

Notice: Your Credentials for UnitedHealthcare need to be updated on the UnitedHealthcare website

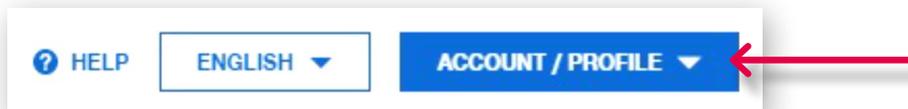
UnitedHealthcare (UHC) is requiring all participants to sign up for their new feature called HealthSafe ID. Please note that per UHC, **you will lose access to your UHC online account unless you update to the new HealthSafe ID.** You can learn more about the HealthSafe ID by clicking this link: [Learn more about UHC HealthSafe ID](#)

Follow these instructions to set up your new HealthSafe ID and EasyEnrollment:

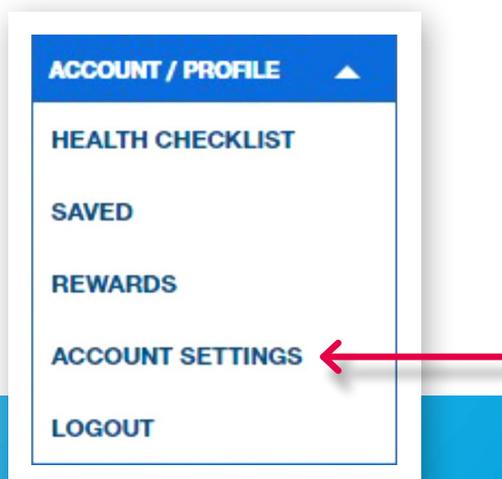
- 1 If you have not created a HealthSafe ID, you can do so by [clicking here](#). Again, please note that your existing UHC account is NOT your HealthSafe ID. **IMPORTANT: During the sign-up process, you must set your Account Recovery to accept security questions, NOT phone number.**

- 2 If you have already created a HealthSafe ID, and have not set your account recovery to accept security questions, please follow the instructions below:

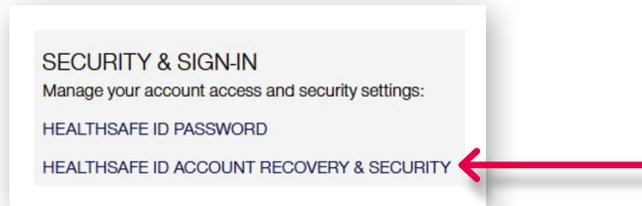
- I. Log in to your UHC account with HealthSafe ID.
- II. In the top right-hand corner, click ACCOUNT/PROFILE:



- III. A drop-down menu will appear. Click "ACCOUNT SETTINGS".



- IV. There are three columns on the Account Settings page. On the left, you will see "SECURITY & SIGN-IN". Click "HEALTHSAFE ID ACCOUNT RECOVERY & SECURITY".



- V. Locate the section called "Account Recovery" and click  Edit

If a member is currently set up with two-step authentication via phone number, they would see the following message and need to confirm their identity prior to proceeding to change to security questions.

A screenshot of the "Confirm your identity" page. The page has a title "Confirm your identity" and a sub-header "For security purposes, we need to confirm the phone number associated with your account." Below this is a blue circular icon with a white smartphone. The form has a "Confirmation Type" dropdown menu with "Text Message" selected. Below this is a "Phone Number" field with the text "+1 (XXX) XXX -". Below the phone number field is a paragraph of text: "An automated text message will be sent to the phone number you provide for account confirmation and recovery purposes, and as noted in the [Consumer Communications Notice](#). Messaging, data rates, and [Texting Terms and Conditions](#) apply." At the bottom of the form is a blue button labeled "Text Me".

- VI. **IMPORTANT:** Set your account recovery to accept security questions.

A screenshot of the account recovery settings page. The page has a title "If you ever have trouble signing in, how should we confirm your identity?". Below this is a dropdown menu with "Security questions" selected. Below the dropdown menu are two options: "Phone number (US only)" and "Security questions". A red arrow points to the "Security questions" option.

VII. If you want to change, or cannot remember all 3 security questions you originally selected, you can reset them here, and provide the answers in the text boxes below.

If you ever have trouble signing in, how should we confirm your identity?

Security questions ▼

Security question one

What was your first phone number? ▼

Answer

Security question two

What is your best friend's name? ▼

Answer

Security question three

What is your favorite color? ▼

Answer

VIII. After setting the account to use security questions, click on "Save".



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- 3** After creating your HealthSafe ID, and setting your account to use security questions, please continue your enrollment process by clicking the back button in your browser. You will then be prompted to enter your HealthSafe credentials, as well as the answers to your 3 security questions. While many questions are listed, you only need to fill out the answers to the 3 security questions in which you selected.
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4 After completing registration, log back into the UHC website with your new HealthSafe ID username and password. You may be prompted to confirm your account by email, or by phone. If so, confirm your account by the method provided.

5 Click the Back Button to continue the EasyEnrollment: Registration process.

Have questions?

Contact us at: support@tpastream.com



TPA Stream