, including Explanation of Benefits, Claim Letters, Coverage Letters, and other important information.

We will communicate electronically with you by email or through this website when applicable. When we post communications to your account, you will be notified by email. If you choose not to go Green, you can choose to receive paper communications by mail at any time. Go to My Email Preferences to change your preference, you must have a valid mailing address on file.

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My Account Password Reset

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

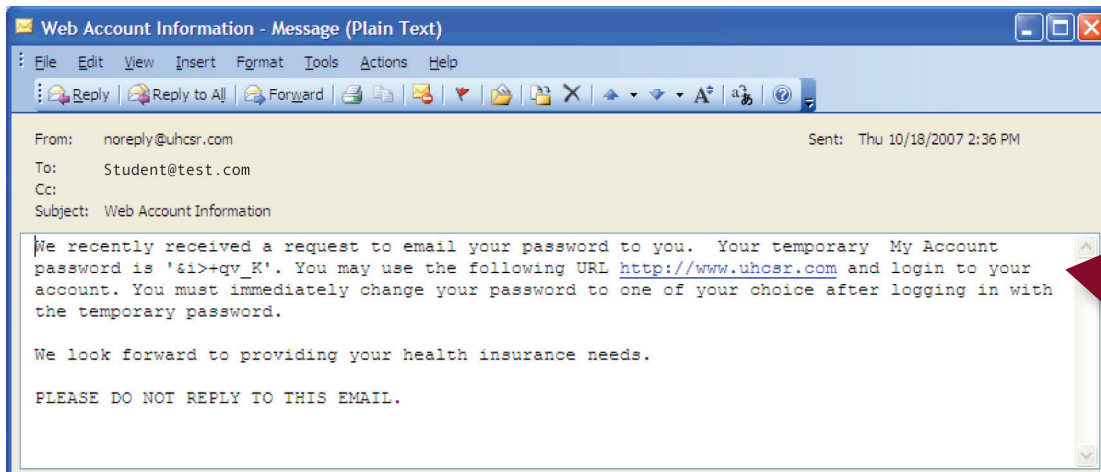
The screenshot shows the UnitedHealthcare StudentResources website. The page title is "My Account Login". It features a navigation menu on the left with categories like "College Students", "College Parents", "Clients", and "Providers". The main content area includes a "My Account Login" section with a "Forgot your ID or password?" link. A red arrow points to this link. The page also has a search bar and a "GO" button.

Forgot User Name or Password

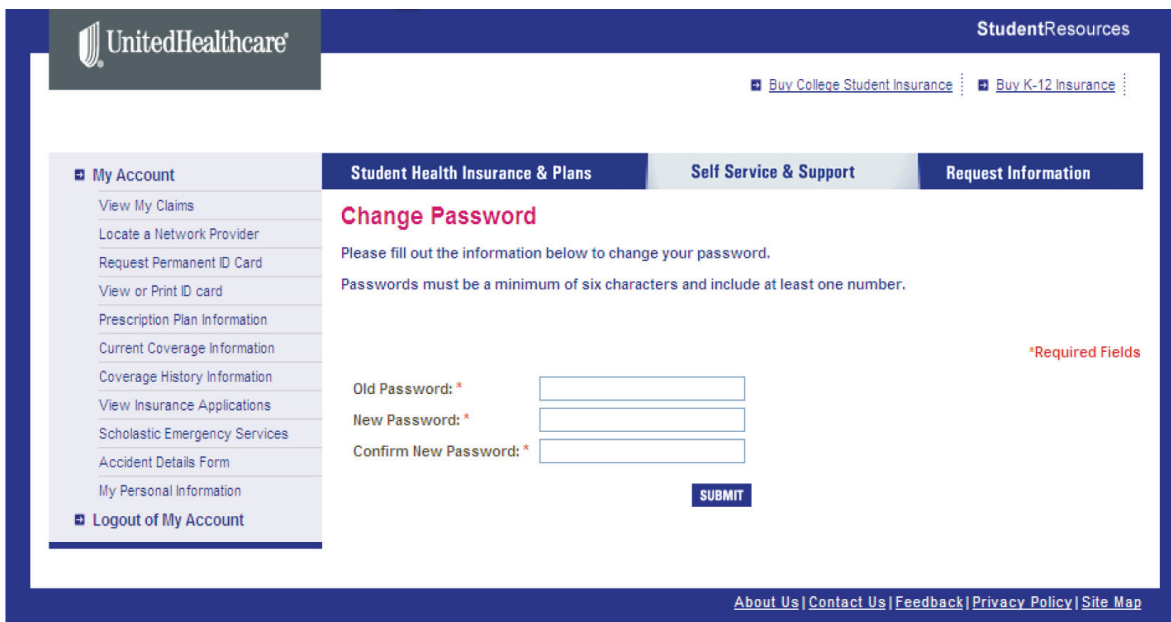
If you've forgotten your user name or password, click the appropriate button, and provide your first name, last name, and email address.

The screenshot shows the UnitedHealthcare StudentResources website. The page title is "Forgot Username / Password". It features a navigation menu on the left with categories like "College Students", "College Parents", "Clients", "Providers", and "K-12 Parents". The main content area includes a "Forgot Username / Password" section with two radio buttons: "Forgot Username" and "Forgot Password". Below the radio buttons are three text input fields for "First Name", "Last Name", and "Email Address", each with an asterisk indicating it is a required field. A "SUBMIT" button is located at the bottom right of the form. The page also has a search bar and a "GO" button.

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:

The screenshot shows the UnitedHealthcare StudentResources website. The top navigation bar includes the UnitedHealthcare logo and the text 'StudentResources'. Below the logo are links for 'Buy College Student Insurance' and 'Buy K-12 Insurance'. The main content area has a sidebar with navigation options: College Students (Login to My Account, Create an Account, Find My School's Plan, Helpful Resources & Forms, Health Insurance 101, FAQs), Clients, Providers, and K-12 Parents. The main content area is titled 'Student Health Insurance & Plans' and 'Self Service & Support'. The current page is 'Forgot User Name / Password'. The page contains the following text: 'If you have forgotten your user name or password, we're happy to remind you. Just select Forgot User Name or Forgot Password, and enter the information requested. If a match is found, we will email the information to the email address you provided when setting up your account.' Below this is an error message: 'We are unable to verify your information. Please try again or call Customer Service at 1-800-767-0700 (7:00 AM – 7:00 PM, CST, Monday through Friday).' There are two radio buttons: 'Forgot User Name' (selected) and 'Forgot Password'. Below the radio buttons are three input fields: 'First Name: *', 'Last Name: *', and 'Email Address: *'. A 'SUBMIT' button is located below the input fields. At the bottom of the page are links for 'About Us', 'Contact Us', 'Feedback', 'Privacy Policy', and 'Site Map'.

UnitedHealthcare StudentResources

Buy College Student Insurance Buy K-12 Insurance

College Students Student Health Insurance & Plans Self Service & Support Request Information

Login to My Account
Create an Account
Find My School's Plan
Helpful Resources & Forms
Health Insurance 101
FAQs

Clients
Providers
K-12 Parents

Forgot User Name / Password

If you have forgotten your user name or password, we're happy to remind you. Just select Forgot User Name or Forgot Password, and enter the information requested. If a match is found, we will email the information to the email address you provided when setting up your account.

We are unable to verify your information. Please try again or call Customer Service at 1-800-767-0700 (7:00 AM – 7:00 PM, CST, Monday through Friday).

Forgot User Name *Required Fields
 Forgot Password

First Name: *
Last Name: *
Email Address: *

SUBMIT

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