

Whitley County Government

Health Plan Participants

Welcome to www.UnifiedGrp.com

Effective August 1st, you will have immediate access to your benefit plan information - Available 24/7

Check Claim Status

Email Claims Account Manager

Download Forms

View Plan Information

Check Eligibility

Request ID Cards

Access Medical Resources

Deductible Status Inquiry

And Many Additional Features

Log on to www.UnifiedGrp.com and click on User Login

STEP 1 - Select **Member** and enter your **Group Number: 3755**

STEP 2 - Select **New User Registration** in the lower left hand corner of the screen.

STEP 3 - Read through the License Agreement and click on "Agree".

The screenshot shows the login page with a 'Login' section and an 'Account Management' section. The 'Account Management' section includes links for 'New User Registration', 'Forgot Username/Password', and 'Site Help'. An arrow points from the text 'First Time Users Click Here To Sign' to the 'New User Registration' link.

The screenshot shows the 'Step 1 of 4: License Agreement' page. It contains a large text box with the agreement terms and a 'Click Here' arrow pointing to the 'Agree' button. There is also a 'Disagree' button.

STEP 4 - Validate your Date of Birth and Social Security Number (or 12-Digit Member ID).

STEP 5 - Create your User ID (Username) and Password.

STEP 6 - Verify your registration information is correct.

The screenshot shows the 'Step 3 of 4: Create User ID (Username) and Password' page. It includes input fields for Username, Email Address, Password, and Confirm Password. There are 'Previous', 'Next', and 'Cancel' buttons at the bottom.

The screenshot shows the 'Step 4 of 4: Verify' page. It displays a summary of the registration information, including the Username, Email Address, and Password. There are 'Previous', 'Finish', and 'Cancel' buttons at the bottom.

"We take care of the Customer ... and then some !"

www.UnifiedGrp.com - Explanation of Benefits (EOBs)

In order to help you better utilize UnifiedGrp.com for viewing of your online EOB's we have identified common codes and highlighted certain areas to draw your attention to.

Member ID/Name:	009990000100 / PA KETTLE
Group ID/Name:	999 / UNIFIED GROUP SERVICES, IIIC
Claim Number:	2008-263000232-0000
Claim Status:	EOB Sent
Current as of:	10/25/2008

Member Mailing Address:	123 ABC STREET ANYWHERE, WV 558890000
Payment Summary:	Shows Who Payment Was Made To Paid To: [Redacted] Payment Date: 09/19/2008 Payment Amount: \$95.00
Provider of Service:	JOE DEMONSTRATOR MD 01836307409/09/2008 through 09/09/2008
Dates of Service:	[Redacted]
Employee Responsibility:	\$70.00

Type of Service	Charged Amount	*PPO Discount	Allowed Amount	Plan Pays	Covered By Plan	Reason Code	Copay	Deductible	Co-Insurance	Member Responsibility
PCP OUTPAT OFFICE VISIT	\$125.00	\$10.00	\$115.00	\$95.00	\$0.00	13 15	\$20.00	\$0.00	\$0.00	\$20.00
Column Totals	\$125.00	\$10.00	\$115.00	\$95.00	\$0.00		\$20.00	\$0.00	\$0.00	\$20.00

(* PPO Discount - You have no obligation to pay this amount since the provider has contractually agreed to accept the reduction.)

NOTES

Reason Code Description:

13 - PPO DISCOUNT APPLIED
15 - CO-PAY APPLIED

Brief Description Of What The Service Was For: Office Visit, X-Ray, Surgery, etc.

THIS IS NOT A BILL

CLAIM STATUS - YOU WILL SEE ONE OF THE FOLLOWING EXPLANATIONS

Claim In Process But Not Completed - Your Claims Account Manager has received this claim; however, it has not yet been processed.

EOB Notification Completed - The claim has been processed and closed, but no payment has been sent.

Paid - This means your claim has been processed, paid and closed.

Reason Code Description - This will show different explanations on how the claim was processed such as: (1) if a discount was applied, (2) if a copay was applied, (3) if any/all of the charge was applied to deductible and/or coinsurance, (4) if a charge exceeds usual and customary, (5) if the charge exceeds your plan limits, or (6) if Unified needs additional information in order to further process the claim.

UnifiedGrp Mobile

You must first register on UnifiedGrp.com and create your username and password before accessing the UnifiedGrp mobile app. Once you login you'll have access to the benefit tools and resources available through our full website - on the go!

The screenshot shows the UnifiedGrp mobile app interface. At the top, there is a 'Unified' logo and a 'Logout' button. Below the logo is a menu with the following items:

- My Summary**: Deductibles, Coverages
- ID Card**: View/Email ID Card
- Claims**: Medical, Prescription, etc.
- Spending Accounts**: Check balances & transactions
- Messages**: Ask a Question
- Info**

At the bottom of the screen, there are three buttons: 'Home', 'Info', and 'Contact Us'.

LOOK UP CLAIMS

See your most recent claims. Get a detailed view of each one. Or look up specific medical, dental and pharmacy claims by member name. You also have the ability to ask your dedicated claims account manager common questions about your claim.

VIEW YOUR MEMBER ID CARD

View your actual ID card whenever you need to. Email the card information to your provider or whoever requires it at the time.

VIEW YOUR BENEFITS AND COVERAGE

Until you experience it, you may have never realized how helpful it is to have your benefits and coverage information right at your fingertips.

SECURITY

You must always sign in with your User Name and Password to access the features in this app. Without that information, no one can reach your personal data.

Search for UnifiedGrp Mobile on Apple or Android

"We take care of the Customer... and then some!"