

Welcome –
We look forward to
working with you!



UMR is pleased to be your benefits administrator. We understand that you may be leaving to go out of town for the Holidays so we wanted to make sure that you can access your member ID information in case it is needed before you have arrived back home from your Holiday vacation. You have our commitment to provide you with excellent claims administration and customer service. We take pride in being flexible, effective, and focused — on you and your dependents.

Your new ID cards

You will receive one ID card for your medical and prescription drug benefits. The basic information will appear on all cards.

The front of your new ID card will identify your:

- Name
- Member Identification Number
- Employer
- Dependent(s) name(s)

The back of your ID card will contain all the billing instructions and phone information including:

- Claims Submission Instructions
- Claims Address
- Benefit or Eligibility Information Contact
- PPO Network Contact
- Pharmacy Contact

Everyone will receive an ID card. If you need additional cards, call UMR at **1-800-320-3206** or order them online by visiting **umr.com**. You will need the Baylor Group/Policy Number to continue with the registration to obtain a temporary insurance card to print. Please use 76-415544.

Make sure you show your new ID card on your next provider visit so they are aware of the change to UMR and their new billing instructions.

Filing a claim

You now have access to our EZ Claim system. It is a straightforward method of filing medical bills that eliminates the need for claim forms (except for prescription drug claims).

Under this system your health care provider submits your itemized bills directly for processing. Your special medical ID card has instructions on the reverse side for your health care provider. To file a claim, simply show your identification card. If you would like information about whether a procedure or treatment will be covered, you can write or call UMR for a predetermination of benefits.

You will receive an explanation of benefits (EOB) form after your claim is processed. It identifies what amounts are covered, to whom checks will be sent and what amount you are responsible for paying.

Claim appeals

You may occasionally wish to have UMR review a claim decision. Appeals must be made within 180 days after you receive written notice of a denied claim. To file an appeal, you may submit a written request to have a claim reviewed. UMR will notify you in writing of the final decision according to the timelines in your employee benefit booklet.

Member services

For assistance in locating an in-network provider, answering benefit questions or obtaining your member ID number, you can reach a member services representative by calling the following toll-free number:

877-370-8951

For written correspondence, please use the following address:

**UMR
PO Box 30541**

Salt Lake City, Utah 84130-0541

Pharmacy services

In case you need a prescription fill prior to receiving your ID card, below is the pharmacy information that the pharmacist will need in order to process the script:

CVS Caremark Customer Service Phone Number: 866-260-4646

BIN: 004336

PCN: ADV

Group Number: RX4702

We are looking forward to working with you. Our goal is to provide prompt, courteous and efficient claim administration services to all Baylor University plan participants.