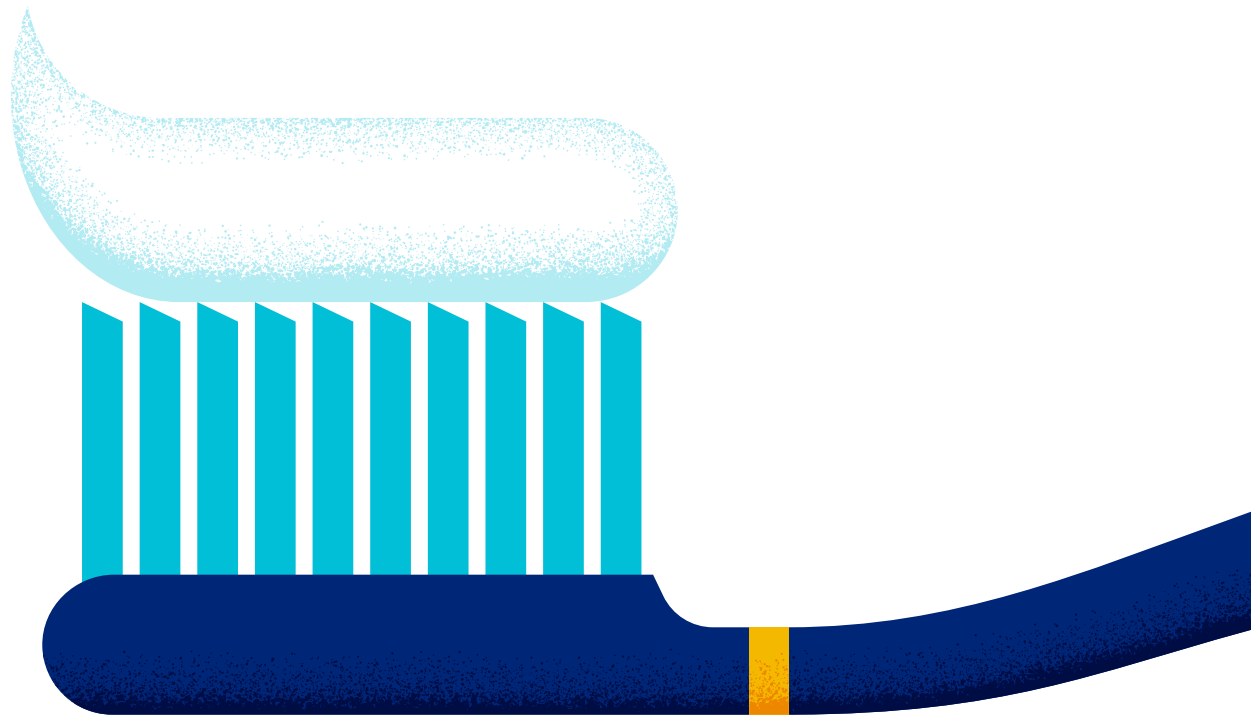




# UHCdental.com user guide





## Quick access

- 1 Introduction to dental portal
- 2 Using portal
- 3 Key features
- 4 Additional features
- 5 Quick links

We know your time is valuable. That's why we've created **UHCdental.com** – our portal that provides robust digital resources when you need them, any day at any time. Your workday will go more smoothly, and you'll enhance the dental care experience for your patients with quick and easy access to the services and applications that UnitedHealthcare offers.

**UHCdental.com** is for participating and non-participating dentists and their staff serving members of these plans:

- Commercial
- Medicare & Retirement

You'll continue to use **UHCdentalproviders.com** to serve members in these plans:

- Medicaid

Texas Medicaid providers can access state-specific resources at [dentaltx.uhc.com](https://dentaltx.uhc.com).

## Helpful hint

Members can access their dental plan information at [myuhc.com](https://myuhc.com)®.



