

UMR App: Delivering an enhanced digital experience



Summary of change

UMR is launching a new mobile app with a forward-looking user interface designed to deliver an enhanced member experience. The new dashboard offers a quick glance of information such as member ID card info, general and personal announcements, live chat, and more. The app will include a secure login process with HealthSafe ID to stay current with latest security protocols and provide a better user experience. The new app will be available for download through Google Play and Apple Store starting the first week of December.

Why are we creating this app?

Our new app will create a better user experience that supports our value proposition as a TPA and helps UMR members engage with their health benefits seamlessly.

Q: When will the app be available?

A: The app will deploy on Dec. 1 and be available for download Dec. 2 on both Google Play and Apple Store.

Q: What mobile devices will support the UMR app?

A: The app will be available for any mobile device that can access Google Play or Apple Store.

Q: What features are available to members through the UMR app?

A: The UMR app provides members with a personalized dashboard where they can access benefits information, announcements, and alerts, along with live chat and phone support.

Other features include:

- Important plan information will be available on the dashboard for quicker access
- Receive both general and personal member-related announcements
- ID card info – Members can view, print and fax their current ID or order a new card
- Contact us – Members can receive assistance through chat, phone and email
- Secure login – Members can log in using their HSID. Biometric login available, based on device capability
- Features for eligible members – Wellness tools link and CARE app link
- Claim inquiry (medical, dental)
- Eligibility inquiry
- Benefits inquiry
- Online provider directory
- Account balances

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Q: Will this app be available for employers, producers, and providers?

A: The UMR app is only available to members.

Q: Will there be new features added to the app in the future?

A: The UMR Digital Solutions team maintains the app's roadmap and development plan that includes future enhancements scheduled for 2023 and later.

Q: Can members use FaceID or thumbprint technology on their mobile device to login to app?

A: Biometric login availability will be based on device capability.

Q: How will the new UMR app release be communicated?

A: The member communications plan to support the new app launch includes emails, site banners and videos. New UMR members and members who are receiving a new ID card will be prompted to download the app via a sticker on their ID cards.

Q: How does a member obtain the app?

A: The new app will be available for download through both Google Play and Apple Store. Once downloaded, members will complete registration process to access their personal plan information. The member's registration on the app via HealthSafe ID (HSID) will also register them to use the web portal on their desktop or via their mobile browser.

Q: Is there a cost to UMR customers or their members to use the app?

A: No. The UMR app is free to download and available to plans at no additional fee.

Q: What should members do if they receive a "can't sign in" error when signing in with their HealthSafe ID?

A: Members attempting to log in using a legacy umr.com username and password will need to re-register by creating a HealthSafe ID login to access the UMR app and member portal.

Members who have an existing HealthSafe ID will be prompted to enter or recover their HealthSafe ID credentials to access the UMR app and member portal.