

# Dhammaan jawaabahaaga si degdeg ah oo fudud uga hel umr.com

## Ka dhig umr.com meesha ugu horeysa ee aad tagto

Miyaanay run ahayn in aad rabto in maaraynta daryeelkaaga caafimaad ay noqoto mid degdeg ah oo sahan? Waad fahamtay. Markaad booqato **umr.com**, waxaaad ka heli doontaa wax kasta oo aad rabto inaad ogaato – oo aad u baahan tahay inaad sameyso – isla markaad soo gasho.

Dhibaatooyin la'aan. Sugitaan la'aan. Kaliya hel jawaabaha aad raadinayso wakhti kasta, habeen ama maalinba!



## App-ka UMR waa hab kale oo aan dib ugu qaabaynayno daryeelka caafimaadka si uu kuugu shaqeeyo.

Waxaan haynaa hab caqli badan, fudud, oo degdeg ah oo lagu maareeyo faa'iidooyinkaaga daryeelka caafimaadka, oo si buuxda aad gacantaada ugu maamulan katro.

## Soo dejiso app-ka UMR maanta!

Iskaan garee koodhka QR ee bidixda xiga ama booqo app store-ka si aad u bilowdo.



The screenshot shows the UMR mobile application interface. At the top, it displays "Hi, Samuel Blank" and "Member ID: 99934427". Below this, there's a section titled "Your things to do" with three buttons: "Schedule your wellness visit", "Review your new claim activity", and "Get support for your pregnancy". Under "Recent claim activity", it shows a completed hospital stay for "Hospital One" from 12/1/21 to 12/31/21, with a total amount of \$455.23. On the left, there's a "Spending totals" section showing various deductible amounts and maximums. At the bottom, there's a "View additional plan details" link.



## Hal taabasho oo kaliya, waxaad:

- Aragto **Things to do** (Waxyabaha la sameeyo), liiskaaga hawlaha ee faa'iidooyinka la gaar yeelay
- Hubiso faa'iidooyinkaaga oo aad u aragto waxa lagu daboolo
- Eegto lacagta lagugu leeyahay iyo inta aad bixisay
- Hesho dhakhtar ku jira shabakadaada
- Wax uga ogaato xanuunada caafimaad iyo xulashooyinkaaga daaweynta
- Hesho qalabka iyo kheyraadka lagu kalsoon yahay oo kaa caawin doona inaad nolol caafimaad leh ku noolaato

## Hadda soo gal si aad u:

**Fiilo gaar ah:** Sawirada la muujiyey waxay muujinayaan sifooyinka la heli karo ee ku jira websaydkayaga desktop-ka. Sifaadkan waxaa laga yaabaa inay helaan ama aysan helin dhammaan isticmaalaayaasha, iyadoo ku xiran faa'iidooyinkaaga shahsiga ah iyo/ama shirkadda.

## Uma baahnid Ph.D. si aad u fahanto faa'iidooyinkaaga

Waxaan sahalnay in la helo waxyaabaha ugu muhiimsan ee dadku rabaan inay ogaadaan. Dooroo **Coverage and benefits** (Caymiska iyo faa'iidooyinka) qaybta dhex mushaaxa labaad ee buluugaa ah si aad wax u ogaato:

- Waa kuwee adeegyada daryeelka caafimaadka ee la daboolo?
- Intee ayay dhan tahay lacagta billaha ah ee lagaa jari karo, oo ma ku dhowdahay inaad gaarto?
- Waa maxay farqiga kharashka ee u dhexeeya adeegga shabakada gudaha iyo kuwa shabakada ka baxsan?
- Ma jirtaa lacag wadaag ah oo loogu talagalay booqashadaada xafiska? Hadday haa tahay, immisa?

## Hel jawaabahaaga si fudud adigoo eegaya umr.com

The screenshot shows the UMR website's coverage and benefits section. It includes a search bar, navigation menu, and a 'Claims' dropdown. The main content area displays 'Coverage and benefits' with tabs for 'Coverage' (selected) and 'Benefits'. It shows copays for hospital admission (\$25), office visit (\$25), specialist (\$25), urgent care (\$25), and emergency room (\$25). Benefit percentages are listed as 80% for plan pay and 20% for you pay. Below this, there are sections for 'Benefits usage' showing deductibles and maximums for individual deductible, family deductible, family out-of-pocket, and individual lifetime maximum. A 'Print' button and a 'Definitions' link are also present.

The screenshot shows the 'Benefits overview' page. It features a dropdown menu for 'Benefit category' set to 'Mental, alcohol, and drug'. Below it, there are sections for 'Inpatient (Mental, alcohol, and drug)' and 'Residential (Mental, alcohol, and drug)', both noting 'Information not available'. There are also sections for 'Outpatient (Mental, alcohol, and drug)', 'Personalized disorders', 'Sexual/gender identity', and 'Behavior and impulse control', all marked as 'No benefit'. A note at the bottom states: 'Every effort is made to be sure that the information given to you today is accurate. If a conflict exists between the information provided to you and the terms of the plan, the terms of the plan will prevail. Final determination of coverage and patient responsibility is made at the time the claim is received and processed.' A small note at the bottom right indicates: 'These providers are part of the care delivery organization of Optum, or another UnitedHealth Group affiliate, and are either owned, operated, employed, and/or managed by that affiliate. Affiliation information is updated periodically and is subject to change.'

