

UnitedHealth AlliesSM Implementation Checklist For Employers/Brokers

Thank you for enrolling your group in UnitedHealth Allies, the health value program that enables members to save up to 50 percent on their non-covered health care costs. This Implementation Checklist will help us set up your case promptly and accurately so that employees can begin enjoy their new benefit as soon as possible.

Implementing UnitedHealth Allies is as simple as 1-2-3!

1. Complete the attached Group Agreement/Application and fax or mail it to
HealthAllies
Attn: Group Set-up
PO Box 10340
Glendale, CA 91209
Fax: (818) 502-1138
2. Communicate the new UnitedHealth Allies benefit to employees. The attached .pdf document can be emailed to employees or copied and distributed in hard-copy form. To order pre-printed copies through UnitedHealthcare's Mirror online ordering system, contact your Sales Representative.
3. Submit enrollment data to HealthAllies using one of the following methods:
 - **Electronic** (preferred method): Please use the attached HealthAllies Enrollment File Specification format
 - **Excel spreadsheet**: Please use the attached HealthAllies Excel Enrollment File format
 - **Paper**: If an electronic file is not available, please copy and distribute the appropriate enrollment form (either UnitedHealth Allies or UnitedHealth Allies Enhanced) to collect employee data. To expedite enrollment, it is recommended that you compile the data in an Excel spreadsheet before submitting it to HealthAllies.

Standard implementation typically requires 30-45 days from the receipt of the signed application. Employees can expect to receive their UnitedHealth Allies Welcome Kits within two to three weeks of receipt the enrollment file.

Keys to a successful implementation:

- Be sure the Agreement/Application is signed and all required fields are completed.
- Use either the File Specification or the Excel format to submit enrollment data. Paper forms will slow down the implementation process considerably.

Need help?

If you have any questions or require assistance, we're here to help! Please call HealthAllies Client Support at (866) 866-9668 or email us at client-support@healthallies.com.

Here are some examples of the products and services on which you can save:

Example of Products/Services Included

UnitedHealth AlliesSM

Vision	<ul style="list-style-type: none"> · Laser eye surgery · Eye exams · Eyeglasses and contact lenses
Dental	<ul style="list-style-type: none"> · Checkups and fillings · Orthodontics · Cosmetic dentistry, including teeth whitening, crowns, and caps
Alternative Care	<ul style="list-style-type: none"> · Chiropractic · Acupuncture · Massage therapy
Wellness	<ul style="list-style-type: none"> · Fitness, including health club memberships · Weight management · Smoking cessation · Nutritional counseling
Long-Term Care	<ul style="list-style-type: none"> · Nursing and assisted living facilities · Home health care · Durable medical equipment
Hearing	<ul style="list-style-type: none"> · Hearing tests and devices
Infertility	<ul style="list-style-type: none"> · In-vitro fertilization

The following program may also be available to your group (check the enrollment form for details):

Example of Products/Services Included

UnitedHealth AlliesSM Enhanced

General Medicine	<ul style="list-style-type: none"> · Primary and emergency care · Pediatrics · Heart and cancer screenings · Rehabilitative medicine
Hospitals	<ul style="list-style-type: none"> · Hospitals and outpatient surgery centers
Pharmacy	<ul style="list-style-type: none"> · Prescription drugs · Vitamins and supplements
Behavioral Health	<ul style="list-style-type: none"> · Marriage and family counseling · Addiction treatment

UnitedHealth Allies helps you stretch your health care dollars

- Get typical discounts of 10 to 50 percent off practitioners' standard rates.
- Enjoy potential savings of hundreds of dollars per year on health care products and services that are not covered by your health plan.

Easy to Use, Easy to Save

- As a UnitedHealth Allies participant, you choose when and where you receive non-covered health care services. No referrals are required, and there are no claim forms to submit.
- Locate participating physicians and health care professionals and lock in preferred discount rates on the unitedhealthallies.com Web site or by calling the UnitedHealth Allies Customer Service Center.
- Visit any UnitedHealth Allies participating professional and pay the preferred rates at the time of service. *It's that simple.*

Information at Your Fingertips

Online or by telephone, UnitedHealth Allies gives you information to help you make smart health care decisions, including:

- Information on health care professionals' education, office hours, languages spoken and more
- Pricing information
- Health care content and links to reliable medical resources

Questions and Answers about UnitedHealth AlliesSM

1. How is UnitedHealth Allies different from my health plan?

UnitedHealth Allies is not a medical plan. It is a health discount program that provides savings on health care products and services that your health plan does not cover.

2. How does UnitedHealth Allies save me money?

UnitedHealth Allies gives you access to health care at preferred discount rates. You can typically save 10 to 50 percent off practitioners' standard rates.

3. Will I receive a membership card?

Yes. To ensure that you receive the preferred rates, present your card to your physician or health care practitioner (along with your rate confirmation) at the time of service.

4. Do I need to confirm my rate before visiting a health care professional?

While not required, it is strongly suggested that you confirm the participant rate each time you select a health care practitioner online. When you confirm a rate, UnitedHealth Allies contacts the selected practitioner to introduce you as participant and ensure that you receive the discount rate. It's our way of assuring your satisfaction!

5. Can my family use UnitedHealth Allies, too?

Yes. UnitedHealth Allies offers savings for your entire family. If you're married, your spouse will receive his or her own card. Your dependents can receive discounts using either your card or your spouse's.

6. How does UnitedHealth Allies work with my health care Flexible Spending Account (FSA)?

If you are eligible for a health care FSA, UnitedHealth Allies can help you stretch your health care FSA dollars by saving you money on health care purchases that are reimbursable from your Flexible Spending Account. Many UnitedHealth Allies services, such as vision, dental, and even over-the-counter drug purchases, qualify for reimbursement.*

7. How do I use UnitedHealth Allies?

It's easy! Just visit the UnitedHealth Allies Web site at www.unitedhealthallies.com or call the Customer Service Center toll-free, Monday through Friday, 8 am to 8 pm, Central Time at (800) 860-8773. Online or by phone, you can locate physicians and practitioners, compare discounts, and lock in the special participant rate.

8. When should I use UnitedHealth Allies?

If you are covered by a health insurance plan, always use your health plan for covered services. Use UnitedHealth Allies to save on health care products and services that are not covered by your health plan.

9. How can I tell if a service is covered by insurance?

If you are enrolled in a UnitedHealthcare medical plan, visit myuhc.com to view your benefits coverage. If you are not enrolled in a UnitedHealthcare plan, check with your employer or benefits administrator.

10. Can I use UnitedHealth Allies together with my medical coverage?

No. Your UnitedHealth Allies discount cannot be applied to any deductibles, coinsurance or copayments required by your health plan.

11. What if I don't have medical coverage?

UnitedHealth Allies is not a substitute for health insurance. However, if you do not have medical coverage, UnitedHealth Allies can help make health care more affordable for you and your family.

For information about enrollment in the UnitedHealth Allies discount program, ask your employer or benefits administrator.

**UnitedHealthcare and HealthAllies, Inc. do not provide tax advice. Please consult your tax advisor for more information.*



visit our site → unitedhealthcare.com

HealthAllies is not a health insurance plan. Payment for services rendered is the responsibility of the member.

HealthAllies is part of UnitedHealth Group, a Fortune 100 company providing a broad spectrum of health-related products and services.