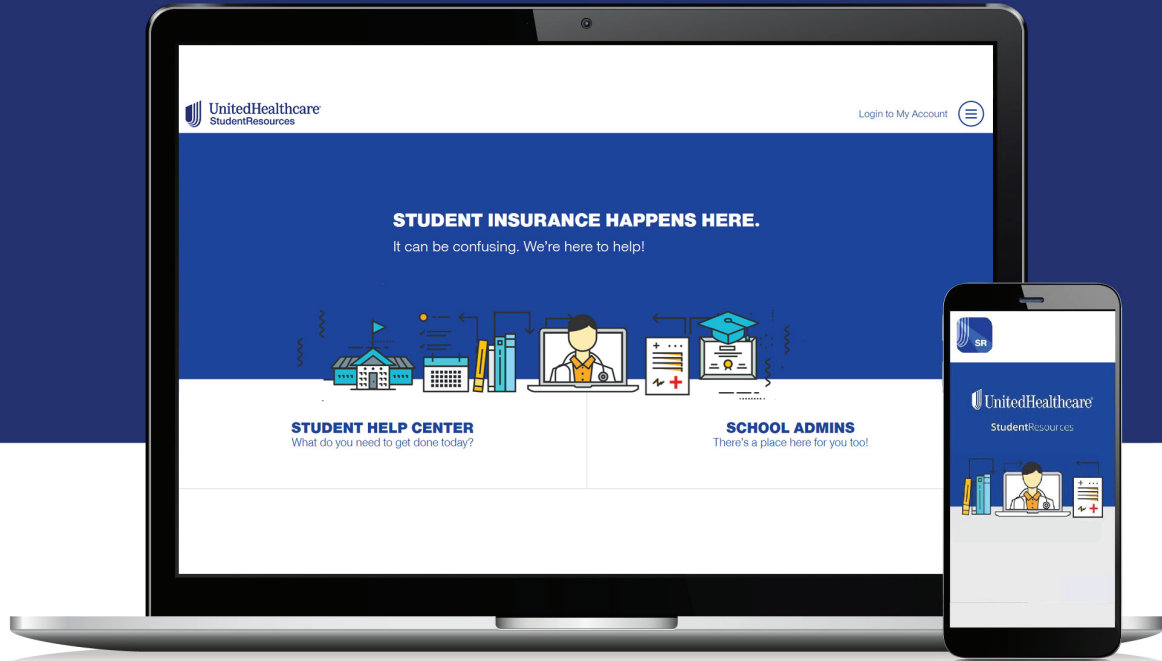




Welcome to the uhcsr.com



My Account for SACM Participants Create My Account

United
Healthcare®



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 for 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,

- View coverage details
- View/print your ID Card or request one be mailed to you
- Look up network providers
- Submit claims, check claim status and review EOB's.
- 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 Education student portal/Safeer 2 as soon as possible
- Review Action Center notifications
 - ◆ Notifications of request for information
- Review Messages
 - ◆ Claims Acknowledgement Letters
 - ◆ Letters requesting information for processing of claims
 - ◆ 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

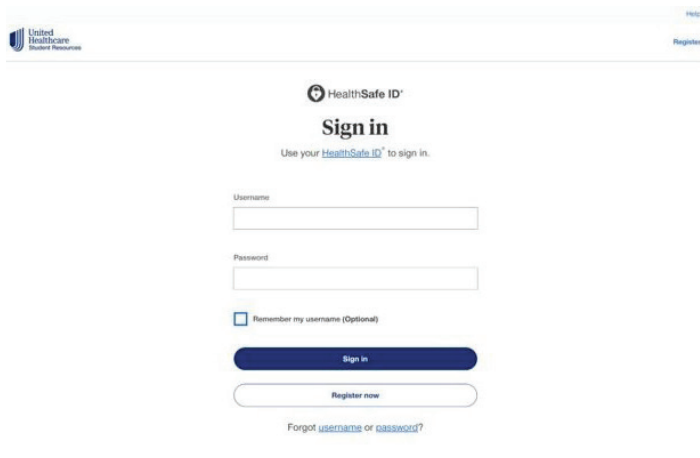


Create an Account

The My Account login process has recently undergone a significant change. This change has been implemented in order to improve the security and reliability of the login process. The new process is designed to provide users with a secure and convenient way to access their account information. With My Account you'll have information about your coverage, immediate access to view and print your ID cards and access to your claim history, including your explanation of benefits (EOBs).