## Why use this portal?

**UHCdental.com** delivers robust digital resources that supply detailed patient benefit and claims information in real time. Features include:

- A detailed snapshot that highlights the patient's plan information, benefits summary, frequency limits and more
- A treatment plan cost calculator that provides patients with accurate, real-time treatment pricing and out-of-pocket expenses
- Simplified claims processing with alerts notifying you when procedures have exceptions or require further information
- Online claims and pre-treatment estimate submissions with the required information pre-populated to increase your claims adjudication rate

The portal helps streamline the insurance process, aids in regulations compliance and keeps your practice information up to date. Here's more of what you can do:

- Register and manage electronic payments and statements
- Enroll in Electronic Data Interchange
- View contracted rates by code, using the treatment plan calculator, which uses your fee schedule\*
- Find dental specialists for patients' next level of care
- Access specialty referral forms, clinical and credentialing guidelines, provider manuals and more
- Become a participating UnitedHealthcare provider
- Update, validate and attest to your demographic information, which is required every 90 days. This will help ensure your practice information is accurate and available to members in our online directory.\*

\*These features on **UHCdental.com** are available to network providers.

### Helpful hint

Update or validate your practice information on **UHCdental.com** for publication to **myuhc.com**. Click Provider Self Service in the **Quick Links** section.

### Helpful hint

Explore the **Provider Online Academy**, our library of interactive courses, videos, state-specific trainings and tutorials that helps you navigate our provider portals, administer and learn about our dental plans and more.



## Supported browsers

**UHCdental.com** is supported by the most up-to-date versions of:

- Google Chrome
- Mozilla Firefox
- Microsoft Edge
- Safari

### Helpful hint

Get information on **UHCdental.com** without waiting for call center hours to find answers. Still need to speak to the call center? Avoid potential wait times by calling Wednesday–Friday before 10 a.m. or after 2 p.m. CT.



## Using the portal for the first time

Follow these instructions to get started:

- Go to **UHCdental.com** and select Register
- You'll be redirected to **One Healthcare ID**
- Enter your profile information
- Enter your email address
- Use the instructions to create your **One Healthcare ID**
- Create a password
- Review the Terms of Use and Website Privacy Policy
- Click I Agree to complete your registration
- You'll be redirected to **UHCdental.com**
- Enter your email address, tax ID number, license number and dentist information

After registering in **One Healthcare ID**, you will use that ID to securely access **UHCdental.com** and other associated applications.

NOTE: Each user must create their own personal log-in.



## Log-in security

Your registration and log-in information are protected by **One Healthcare ID**, a product of UnitedHealth Group. Do not share your log-in information with anyone. You will be required to change your password on a regular basis.



# Key features

Discover tools on [UHCdental.com](https://UHCdental.com) that support your patients and your practice. Search for an individual or family by name, date of birth or subscriber ID.

**Helpful hint** | Use [UHCdentalproviders.com](https://UHCdentalproviders.com) for Medicaid members.

## Eligibility search

The screenshot shows the 'Eligibility Search' section of the UHCdental.com portal. The navigation bar includes 'Dashboard', 'Search', 'Self Service', 'Treatment Plans', 'Claim Information', 'Resources', and 'FAQ'. The search options are 'Eligibility Search', 'Claim Search by Tax ID', 'Claim Search by Member', and 'DHMO Member Roster (Applicable)'. The 'Eligibility Search Information' form includes fields for 'Search By' (Subscriber ID or Name), '\*Service Date', '\*Member Date of Birth', and '\*Subscriber ID'. There are also radio buttons for 'Search For' (Individual or Family) and 'Show Pre Treatment Estimate'. A 'Message Board' on the right contains an 'Important Change Healthcare Information' regarding Healthplex's role as administrator for Commercial and Government dental plans, effective Jan. 1, 2024.

Enter a member's name or subscriber ID to see a list of the patient's eligibility, benefits, utilization history and paid claims, and request pre-treatment estimates.

