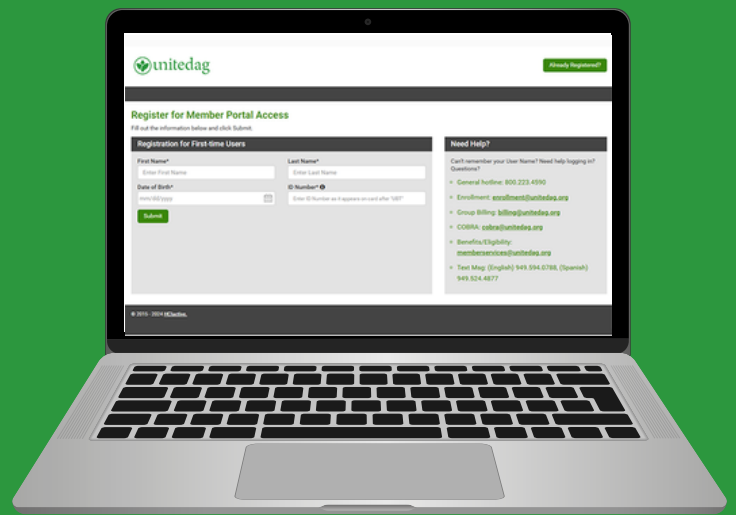




## Frequently Asked Questions

### New Health Benefits Portal

Launching January 1, 2025



#### **When is the new UnitedAg Health Portal scheduled for launch?**

The new Employer Health Portal is scheduled to launch January 1, 2025.

#### **How will Employers be notified of the new health portal?**

Employers will receive an email notification from the UnitedAg Enrollment team to provide Employers with specific credentials to access the new portal.

#### **If my employer has not received login credentials and I am the point of contact for my employer, who should I contact?**

Employers who have not received login credentials by January 2nd should contact [enrollment@unitedag.org](mailto:enrollment@unitedag.org) for assistance.

#### **Will the new health portal impact the Service Rep portal?**

The employer health portal will be impacted by the portal launch. The Service Rep Health portal will remain the same.

**When looking at the company profile in the health portal, will Service Representative information be displayed in the profile page?** At this time, the Client Services representative is displayed in the company profile, we will look at adding the Service Rep to display in future updates.

#### **Will the new health portal flag a DOB that was entered before the effective date?**

The portal will include logic that will prevent/warn when the benefit effective date precedes a DOB or qualifying event date.

#### **Will we be able to generate invoices, via health portal?**

Invoices are generated on a different platform based on the employer groups' respective billing cycles. When the invoices have been produced, a copy of the invoice(s) will be uploaded on the new health portal for viewing. All payment and payment options will continue to be maintained via **Contribution Payment Portal** and will NOT be impacted by the new **Health Portal**.

#### **Will my Contribution Payment Portal credentials change with the new portal launch?**

Your contribution login access will not be impacted. If you're interested in utilizing the payment portal, go to <http://billpay.unitedag.org>, click Enroll Now under the New Users section, and begin the registration using your group's Trust # and zip code on file. Your online payment options are: **One-Time payments**, **Recurring** (any day of the month each month), and **Auto-Pay** (payment scheduled the 1st of every month).

#### **Will invoices no longer be emailed?**

Invoices will continue to be emailed as usual per each employer groups' billing cycle; the health portal is an additional medium to retrieve & view the monthly invoices.

#### **Will the new health portal offer Open Enrollment options?**

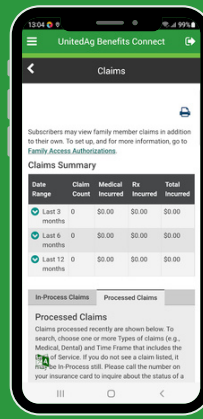
Please email [enrollment@unitedag.org](mailto:enrollment@unitedag.org) to schedule a discussion on the portal's open enrollment capabilities.



## Frequently Asked Questions

### UnitedAg Benefits Connect App

Launching January 1, 2025



Available on Apple  
and Android Devices

#### 1. When is the new UnitedAg Benefits Connect app launching?

Starting January 1st, the new health benefits app will be available for members and their dependents to download via apple or google app store.

**2. When searching for the app via apple and google app store, what information should I enter to locate the app?** When searching for the app, it is important that you enter **UnitedAg Benefits Connect** to locate and download the correct app.

**3. What information does the app require to register? Information must match the members health benefits ID card.**

- First & Last Name
- DOB
- UABT Member ID - UBT (**000000000**) - **Only enter the ID card details after UBT.**
- Email, Cell phone, or Phone Number

**4. What key features will be available on the new mobile health app?**

Some of the key features include:

- **Digital Health ID:** Never leave home without your health benefits ID - it's always accessible on your device.
- **Effortless Management:** View and manage your health benefits in just one click.
- **User-Friendly Interface:** Navigate your benefits and information quickly and intuitively.

**5. Will Health Plan participants (Subscribers) be informed of the new mobile health benefits app?**

All active health plan subscribers will receive a post card mailer in January informing them of the new mobile health app. The bilingual mailer will provide a detailed description of the new mobile app.

**6. Will health plan subscribers be able to view claims for other family members?**

Plan subscribers will be able to view claims of other family members on the plan in accordance to the following privacy rules:

**7. Dependents under 18 years old** - The Health Plan Subscriber may view these claims by toggling to 'Yes' within the Medical Claims Access table and agreeing to the HIPAA Privacy Authorization form that follows.

**8. Spouse and Dependents 18 years and older** - The Health Plan Subscriber may view these claims by following a two-step process.

- The Spouse or Dependent must log in to the Member Portal, Family Access page, and toggle to 'Yes' within the Medical Claims Access table to give the Health Plan Subscriber access to claims data. They must agree to the HIPAA Privacy Authorization form that follows.
- After access has been granted, the Health Plan Subscriber can toggle to 'Yes' within the Medical Claims Access table to accept access for that family member's claims data.

Once access has been granted, the Health Portal Subscriber will be able to select the family member's name on the Claims tab to view their claims. Spouses and Dependents are only permitted to view their own claims.

**9. Will the mobile app be available in Spanish?** When you log on to the mobile health app, you will see a floating "A" icon in the bottom left corner. Once you click on the icon, it will populate your current language, to search for your language of choice, click on the language select box and click on your preferred language.

**10. Will a terminated member (Subscriber) be able to request a certificate of coverage through the mobile app?**

Yes, the member may print their Benefits Summary information through the mobile app, which can function as a certificate of coverage.