



Help your employees get up and running with their new health plan

Your employees have chosen their new health plans. Now what?

Now's the time to help them understand how their new plan works and how it's different from their old plan. Improved understanding of health benefits may reduce delays in care, out-of-pocket costs and other preventable issues for your employees.

To help new members better understand their new plan, we've put together the **Getting Started Toolkit**, organized into 3 sections:

- 1 Before the plan begins
- 2 When the plan begins
- 3 One to three months into the plan

Each section offers different materials you can use to help your employees make the most of their benefits this plan year.

35%
of employed individuals report not fully understanding any of the employee benefits they enrolled in during their most recent open enrollment period¹

A guide to your Getting Started Toolkit

Find the phase your employees are in with their health plan. Then, find the tools you want to use. You have the option to release information on a weekly basis or use the single email in each section that compiles multiple communications, and send monthly.

	Topic	Available format(s)	
1 Before the plan begins Up to 3 weeks before the plan's effective date	How a health plan works	Video	
	What to Do Before Health Plan ID Cards Arrive	<ul style="list-style-type: none"> Flier Email 	
	What to Do When ID Cards Arrive	With Optum Rx® Pharmacy: <ul style="list-style-type: none"> Flier Email Without Optum Rx Pharmacy: <ul style="list-style-type: none"> Flier Email 	
	Tips to Finding a Doctor	Video	
	Before the Plan Begins: A Selection of Resources	Email	
	Digital tools to manage your plan	Video	
2 When the plan begins The week employees can begin using their coverage	myuhc.com®	Flier	
	Download the UnitedHealthcare® app	Flier	
	Welcome Brochure* <small>*If you'd like to order printed copies or add program information to the Welcome Brochure, please contact your account representative.</small>	Fully insured: <ul style="list-style-type: none"> Downloadable PDF Email Self-funded (ASO): <ul style="list-style-type: none"> Downloadable PDF Email 	
	When the Plan Begins: A Selection of Resources	Email	
3 One to three months into the plan Materials can be used to address certain issues or questions employees may have about their plan	Using the Plan	HSA, HRA and FSA <ul style="list-style-type: none"> Flier Video 	
	Avoiding Cost Surprises	Choose a Network Provider	Flier
	Finding Care Options	Quick Care	Flier
		24/7 Virtual Visits	Flier
		Preventive Care	<ul style="list-style-type: none"> Brochure Online guidelines
	Understanding Pharmacy Benefits <small>(Use if your employees have Optum Rx benefits)</small>	A selection of resources	Email



Access your Getting Started Toolkit at uhc.com/gettingstartedtoolkit

¹ Voya Consumer Survey Finds One-Third of American Workers Don't Understand Benefits. Executive Summary 2019. Jan. 29, 2021.

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Administrative services provided by United HealthCare Services, Inc. or their affiliates, and UnitedHealthcare Service LLC in NY. Stop-loss insurance is underwritten by UnitedHealthcare Insurance Company or their affiliates, including UnitedHealthcare Life Insurance Company in NJ, and UnitedHealthcare Insurance Company of New York in NY.