



**A member's guide to  
[www.oxfordhealth.com](http://www.oxfordhealth.com)**



# Log in today!

The Oxford Web site is designed to make it easy for you to keep track of your health care coverage. With just a few clicks of your mouse, you can check on a claim, let us know you are pregnant or change your address. But *www.oxfordhealth.com* doesn't just help you with administrative tasks. When you log in, you gain access to resources that can help you make important health care decisions. Learn how to get the care you need, how to use our tools to help you stay healthy and how to make the most of your health care coverage.

With Oxford coverage, you have access to an extensive network of about 76,000<sup>1</sup> providers in the tri-state area (New York<sup>2</sup>, New Jersey and Connecticut). The majority of our physicians are either board certified or recently board eligible<sup>3</sup>, one of the best available measures of physician quality.

If your plan design offers both in- and out-of-network benefits, you also have access to the UnitedHealthcare Choice Plus Network, with over 576,000 physicians and 4,880 hospitals nationwide<sup>4</sup>.

It's probably a good time to do a quick "Web site walk through" to help make sure you know where to find everything you need, and to make sure you are taking advantage of our innovative offerings. So, log in to *www.oxfordhealth.com*, and use this guide to take you where you need to go.



## Log In

To log in to our Web site, type in your Username and Password, and click **Log In**. If you forgot your Username or Password, click the **Forgot your username or password?** link to recover your information. If you need to register for our Web site, click the **Register Now** button.



## Home

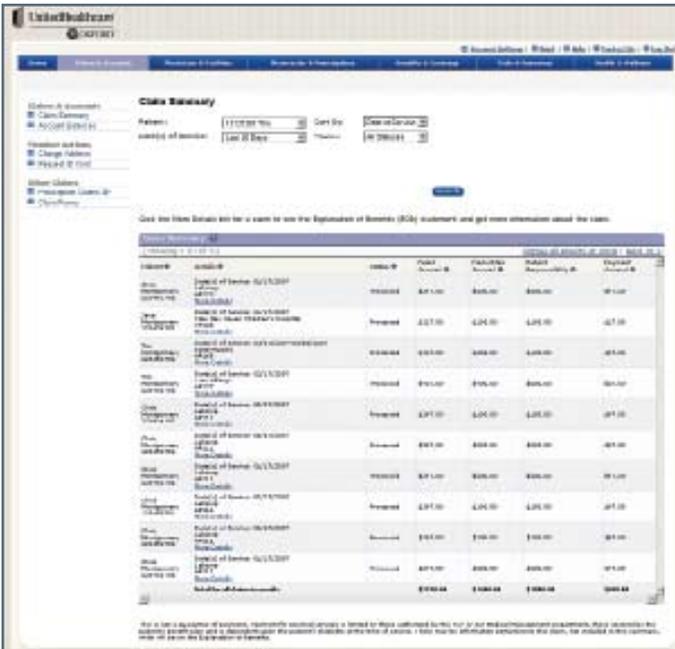
Once you log in to our site, your personalized home screen will open, which shows your primary care physician (PCP), your coverage information, our current messages, and our 24/7 Live Nurse Chat. You'll also notice large blue buttons along the right side of the page and seven blue tabs on the top of the page. These visual features will help you easily navigate through our Web site.

<sup>1</sup> As of June 30, 2008, this data represents all participating providers, except ancillary providers (i.e., laboratories, radiology centers, urgent care centers, etc.) and hospitals. Dental and complementary and alternative medicine providers are included. Providers who are board certified in more than one specialty are counted for each specialty. Therefore, providers who are board certified in more than one specialty are counted multiple times.

<sup>2</sup> The following counties are included in our New York service area: Bronx, Dutchess, Kings, Nassau, New York, Orange, Putnam, Queens, Richmond, Rockland, Suffolk, Sullivan, Ulster, and Westchester.

<sup>3</sup> Board certification is calculated for MDs and DOs only.

<sup>4</sup> UnitedHealth Group Region Summary as of October 31, 2008. If you are unsure if you have out-of-network benefits, refer to your Summary of Benefits.



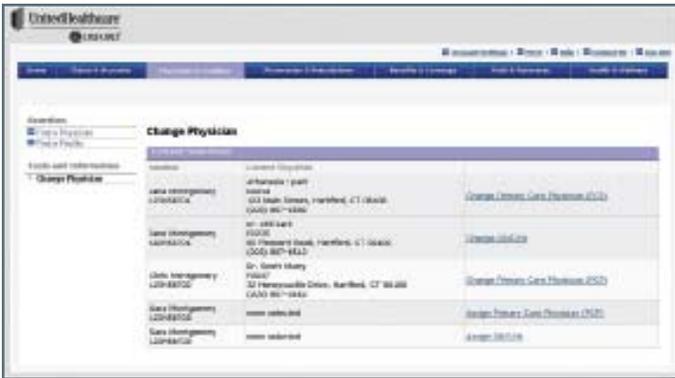
## Claims & Accounts

Search and sort claims for you and your covered dependents. Use this page to view your claim summary and claims details, and to search past claims. You can also download a copy of your Explanation of Benefits (EOB) for each claim, if applicable. From here you can navigate to other parts of the Web site, including Account Balances, Prescription Claims and Claim Forms.