## Claim search by tax ID

The screenshot shows the 'Claim Search by Tax ID' section of the UHCdental.com portal. The navigation bar is the same as in the previous screenshot. The search options are 'Eligibility Search', 'Claim Search by Tax ID', 'Claim Search by Member', and 'DHMO Member Roster (Applicable)'. The 'Claim Search by Tax ID' form includes fields for '\*From Date' and '\*To Date', and a checkbox for 'Show Pre Treatment Estimate'. A 'Message Board' on the right contains an 'Important Change Healthcare Information' regarding Healthplex's role as administrator for Commercial and Government dental plans, effective Jan. 1, 2024.

## Claim search by member

The screenshot shows the 'Claim Search by Member' section of the UHCdental.com portal. The navigation bar is the same as in the previous screenshots. The search options are 'Eligibility Search', 'Claim Search by Tax ID', 'Claim Search by Member', and 'DHMO Member Roster (Applicable)'. The 'Claim Search by Member Information' form includes fields for 'Search By' (Subscriber ID or Name), '\*From Date', '\*To Date', '\*Date of Birth', and '\*Subscriber ID'. There are also radio buttons for 'Search For' (Individual or Family) and a checkbox for 'Show Pre Treatment Estimate'. A 'Message Board' on the right contains an 'Important Change Healthcare Information' regarding Healthplex's role as administrator for Commercial and Government dental plans, effective Jan. 1, 2024.

Search by tax ID to see all claims paid to date. You can also show pre-treatment estimates associated with each claim as part of your search.



## Key features (cont.)

### DHMO member roster

DHMO provider groups with assigned members can access PDFs of up-to-date member rosters.

**Roster Info**  
Applicable to DHMO provider groups with assigned members

| Published Date  | View                 |
|-----------------|----------------------|
| Mon Jul 01 2024 | <a href="#">View</a> |
| Mon Jul 01 2024 | <a href="#">View</a> |
| Fri Jun 21 2024 | <a href="#">View</a> |
| Tue Jun 04 2024 | <a href="#">View</a> |
| Tue Jun 04 2024 | <a href="#">View</a> |

**Message Board**  
**Important Change Healthcare Information**  
**IMPORTANT MESSAGE TO HEALTHPLEX PROVIDERS:**  
Healthplex continues to serve as the administrator for Commercial and Government dental plans.  
Effective Jan. 1, 2024, Healthplex has changed the systems used to administer dental plans. Please review the Client reference guide for the updated information about the provider portal, provider services phone number, and claims addresses.  
Use UHCdental.com to verify eligibility, plan coverage, online claim/pre-treatment/pre-authorization submission, and more. Please review the [UHCdental.com user guide](#) and [training course](#).



## Claim information

Submit claims and attachments at no cost. Use a completed treatment plan, or click Claim Information at the top of the page for easy submission. You must be logged in to [UHCdental.com](#) for your information to pre-populate.

**Dental Claim**

1. Provider information
2. Patient and subscriber information
3. Claim information
4. Upload documents

See a list of claims and treatment plans processed within the past 30 days in the Recent Treatment Plans and Recent Claims sections. The explanation of benefits (EOB) located in the View column provides details on each claim.

### Recent treatment plans

| Date last edited | Treatment plan name | Member name | View plan               |
|------------------|---------------------|-------------|-------------------------|
| 04/14/2021       | Diagnostics         |             | <a href="#">Details</a> |
| 04/13/2021       | Diagnostic          |             | <a href="#">Details</a> |
| 04/13/2021       | PTE                 |             | <a href="#">Details</a> |
| 04/13/2021       | NA                  |             | <a href="#">Details</a> |
| 04/13/2021       | Bridges             |             | <a href="#">Details</a> |

[More >](#)



**Dental Benefit Providers**



## Claim information (cont.)

### Recent claims

| Subscriber ID | Amount claimed | Claim status | View                        |
|---------------|----------------|--------------|-----------------------------|
| XXXXX         | \$218.00       | Processed    | <a href="#">EOB/Details</a> |
| XXXXX         | \$1,145.45     | In process   |                             |
| XXXXX         | \$248          | Processed    | <a href="#">EOB/Details</a> |
| XXXXX         | \$1,648.00     | Processed    | <a href="#">EOB/Details</a> |
| XXXXX         | \$1,400.00     | Processed    | <a href="#">EOB/Details</a> |

[More >](#)

In the Recent Claims section, expand your search for claims beyond 30 days by clicking More You can search for pre-treatment estimates by date, dentist name, office location or member.