(Xog la mala'awaalay)

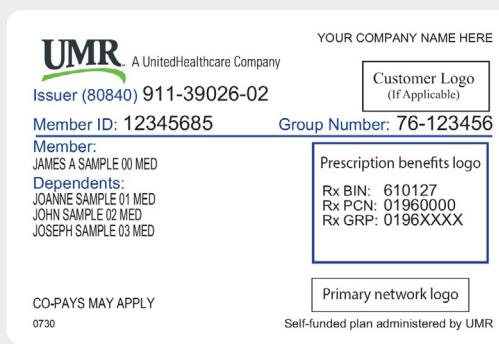
## Ma weli waxaad ku jahwareersan tahay waxa uu yahay qaddarka laga jari karo?

Kaliya tag **umr.com** oo hoos ugu dhaadhac ilaa qaybta **Highlights and resources** (Muhiimadaha iyo kheyraadka). Halkaas, ka dooro isku xirka **Qaamuuska** si aad u heshid erayada daryeelka caafimaadka ee caadiga ah (oo ay ku jiraan erayada faa'iidata) oo loo qeexay si luqad fudud oo cad.

## Eeygaaga ma cunay kaarkaaga aqoonsiga? Ha ka walwalin. Waay fududahay in kaar beddel ah laga helo onlaynka.

Kaliya ka dooro **ID card** (kaarka aqoonsiga) qaybta dhex mushaaxida hore si aad u aragto nuqluka kaarkaaga. Marka aad gujiso laba jeer oo dheeraad ah, waxaa kaarka cusub laguugu soo diri karaa gurigaaga.

Ma sugi kartid miyaa ninka boostaalaha ah? Ka daabaco nuqlu kumeelgaar ah websadkayaga desktop-ka. Ama, isticmaal telefoonkaaga casriga ah si aad u aragto kaarkaaga aqoonsiga ama nuqlu u fakis garee xafiska dhakhtarkaaga.



(Xog la mala'awaalay)

## Ha la yaabin kharashyada lama filaanka ah



### Ogow qiiamaha aad horey u bixin doonto

Qaybta hoos timaada ikhtiyaarka bogga hore ee **Find costs and care** (Hel kharashyada iyo daryeelka), isticmaal **Health cost estimator** (Qiyaasaha kharashka caafimaadka) si aad u raadiso daaweynta ama habraac lagu samayn karo aaggaaga.



### Si degdeg ah u arag waxa aad ku kharash gareysay daryeelka caafimaadka sanadkan

Qaybta hoos timaada ikhtiyaarka bogga hore ee **Claims** (Qaansheegashada), ka eeg faahfaahinta noocyada adeegyada, si aad u aragto halka dhammaan lacagtaadu ku baxday.



### Hubi in aad hesho qiimodhimistaada bixiyeyasha shabakadda ku jira

Qaybta hoos timaada ikhtiyaarka bogga hore ee **Find costs and care** (Hel kharashyada iyo daryeelka), dooro **Find a provider** (Hel bixiye) si aad u sameyso raadinta degdega ah ee dhakhaatiirta iyo xarumaha ka qayb galaya daryeelkaaga ee ku dhow adiga.

## Ma ku hafatay waraaqaha la buuxiyo ee badan? Hal gujis ayaa kuu oggolaanaya inaad la socoto dhammaan qaansheegashooyinkaaga

UMR

Claims Coverage and benefits Find costs and care Consumer account\$ Health center Pharmacy Select language

**Claims**

Medical Dental

Search and view your medical claims. You can filter your search by persons covered, claim status, time period or service date to find a specific claim.

Person Status Time period Service date range: From (mm/dd/yyyy) - To (mm/dd/yyyy)

Claim number	Name	Provider	Service date	Billed amount	Plan pays
9999999991	Samuel Blank	XYZ Provider Inc.	02/27/24	\$228.00	\$0.00
9999999992	Samuel Blank	ABC Provider Inc.	02/15/24	\$131.00	\$52.40
9999999993	Samuel Blank	XYZ Provider Inc.	01/09/24	\$62.00	\$0.00
9999999994	Samuel Blank	ABC Provider Inc.	01/09/24	\$274.00	\$0.00
9999999995	Samuel Blank	DEF Provider Inc.	01/09/24	\$276.00	\$0.00
9999999996	Samuel Blank	DEF Provider Inc.	11/29/22	\$118.00	\$80.98
9999999997	Samuel Blank	ABC Provider Inc.	10/26/22	\$50.00	\$7.23
9999999998	Samuel Blank	XYZ Provider Inc.	11/03/22	\$3,087.92	\$0.00
9999999999	Samuel Blank	XYZ Provider Inc.	11/03/22	\$900.00	\$0.00
9999999990	Samuel Blank	ABC Provider Inc.	11/03/22	\$900.00	\$0.00
<b>TOTALS</b>				<b>\$6,026.92</b>	<b>\$140.61</b>