## Account Balances

View and access your Health Savings Account (HSA) balances, if applicable. **Account Balances** is located under **Claims & Accounts**.



## Physicians & Facilities

View, change or assign a primary care physician (PCP) or OB/GYN. You can also change or assign your covered dependents' information. From here you can navigate to other parts of the Web site, including Find a Physician or Find a Facility.



## Benefits & Coverage

All of your coverage details are included here. By clicking on **Persons Covered** on the left side of the screen, you can view information for everyone covered under your plan, including:

- Name with member ID number
- Relationship
- Date of Birth
- Status
- Effective Date
- Coverage Ended date, if applicable



## Finding a Physician

There are two ways you can search for a primary care physician (PCP), specialist, complementary and alternative medicine (CAM) provider, hospital or laboratory. To search directly from the log in page, click the **Find a Physician or Facility** link on the right side of the page. Follow the steps below on how to search from your Home page.

### STEP 1

#### Logging In

- Log in to [www.oxfordhealth.com](http://www.oxfordhealth.com) with your Username and Password

### STEP 2

#### Find a Physician

- Click on the **Find a Physician** button



### STEP 3

#### Entering Search Criteria

- The page is set to search for an individual physician
- Search for an in-area provider by entering the City and State or ZIP Code you wish to search by
- Narrow your results by completing any of the fields in the Optional section
- To search for a Hospital or Facility, click **Find a Hospital or Facility** on the right side of the page



- If you wish to search outside of the service area, click **Find a Hospital or Facility** on the right side of the page
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### STEP 4

#### Viewing Your Results

- This is a sample search results page



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## Searching Out-of-Area

### STEP 5

#### Searching Out-of-Area

- Click continue on this screen

### STEP 6

#### Entering Search Criteria

- Select the type of search you wish to conduct
- Enter search location (only ZIP codes outside of the tri-state service area of NY, NJ and CT may be used)
- Narrow your results by completing any of the fields in the Optional sections
- Click **Continue**



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### STEP 7

#### Selecting a Specialty

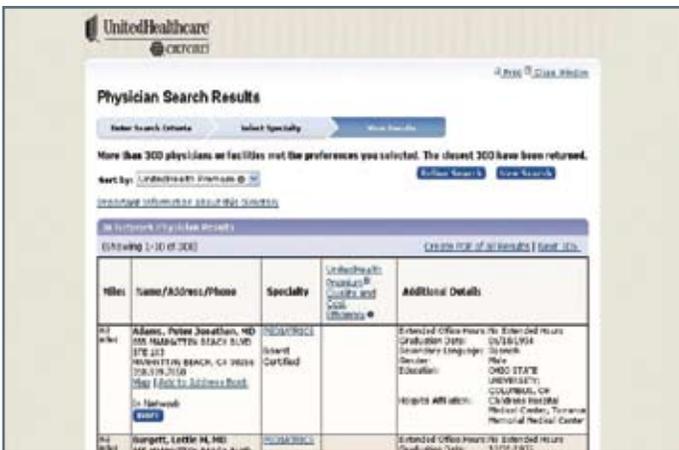
- Check the specialty you would like to search for
- Click **Continue**

### STEP 8

#### Reviewing Your Results

- This is a sample search results page

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## Pharmacy Coverage Information

Access the most up-to-date pharmacy coverage information online (for members with pharmacy coverage)

### STEP 1

Log in to [www.oxfordhealth.com](http://www.oxfordhealth.com) with your Username and Password

### STEP 2

Click on the **Pharmacies & Prescriptions** tab



### STEP 3

Select one of the following options:

### Online Pharmacy

- See an overview of your pharmacy benefit, check your prescription order status, locate pharmacies, and more

### Mail-Order Program

- Use our mail-order program to easily order certain maintenance and long-term medications, and download a mail-order form

### Prescription Drug List\*

- View a list of medications that may be covered under our prescription drug benefit