## Treatment Plan Cost Calculator

Use the Treatment Plan Cost Calculator to provide accurate, real-time treatment pricing, benefit plan coverage and out-of-pocket expense information to your patients. Start by searching for a member's eligibility by subscriber ID or name, then select Treatment Plan Cost Calculator.

The screenshot shows the United Healthcare Dental Benefit Providers portal. At the top, there is a navigation bar with links for Dashboard, Search, Self Service, Treatment Plans, Claim Information, Resources, and FAQ. Below the navigation bar, there are three main sections: Patient information, Plan selection, and Provider Location. The Patient section includes fields for Patient name, DOB, Relationship, Spoken Language, and Language Assistance. The Plan selection section includes a dropdown for Select Plan (2023-02-01 - D0000041) and a dropdown for Provider Network Status (In Network). Below these are fields for Subscriber ID, Product ID, Product Type, Group ID, Group Name, Product Line, Effective Date, Plan Year Begins, Eligible, Essential Health Benefits, and Term Date. The Provider Location section includes fields for Provider Name, Address, and City. Below the main sections, there are four buttons: Utilization Search, Fee Schedule, Treatment Plan Cost Calculator (highlighted with a red box), and Submit Claim/PTE.



## Treatment Plan Cost Calculator (cont.)

Name the treatment plan, select the dentist providing services and begin entering procedure codes and unit numbers.

Once the procedure codes have been entered, select Create.

**Treatment Plan Calculator**

**Member**

MEMBER ID: [REDACTED]

[<Member Benefits](#)

---

**Member Information**

**Relationship:**  
Subscriber/Insured

**Plan Description:**  
UHC ASO Custom P&D MLB Plan P0137

**Product ID:**  
D0000041

\* Required Field

**Date of Service**  
07/19/2024

**\* Treatment Plan Name (20 characters maximum)**

**\* Select a Dentist**

[View All Procedure Codes](#)

**\* Procedure Code** **\* Unit Number**  
  [Add Another Code](#)

The created treatment plan will display the patient's total out-of-pocket costs, allowed amounts, utilization rules, exception codes, the need for clinical review and more.

You can print and share this with your patients. To email a treatment plan to your patients, click Print and save the document as a PDF, then send it directly from your office email.

You can also edit your treatment plan and create a claim or pre-treatment estimate without re-entering the patient or procedure code information.

| Member Information         |  |   |                                | Provider                   |                      |  |  |
|----------------------------|--|---|--------------------------------|----------------------------|----------------------|--|--|
| <b>Name:</b><br>[REDACTED] | <b>Relationship:</b><br>Subscriber/Insured | <b>Plan Description:</b><br>UHC ASO Custom P&D MLB Plan P0137 | <b>Product ID:</b><br>D0000041 | <b>Name:</b><br>[REDACTED] | <b>PROVIDER NAME</b> |  |  |
| JOHN DOE PLAN DESCRIPTION  |  |   |                                | ID#                        |                      |  |  |

**Crown #7** [Edit](#) | [Print](#) | [Delete](#)

Date Created 07/19/2024

| Exception Code | Procedure Code | Alternate Benefit Applied | Description                                | Frequency Limitations   | Unit | Tooth # | Age Limit | Amount Allowed | Insurance to Pay Amount | Co-Insurance Percentage | Utilization Rule | Documentation Required                  |
|----------------|----------------|---------------------------|--|---|------|---------|-----------|----------------|-------------------------|-------------------------|------------------|---|
| -              | D2750          |                           | crow - porcelain fused to high noble metal | 1 procedure/s allowed every 60 Floating Month/s for procedure/s [D2750] | 1    | 7       | 0-999     | \$913.00       | \$444.00                | 50%                     | CRN              | yes <span style="color: blue;">1</span> |

\* Procedure requires DDS review.

| Totals                             |                                      |  |   |
|------------------------------------|--------------------------------------|--|---|
| <b>Allowed Amount:</b><br>\$913.00 | <b>Insurance Amount:</b><br>\$444.00 | <b>Deductible Amount Applied:</b><br>\$25.00 | <b>Total out-of-pocket:</b><br>\$469.00 |

**Please Note:**

- Treatment plans will be deleted after 30 days of inactivity.
- Prices displayed are estimates calculated based on members eligibility and planned benefit as of today's date. These are subject to change.