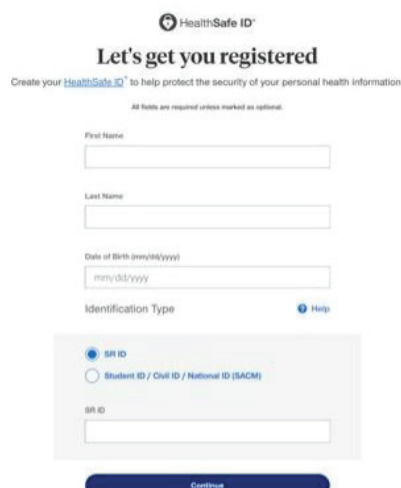
Follow these simple steps:

Go to **myaccount.uhcsr.com**. If you have an existing HealthSafe ID, click Sign In. If not, click on Register Now.



The screenshot shows the 'Sign in' page for HealthSafe ID. At the top left is the 'United Healthcare Student Resources' logo. At the top right are links for 'Help' and 'Register'. The main heading is 'Sign in' with a subtext 'Use your HealthSafe ID® to sign in.' Below this are input fields for 'Username' and 'Password'. There is a checkbox labeled 'Remember my username (Optional)'. Two buttons are present: a dark blue 'Sign in' button and a white 'Register now' button. At the bottom, there is a link 'Forgot username or password?'.

Follow the on-screen prompts to register. You will need your 7-digit SRID or Student ID/Civil ID/National ID (SACM).



The screenshot shows the 'Let's get you registered' page for HealthSafe ID. At the top left is the 'United Healthcare Student Resources' logo. At the top right are links for 'Help' and 'Register'. The main heading is 'Let's get you registered' with a subtext 'Create your HealthSafe ID® to help protect the security of your personal health information.' Below this is a note 'All fields are required unless marked as optional.' The registration form includes input fields for 'First Name', 'Last Name', and 'Date of Birth (mm/dd/yyyy)'. There is a section for 'Identification Type' with two radio button options: 'SR ID' (selected) and 'Student ID / Civil ID / National ID (SACM)'. Below this is an input field for the 'SR ID'. At the bottom is a dark blue 'Continue' button.

Enter username and password of your choice.

Note: If the email address entered is different from your existing My Account email, your My Account email will not be updated.

To keep your account safe, choose a confirmation method. If you choose text message or phone call. You will receive a one-time confirmation code via text or automated call.

Once you have selected either a text message or phone call for confirmation, your account will be created right away.

You will need to confirm your email address the next time you login.

United Healthcare
Member Resources

Help Sign In

✓ Your information has been verified.

HealthSafe ID®

Set up your account

Create your HealthSafe ID® account by completing the fields below.

All fields are required unless marked as optional.

Username

Create Username

Password

Create Password

Email Address
Must be unique per account

name@domain.com

☐ Remember my username (Optional)

☐ By selecting this checkbox, I have reviewed and agree to the [Terms of Use](#), [Privacy Policy](#) and [Consumer Communication Notice](#).

Continue

United Healthcare
Member Resources

Help Sign In

✓ Your account is almost complete.

HealthSafe ID®

Keep your account safe

To keep your account secure, please choose a confirmation method.

All fields are required unless marked as optional.