### Three-Tier Pharmacy Benefit

- See an overview of the Three-Tier Prescription Drug Benefit

### Precertification

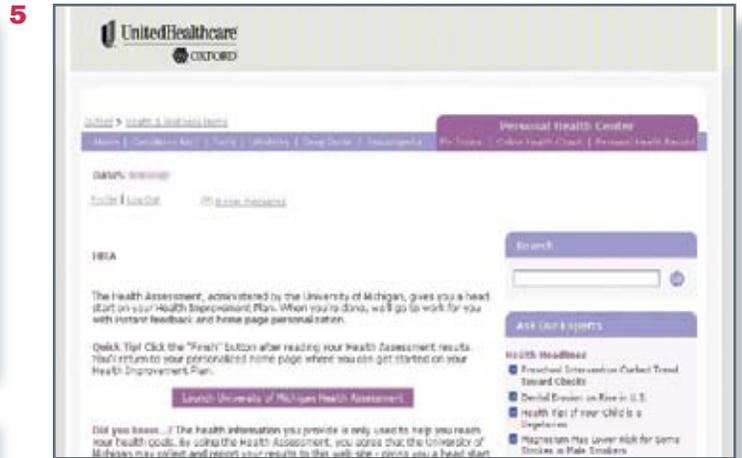
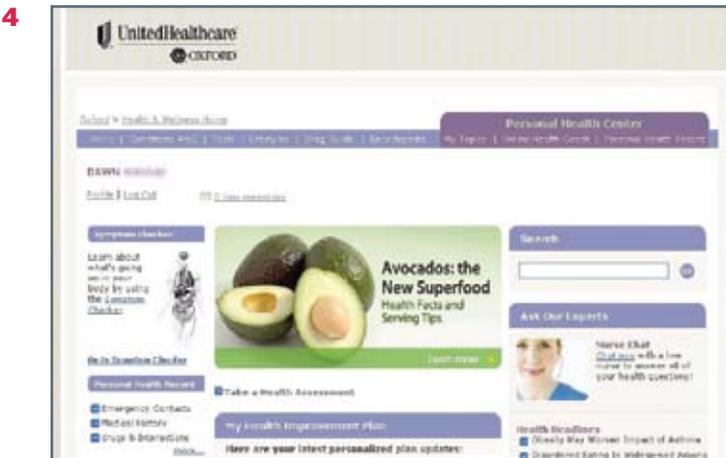
- View the medications that require precertification by us

### Frequently Asked Questions

- See answers to our most frequently asked questions



\*Please note: The listing of a medication on our Prescription Drug List does not guarantee coverage, as certain medications are excluded due to benefit plan design limitations that are specific to members' individual or group benefits. The Prescription Drug List is current at the time of release and subject to change.



## Health & Wellness

This feature provides access to a health care library, live events and discussion groups. Your **Personal Health Record**, health quizzes and calculators, are also located here.

Take your first step towards a healthier life by taking a free, personalized health assessment. This 52-question assessment provides you with immediate feedback on the current state of your health. To take the health assessment, follow these simple steps:

### STEP 1

Log in to [www.oxfordhealth.com](http://www.oxfordhealth.com) with your Username and Password

### STEP 2

Click on the **Health & Wellness** tab

### STEP 3

After entering the site, create a new Health & Wellness profile by entering in your information

### STEP 4

Click on the **Health Assessment** link in the center of the page

### STEP 5

Click on **Launch University of Michigan Health Assessment**

To get the most from your health assessment, try to have relevant health information, such as cholesterol numbers and blood pressure readings, on hand before you begin.

**Please note:** Health assessments are not a substitute for medical care and should not be used to diagnose health problems. Consult your physician before making decisions about medical care. We abide by all privacy and confidential information regulations in regards to data collected through this health assessment.



## Tools and Resources

You'll find the information you rely on to get the care you need, stay healthy and make the most out of your Oxford plan.

### Access to Care

**Search** for a physician or facility

**Access** our 24-hour nurse call line that puts you in touch with an informed registered nurse any time of day or night for guidance on the most appropriate source of care

**View** our complementary and alternative medicine (CAM) offerings and compare our tri-state facilities

### Manage Your Health

**Member Health** links you to our Health & Wellness Center

**General Health & Programs** gives you exam reminders, maternity education and general care guidelines

**Healthy Bonus® Member Discounts** lists special offers that promote a healthy lifestyle

**Managing Disease** shows you a series of programs that support members with serious conditions like asthma, diabetes and heart disease

### Practical Resources

**Medical & Administrative Policies** lists our most up-to-date administrative, clinical and reimbursement policies

**Your Pharmacy Coverage** displays our online and mail order pharmacy programs, as well as our most up-to-date prescription drug list (PDL) and three-tier pharmacy benefit information

**Forms & Materials** allows you to download many of our forms, view our most recent member magazine and request an ID card or other materials.

**Learn About** antibiotics, pediatric health or our HSA accounts.

These are just a few of the tools available to you at [www.oxfordhealth.com](http://www.oxfordhealth.com). Log in today to learn more about our preventive care programs, download forms or review our policies. If you have any questions, just click on **Help** or **Contact Us** at the top right-hand corner of the page.

If you're considering becoming an Oxford member, you can access similar plan information at [www.oxfordhealth.com/newmember](http://www.oxfordhealth.com/newmember).