# Fee schedule

## PPO fee schedule

After searching for a member’s eligibility, you can see your fee schedule on the Eligibility Summary page. Select Fee Schedule to find your PPO fee schedule.\*

The Provider Network Status displays easy-to-read information on a member’s plan and status. If more than one plan is available, the most recent plan will appear first.

The deductible information in the Dental Account Summary section shows a member’s out-of-pocket maximum and the amount they’ve paid toward it so far.

**Patient:** ERNOLD POLLEN  
 58 AVENUE D  
 HANFORDVILLE, KY 40308  
 DOB: 07/30/1964 Spoken Language: English  
 Relationship: Subscriber Language Assistance: English

**Select Plan:** PLAN SELECT  
**Provider Network Status:** In Network  
 Subscriber ID: 0000000000 Effective Date: 07/30/2024  
 Product ID: 0000000000 Plan Year Begins: 07/30/2024  
 Product Type: PPO Eligible: Yes  
 Group ID: 0000000000 Essential Health Benefits: Yes  
 Group Name: 0000000000 Term Date: 07/30/2024  
 Product Line: 0000000000  
 Product Description: 0000000000

**Provider Location:**  
 ADDRESS 1  
 CITY, STATE ZIP

**Assignment Status:**  
 Assigned Dentist : Not Required

Utilization Search **Fee Schedule** Treatment Plan Cost Calculator Submit Claim/PTE

**Dental Account Summary** IN NETWORK  
 Annual Maximum Benefits - Dental  
 \$523.00 Used to Date \$1,477.00 Remaining  
**Deductible**  
 \$0.00 of \$0.00 Spent

To see your fee schedule specific to each provider, select a date of service, then the provider’s name.

\*This feature is available only to network providers.

**Fee Schedule**

**Member Information**  
 Name: ERNOLD POLLEN Plan Description: UnitedHealthcare Dental Options  
 Relationship: SUBSCRIBER/INSURED Product ID: 0000000000

**Select Dentist & Fee Schedule** \*Indicates a required field

1 Provide a date of service  
 \*Date of Service: 07/30/2024 CONTINUE

2 Select a Dentist  
 \*Select Dentist: Note: Only providers who are participating in the network will be displayed.

| Select | Last Name | First Name | Primary Address  |
|--------|-----------|------------|--|
| Ⓞ      | BOHAR     | JOHN       | ADDRESS 1<br>CITY, STATE ZIP<br>1000<br>HAWAIIAN ISLANDS, HI 96744 |

3 View Fee Schedule VIEW FEE SCHEDULE

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# Fee schedule (cont.)

## DHMO/DC copay schedule

After searching for a member's eligibility, you can see the DHMO or DC copay schedule under Benefit Details, if applicable.