(Xog la mala'awaalay)

- Waqtibay badbaadiya - sugitaan la'aan!
- La soco wixii ku soo kordha 24/7
- Si cad loo habeeyey oo si fudud loo kala sooci karo
- Ka hel dhammaan faahfaahinta hal meel oo kaliya
- Ammaan ah oo Sugan
- Ogow lacagta lagaa rabo
- Kuma hafan doontid waraaqaha la buuxiyo

## Helitaan aan dhib lahayn markaad u baahato

Hubi marka ay kuugu habboon tahay si aad u aragto haddii qaansheegashada lagu hawlan yahay iyo lacagta laga yaabo inaad bixiso. Si aad u hesho faahfaahin dheeraad ah oo ku saabsan qaansheegasho gaar ah, xulo **Claim #** (Lambarka Qaansheegashada #) ama xiriirkha **EOB** (Sharaxaada faa'iidooyinka la helay) ee ku jira isla safka qaansheegashada. Tani waxay kuu sheegi doontaa nooca adeegyada la bixiyo, qaddarta la soo dallacay

yo qaddarta la bixiyay, haddii ay jiraan, iyo haddii ay jirin wax tallaabo ah oo loo baahan yahay in la qaado ka hor inta aan qaansheegashada laga baaraan farsameyn. Waxed dooran kartaa inaad hesho iimayl sugar wakhti kasta oo aad haysato EOB cusub. Oo haddii aadan weli diyaar u ahayn inaad gebi ahaanba iska dayso inaad buuxiso waraaqaha, waxaad ka daabacan kartaa nuqlulada dashboard-ka **Claims** (Qaansheegashooyinka).

## Macluumaad waxtar leh oo la xiriira caafimaadka oo hal meel laga wada heli karo

Ogow siyaabo cusub oo lagu dhiso nolol caafimaad leh **Health education library** (Maktabadeena waxbarashada caafimaadka).

### Macluumaadka caafimaadka ee onlaynka ah — casri ah oo aan xayeyisiis lahayn

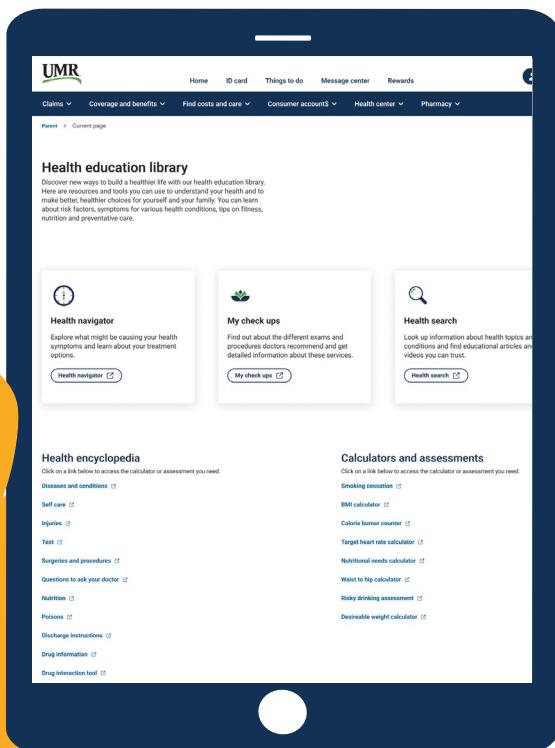
Raadi astaamahaaga oo faham xulashooyinkaaga la xiriira daaweynta.

### Hel kheyraadka aad u baahan tahay si aad mustaqbalka u qorsheyso

Ogow imtixaanada iyo habraacyada kala duwan ee lagula taliyay adiga.

### Kheyraadka aad ku kalsoonaan karto

Isticmaal qalabyo bilaash ah, xisaabiyeysaasha iyo fiidiyowyada si aad u qiimeyso caafimaadkaaga oo aad u ogato xanuunada.



### Galitaanka wuu sahan tahay

Ma diyaar ayaad u tahay inaad sahamisid websaydkayaga? Booqo [umr.com](http://umr.com) wakhti kasta si aad u bilowdo. Haddii aad horey u leedahay akoon, gali magacaaga isticmaale iyo eraygaaga sirta ah si aad ugu gasho.

Haddii ay tahay markii ugu horeysay ee aad nagu soo booqanayso, samee aqoonsi HealthSafe si aad u diiwaangeliso akoonkaaga. Hubi inaad kaarkaaga aqoonsiga la haysato oo raacd tallaaboooyinka si aad u bilowdo.