

Important Information for Medical Professionals about UnitedHealthcare's DefinitySM HSA

Attention: Doctors, Hospital Staff and all appropriate billing and administrative personnel
Re: Billing Procedures for Definity HSA members

UnitedHealthcare is committed to improving the health care experience for everyone involved: the employers who purchase it, the doctors who deliver it, and most of all, the people who receive it. For example, our recently introduced consumer-driven health plans, (CDHPs) put more decision-making power in the hands of consumers. UnitedHealthcare's Definity HSA is an example of a CDHP in that it pairs a tax-advantaged account for qualified health expenses with a high-deductible medical plan. Members are responsible for managing how the account is used for payment of services.

Please follow these steps concerning claims processing for Definity HSA members:

1. Ask the member to show his or her UnitedHealthcare Definity HSA medical ID card. Contract numbers appear on the front of the card.
2. Please do not ask members to pay any copayment or deductible at the time of service.
3. Submit all claims to the mailing address on the back of the member ID card. UnitedHealthcare will pay the claim based on the member's medical plan and inform the member of any remaining balance s/he owes to you. The member will then pay any amount due to you directly.

UnitedHealthcare has an established tradition of supporting the doctor-patient relationship by not requiring prior authorization, precertification, or referrals for specialty care. The Definity HSA plan continues this tradition.

Members should notify UnitedHealthcare of any inpatient admissions and certain other procedures as described in their plan documents.

Thank you for your attention to this process.

For questions, eligibility and benefit verification, call your physician service number or Customer Care at the number on the back of the member's ID card.