|  |  |  |  |
|--|--|--|--|
|  |  | <a href="#">Dashboard</a> <a href="#">Search</a> <a href="#">Self Service</a> <a href="#">Treatment Plans</a> <a href="#">Claim Information</a> <a href="#">Resources</a> <a href="#">FAQ</a>  |  |
| <b>Patient:</b> ROSANA ARREOLA<br><small>1530 CORTINA BLVD<br/>VALLEY VILLAGE, CA 91357</small><br>DOB: 08/15/1975      Spoken Language:<br>Relationship:                      Language Assistance:  |  | <b>Provider Network Status:</b> In Network<br>Subscriber ID:      Effective Date:<br>Product ID:      Plan Year Begins:<br>Product Type:      Eligible:<br>Group ID:      Essential Health Benefits:<br>Group Name:      Term Date:<br>Product Line:      Product Description: |  |
|  |  | <b>ADDRESS 1</b><br>CITY, STATE ZIP<br>WHITE OAK AVE STE<br>GRANADILLA, CA 91344   |  |
|  |  | <b>Assignment Status:</b><br>Assigned Dentist : This member is not assigned to your office as their Primary Care Provider (PCP). Please advise the member to login to the web site or contact the customer service number on their ID card to change their PCP assignment.     |  |
| <a href="#">Utilization Search</a>   |  |  |  |
| <b>Benefit Details</b>   |  |  |  |
| <a href="#">Benefit Breakdown</a>  |  | <a href="#">DHMO Copay Schedule</a>  |  |
| <a href="#">Link to copay schedule</a>   |  |  |  |
| <p><b>Disclaimer:</b> The CA DHMO copay schedule is the UnitedHealthcare, Health Net or Blue Shield of CA members' DHMO plan that includes cap rates, member responsibility, breakdown of covered dental services, exclusions and limitations of benefits.</p> |  |  |  |



# Additional features

To view the benefits of multiple family members at once, select Family in the Eligibility Search tab. On the Essential Health Benefit field, you can see if the member's plan is covered under the Affordable Care Act.

United Healthcare Dental Benefit Providers
Dashboard Search Self Service Treatment Plans Claim Information Resources FAQ

**Patient:** ERNEST POLLECH  
160 AVENUE D  
GRANADA HILLS, CA 91344

DOB: [REDACTED] Spoken Language: [REDACTED]  
Relationship: [REDACTED] Language Assistance: [REDACTED]

Select Plan: 2024-04-01 - D0034491

Provider Network Status: In Network

Subscriber ID: [REDACTED] Effective Date: 04/01/2024  
Product ID: [REDACTED] Plan Year Begins: 01/01/24  
Group ID: [REDACTED] Eligible: [REDACTED]  
Group Name: [REDACTED] **Essential Health Benefits: N** Term Date: 12/31/2199  
Product Line: [REDACTED] Product Description: [REDACTED]

**Provider Location:**  
WHITE OAK AVE STE  
Granada Hills, CA 91344

**Assignment Status:**  
Assigned Dentist : Not Required

Utilization Search
Fee Schedule
Treatment Plan Cost Calculator
Submit Claim/PTE

**Dental Account Summary** IN NETWORK

|  |                        |
|--|------------------------|
| <b>Annual Maximum Benefits - Dental</b>    | <b>Deductible</b>      |
| \$523.00 Used to Date \$1,477.00 Remaining | \$0.00 of \$0.00 Spent |

Get a breakdown of a member's coverage on the Benefit Details page. You can view Benefit Breakdown information, Coverage and Deductibles details, Recent Claims and Recent Treatment plans. You can also see a summary of the incentives earned through the Roll-Over Benefits plan for qualifying members. Incentive-based plans encourage patients to maintain good oral health.