Confirmation Type

Text Message

Text Message

Phone Call

Security Questions

+1 () - - - - -

An automated text message will be sent to the phone number you provide for account confirmation and recovery purposes, and as noted in the [Consumer Communication Notice](#), [Privacy Policy](#), [Data Policy](#), and [Billing Terms and Conditions](#) apply.

Test me

United Healthcare
Member Resources

Help Sign In

✓ Your account is almost complete.

HealthSafe ID®

Keep your account safe

To keep your account secure, please choose a confirmation method.

All fields are required unless marked as optional.

Confirmation Type

Text Message

Text Message

Phone Call

Security Questions

+1 () - - - - -

An automated text message will be sent to the phone number you provide for account confirmation and recovery purposes, and as noted in the [Consumer Communication Notice](#), [Privacy Policy](#), [Data Policy](#), and [Billing Terms and Conditions](#) apply.

Test me

Your account activation is complete. You will receive an email that your HealthSafe ID registration is complete.

UHC Student Resources - your HealthSafe ID registration is complete



noreply@healthsafe-id.com
To

Reply Reply All Forward

Tue 5/9/2023 2:35 PM

Congratulations! You created a HealthSafe ID[®]. You can now use it to access your account.

Simply [sign in](#) with your username and password anywhere you see HealthSafe ID.

Your privacy is important to us. If you did not register for a HealthSafe ID, please call us at [1-800-767-0700](tel:1-800-767-0700), 7:00am – 7:00pm CST, Monday - Friday.



Please do not reply to this message. The mailbox is for outbound email only. If you have questions, please call the toll-free number on the back of your health plan ID card.

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 U.S. mailing address on file.

My Account Password Reset

Follow the simple steps to reset your password. Enter username.

Confirm your identity*

* Identity method is chosen at the time they registered their account. If identity the user has chosen phone call or text message, they will receive a code via phone call or text message.

Once your identity is confirmed, enter new password.

United Healthcare
Student Resources

Help
Sign In

HealthSafe ID®

Reset your password

If you're not sure if you have a [HealthSafe ID®](#) username, you may check to see if you have one by [recovering your username](#).

Username

Continue

[Forgot username?](#)

<

22395 >

Text Message
Today 09:11

Your HealthSafe ID verification code is: 1611040

The sender is not in your contact list.
[Report Junk](#)

United Healthcare
Student Resources

Help
Sign In

✓ Your identity has been confirmed.

HealthSafe ID®

Reset your password

Please enter a new password.

New Password

Create Password

Reset Password

You can login with your new password.

United Healthcare Student Resources

Help Register

✓ Password reset was successful. Please use your new password for all accounts which use HealthSafe ID®.

HealthSafe ID®

Sign in

Use your [HealthSafe ID®](#) to sign in.

Username

Password

☐ Remember my username (Optional)

Sign in

Register now

[Forgot username or password?](#)


Need Help?

We're here for you. Call us toll-free at 1-800-767-0700, 7:00am - 7:00pm CST, Monday - Friday.

[Sign In Help](#) [Accessibility Statement for Individuals with Disabilities](#)

You will receive an email confirming the update.

UHC Student Resources - your HealthSafe ID security settings have been updated


 noneply@healthsafe-id.com
To: [redacted]

[Reply](#) [Reply All](#) [Forward](#) [Print](#) [More](#)

Tue 5/5/2020 2:41 PM

This is a confirmation that some of your security questions have been updated.

If you did not make these updates or if you have any questions, please call 1-800-767-0700, 7:00am - 7:00pm CST, Monday - Friday.



Do not reply to this message, as replies go to an unmonitored mailbox.

Thank you for keeping your HealthSafe ID information current.

This e-mail, including attachments, may include confidential and/or proprietary information, and may be used only by the person or entity to which it is addressed. If the reader of this e-mail is not the intended recipient or intended recipient's authorized agent, the reader is hereby notified that any dissemination, distribution or copying of this e-mail is prohibited. If you have received this e-mail in error, please notify the sender by replying to this message and delete this e-mail immediately.

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