Your guide to oxfordhealth.com with Rally.
Log in today.

Our website, oxfordhealth.com, can help make it easier for you to keep track of your health care coverage. You can check on a claim, let us know you’re pregnant, change your address and even search for a doctor, check referrals, and access your benefits and personalized health care information. You also can get to resources to help you make more informed health care decisions. Such as how to get the care you need, how to use our tools designed to help you stay healthier and how to make the most of your health coverage.

You might be surprised at how much you can do with just a few simple keystrokes.
Take a look around.
It’s probably a good time to do a quick “website walk through” to help make sure you know where to find everything you need, and ensure you are taking advantage of all we have to offer. So, log in to oxfordhealth.com, and use this guide to take you where you need to go.

Member Site Login
To log in to our website, 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 website, click the "Register Now" button.

Home
Once you log in to our site, your personalized home screen will open and show your primary care physician (PCP), your coverage information, our current messages, and our Live Nurse Chat — available 24 hours a day, seven days a week.

You’ll also notice large blue buttons along the right side of the page and seven blue tabs at the top of the page. These visual features will help you navigate through our website.

Claims & Accounts
Search and sort claims information for you and those who are on your health plan.

Use this page to view your claim summary and details, and to search past claims. You can also see your health savings account (HSA) balances, if you have an HSA. Or download a copy of your Explanation of Benefits (EOB) for each claim, if you need to do that.

From here, you can go to other parts of the website, including Account Balances, Prescription Claims and Claim Forms.

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.

Use doctors, hospitals, pharmacies, labs and other providers and facilities in your health plan network. It can help you save money and lower health care costs.

Here’s a step-by-step guide to help you find them:

1. **Go to oxfordhealth.com and click on “Members.”**
   You can log in to your account, create a new one by clicking on "Register Now" or continue to the next step.

2. **Click “Find a Physician or Facility.”**
   If you’re logged in, click the "Find a Physician" button.

3. **Enter your five-digit ZIP code. (If you’re not logged in, you will be asked what Oxford plan you are looking for.)**
   Then you have two choices:
   - If you have a specific provider in mind, enter the doctor’s name or the name of the medical group, clinic, hospital or other facility. You can also enter a medical specialty (dermatology, for example) if you want to see all of the network providers in a category.
   - OR
   - Click on the icon that reflects the type of provider you’re looking for and follow the prompts.

4. **Choose from Primary or Specialty care.**
   Then, select the type of physician you’re looking for. You’ll be shown a list of primary care physicians or specialty physicians—depending on your search—that are near the ZIP code you entered.

5. **Take a closer look.**
   Click a doctor’s name to get more information, including address, phone number, hospital affiliation, if he or she is accepting new patients, and if the doctor is a UnitedHealth Premium® care physician, who meets our criteria for providing quality and cost-efficient care. Just look for the blue hearts. Learn more at UnitedHealthPremium.com.

   If you need the provider ID to identify your PCP, you’ll find it under “Locations.”

Please note: This provider search experience is not compatible with Windows Internet Explorer 8 (IE8) or earlier versions of Internet Explorer. If your system is using the IE8 web browser, you’ll automatically be directed to an earlier version of the provider search tool.
OptumRx is the administrator of your Oxford pharmacy benefit plan.

Please note: The listing of a medication on our Prescription Drug List (PDL) 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 PDL is current at the time of release and subject to change.

Pharmacy coverage information.

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

1 Log in to oxfordhealth.com.

2 Click on the Pharmacies & Prescriptions tab.

3 Select one of the following options:

   Online Pharmacy (takes you to the login page for OptumRx®).¹
   See an overview of your pharmacy benefit, check your prescription order status, locate pharmacies and more.

   Mail-Order Program.
   Find out more about our mail-order program. You can also get our New Prescription Mail-In Order Form.

   Prescription Drug List (PDL).²
   View a list of drugs 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 (sometimes referred to as preauthorization) by us.

   Frequently Asked Questions (FAQ).
   See answers to the questions that get asked the most.

¹ OptumRx is the administrator of your Oxford pharmacy benefit plan.

