

Oxfordhealth.com Member Web Site Re-launch

Questions & Answers

Q. What changes are being made on the *oxfordhealth.com* web site for members?

A. The changes being made to the member web site are as follows:

Phase I: April 2008

- Enhanced health and wellness resource center
 - University of Michigan Health Assessment tool
 - Online health coach programs

Phase II: November 23, 2008

- New look and feel across the entire member portal with easy to read action buttons and simplified navigation throughout the site (modeled after the *myuhc.com* member site)
- Enhanced claims search and claims details
- Ability for subscribers to view and update dependent information
- Ability to view online Explanation of Benefits (EOB)
- Access to account balances and transactions for Health Savings Accounts (HSAs)

Phase III: Q1 2009

- Access to account balances and transactions for Health Reimbursement Accounts (HRAs) and Flexible Spending Accounts (FSAs)
- New coverage details for subscribers and dependents that displays limits and benefits amount tracking

Q. How will these changes make it easier for Oxford plan members?

A. Our goal is to make it as easy as possible for members to get information 24 hours a day, 7 days a week. The re-launch of the member web site on *oxfordhealth.com* gives members increased functionality and easier access to common transactions. The new design uses large action buttons with simplified navigation paths to get members to pertinent information in a timelier manner.

Q. Will Oxford members need to change their user name and password?

A. No, Oxford members will not need to change their user name and password. They will be able to continue to use their current user name and password.

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Q. Do any of the changes to the member web site affect member benefits or plan designs?

A. No, changes occurring to the member web site on *oxfordhealth.com* do not have any effect on member benefits or plan designs.

Q. Can members view and/or print claim information?

A. Yes, a new feature has been added for members so they will be able to view and/or print the Explanation of Benefits (EOB) associated with each claim. In addition, we have added a new feature that allows users to get a printer friendly page view when printing information from any page within the member site.

Q. What effect will this have on dependents? Can dependents use the member site on *oxfordhealth.com*?

A. Dependents aged 13 and older can set up their own user name and password to access their personal information within the member section of *oxfordhealth.com*. Subscribers can easily view their dependents' coverage effective dates and update their dependent information. (Please note that dependents under the age of 13 will no longer be able to register for the site.)

Q. Where can I go to find out more information?

A. More information about the member web site upgrade can be found on *oxfordhealth.com* within your respective audience home page.

