



# CUSTOMER SERVICE AVAILABLE WITH UMR AND AMERITAS

UMR's customer service model offers a coordinated approach to responding to members' varying health insurance needs.

With one call to a dedicated, toll-free phone number University employees can:

- Ask an advisor about a claim for a recent treatment or procedure
  - Find out whether a doctor or facility is considered in-network
  - Receive assistance with finding a primary care physician and making an appointment
  - Learn whether you are due for recommended routine care or preventive screenings, based on your age and gender
  - Order a replacement or additional ID card
  - Report any medical insurance other than UMR that you may have. Medicare is the most common type of additional insurance. (Please note, that failure to report whether or not a participant has other insurance may result in delay of processing claims of more than \$1,000)
  - See if you are eligible for care management programs (programs include diabetes, coronary artery disease, asthma, chronic obstructive pulmonary disease (COPD), and congestive heart failure)
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