² Please note: The listing of a medication on our Prescription Drug List (PDL) 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 PDL is current at the time of release and subject to change.
Health & Wellness.

The first step: log in to oxfordhealth.com.

Go to oxfordhealth.com’s Member website. If you are already registered, log in with your username and password and proceed to the Health & Wellness tab—the farthest right tab at the top of the page.

If you’ve never registered on oxfordhealth.com, click “Register Now” and follow the prompts, then go to the Health & Wellness tab as described above.

Let’s get started with Rally®.

You’re now on the Rally registration page. Register by following the three on-screen steps. You’ll need to choose a profile image to participate in online communities or other activities. Please note that your username should be fun and memorable but NOT your real name.

With Rally, it takes just a few minutes to answer some simple questions and get immediate and confidential results. You’ll get specific health suggestions for you to consider and follow-up actions that are designed to work with you and your daily behaviors. This information may help you better understand your healthy behaviors to help you live a healthier lifestyle.

Rally experience.

With Rally, you get an interactive journey answering questions to personalize your experience. After completing the easy-to-follow health survey, you’ll get your results as a “Rally Age” — an indicator of how your health age compares with your actual age.

Select your missions.³

In addition to your Rally Age, you’ll also get personalized and interactive results, including suggested missions, or individual action plans, based on your health survey. Missions provide activities that may help improve or maintain your health.

Track your missions.

After joining your Missions, you can easily track your progress by self-reporting or integrating wearable fitness devices from Fitbit®, Jawbone UP® or BodyMedia®.

Make healthy connections.

With Rally, you can also join an online challenge, participate in communities where you can connect with others about health topics that may be important to you, and stay up-to-date on health-related news.

³ Please talk to your doctor before starting a new fitness program.
Get started with Rally today.

In about 15 minutes, you can get a health summary, complete with suggestions designed to help you improve your health.

You’ll get real-time feedback and:

• Missions designed to help you in changing your behavior.
• Ways to track or monitor your actions, like physical activities, weight loss and more.
• Help as you work toward a healthier lifestyle.
• Your “Rally Age” and how it compares to your actual age, which may help you assess your current health status.

Tools & Resources.

You’ll find information designed to help you find a doctor and stay healthy.

Access to Care

Search for a doctor or facility.

Access Oxford On-Call®, which puts you in touch with a registered nurse any time of day or night for information on sources of care.

View our complementary and alternative medicine (CAM) offerings and compare our tristate facilities.

Manage Your Health

Member Health links you to our Health & Wellness Center.

General Health & Programs gives you reminders and general care information.

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 policies.

Your Pharmacy Coverage displays our New Prescription Mail-In Order Form, as well as our most up-to-date PDLs. You can also log in to optumrx.com for your complete pharmacy benefit details.

Forms & Materials allows you to download many of our forms and other materials.

Learn About antibiotics, pediatric health or our health savings accounts (HSAs).

These are just a few of the tools you have at oxfordhealth.com. Log in today to learn more about our preventive care programs, download forms or read our policies. If you have any questions, just click “Help” or “Contact Us” at the top right-hand corner of the page. If you don’t have an Oxford plan from UnitedHealthcare yet, please visit www.oxfordhealth.com/newmember.
UnitedHealthcare and Oxford do not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities. We provide free services to help you communicate with us, such as letters in other languages or large print. You can also ask for an interpreter. To ask for help, please call the toll-free phone number listed on your health plan ID card Monday through Friday, 8 a.m. to 6 p.m. ET. TTY users can dial 711.

ATENCIÓN: Si habla español (Spanish), hay servicios de asistencia de idiomas, sin cargo, a su disposición. Líame al número de teléfono gratuito que aparece en su tarjeta de identificación.

請注意：如果您說中文 (Chinese), 我們免費為您提供語言協助服務。請撥打會員卡所列的免付費會員電話號碼。

Rally Health provides health and well-being information and support as part of your health plan. It does not provide medical advice or other health services, and is not a substitute for your doctor’s care. If you have specific health care needs, consult an appropriate health care professional. Participation in the health survey is voluntary. Your responses will be kept confidential in accordance with the law and will only be used to provide health and wellness recommendations or conduct other plan activities.

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