

Secure Messaging on myuhc.com

Q: What is Secure Messaging?

A: Secure Messaging is another channel for you to use to submit a question or inquiry to UnitedHealthcare. With Secure Messaging you're able to send and receive secure messaging through the myuhc.com Message Center.

Q: When will I be able to access the myuhc.com Secure Messaging Center?

A: Good news! You already have access to Secure Messaging - provided you are a registered user of myuhc.com.

Q: What if I am not registered on myuhc.com?

A: Go to myuhc.com, select REGISTER NOW, type in the requested information and your ready to use myuhc.com and Secure Messaging.

Q: Is Secure Messaging available 24/7?

A: Yes, unless there is maintenance work being done on myuhc.com. If this would happen we place a messaging on myuhc.com notifying you of an upcoming downtime.

Q: Where is Secure Messaging located on myuhc.com? How do I access?

A: After logging into the site, click on the 'Message Center' link at the top of the page to view messages that have already been sent or received. Click on the 'Ask a Question' link to create/submit a new message.

Q: What types of inquiries can I communicate through Secure Messaging?

A: You're able to ask the same questions through Secure Messaging that you would if you used the telephone to contact us. If you have urgent, multiple questions and / or a situation that is complex, we recommend you call our customer care professionals using the number on the back of your medical ID card.

Q: When I submit a Secure Message to UnitedHealthcare, when will I receive a response?

A: We will respond to your inquiry within 2 business days.

Q: When I submit a question to UnitedHealthcare, how will I know it was received?

A: You will be notified by e-mail, through your personal e-mail account that your message was received by UnitedHealthcare customer care.

Q: How will I receive the answer to my question?

A: For your security, the response to your question will be displayed on myuhc.com in the 'Message Center', after you have logged into the site using your username and password. When the response is posted to the Message Center, you will be notified by e-mail (through your personal e-mail account) that a response to your message has been posted to the myuhc.com Secure Message Center.

Q: What if I have a question about one of my dependents? Will my question be able to be answered?

A: They will be answered in compliance with HIPAA privacy regulations.