| Benefit Details  |   |                    |               |   |   |   |   |           |                   |  |
|--|---|--------------------|---------------|---|---|---|---|-----------|-------------------|--|
| Benefit Breakdown Coverage and Deductible Recent Claims Recent Treatment Plans |   |                    |               |   |   |   |   |           |                   |  |
| ADA Code   | ADA Description   | Procedure Category | Service Dates |   |   |   | Service Date Procedure Code Frequency* (i-ii-iii) | Age Limit | Alternate Benefit | Related Codes                            |
| D0120  | periodic oral evaluation  | 01                 |               |   |   |   | 2 - P - 1Y  | 0 - 999   | NA                | D0120, D0145, D0150, D0180, D0601, D0602 |
| D0140  | limited oral evaluation - problem focused   | 01                 | -             | - | - | - | 999 - - 0M  | 0 - 999   | NA                | D9995, D9996                             |
| D0150  | comprehensive oral evaluation - new or established patient  | 01                 |               |   |   |   | 2 - P - 1Y  | 0 - 999   | NA                | D0120, D0145, D0150, D0180, D0601, D0602 |
| D0180  | comprehensive periodontal evaluation - new or established patient                                     | 01                 | -             | - | - | - | 2 - P - 1Y  | 0 - 999   | NA                | D0120, D0145, D0150, D0180, D0601, D0602 |
| D0210  | intraoral - complete series of radiographic images  | 01                 |               |   |   |   | 1 - F - 36M                                       | 0 - 999   | NA                | D0210, D0277, D0330, D0701, D0702, D0709 |
| D0220  | intraoral - periapical first radiographic image   | 01                 |               |   |   |   | 999 - - 0M  | 0 - 999   | NA                | D0707                                    |
| D0230  | intraoral - periapical each additional radiographic image   | 01                 |               |   |   |   | 999 - - 0M  | 0 - 999   | NA                | NA                                       |
| D0250  | extraoral - 2D projection radiographic image created using a stationary radiation source and detector | 01                 |               |   |   |   | 1 - P - 1Y  | 0 - 999   | NA                | D0250, D0251, D0705                      |
| D0260  | extraoral - each additional radiographic image  | 98                 |               |   |   |   | Invalid Procedure                                 | 0 - 999   | NA                | D0260                                    |
| D0270  | bitewing - single radiographic image  | 01                 |               |   |   |   | 4 - P - 1Y  | 0 - 999   | NA                | D0270, D0272, D0273, D0274, D0708        |
| D0272  | bitewings - two radiographic images   | 01                 |               |   |   |   | 2 - P - 1Y  | 0 - 999   | NA                | D0270, D0272, D0273, D0274, D0708        |
| D0273  | bitewings - three radiographic images   | 01                 |               |   |   |   | 2 - P - 1Y  | 0 - 999   | NA                | D0270, D0272, D0273, D0274, D0708        |
| D0274  | bitewings - four radiographic images  | 01                 |               |   |   |   | 2 - P - 1Y  | 0 - 999   | NA                | D0270, D0272, D0273, D0274, D0708        |
| D0277  | vertical bitewings - 7 to 8 radiographic images   | 01                 |               |   |   |   | 1 - F - 36M                                       | 0 - 999   | NA                | D0210, D0277, D0330, D0701, D0702, D0709 |
| D0330  | panoramic radiographic image  | 01                 |               |   |   |   | 1 - F - 36M                                       | 0 - 999   | NA                | D0210, D0277, D0330, D0701, D0702, D0709 |

Use the Utilization Search button to identify when a member received a specific service. Utilization history goes back 5 years.

The screenshot shows the United Healthcare Provider Dashboard for a member named ERNOLD POLJICH. The dashboard includes a navigation bar with options like Dashboard, Search, Self Service, Treatment Plans, Claim Information, Resources, and FAQ. The main content area is divided into three sections: Patient Information, Provider Network Status, and Provider Location. Below these sections are four buttons: Utilization Search (highlighted with a red box), Fee Schedule, Treatment Plan Cost Calculator, and Submit Claim/PLE. At the bottom, there is a Dental Account Summary section showing Annual Maximum Benefits and Deductible information.

Stay informed with important UnitedHealthcare news and updates posted on the Message Board.

The screenshot shows the United Healthcare Provider Dashboard with the Message Board section highlighted by a red box. The Message Board contains an 'Important Change Healthcare Information' section with the heading 'IMPORTANT MESSAGE TO HEALTHPLEX PROVIDERS:'. The message states that Healthplex continues to serve as the administrator for Commercial and Governmental dental plans and that, effective Jan. 1, 2024, Healthplex has changed the systems used to administer dental plans. It provides instructions for providers to review the Client reference guide for updated information about the provider portal, provider services phone number, and claims addresses. It also mentions that providers should use UHCdental.com to verify eligibility, plan coverage, online claim/pre-treatment/pre-authorization submission, and more.

Access frequently used tools and resources, including the provider self-service portal, forms, manuals, guidelines and more in the Quick Links section at the bottom of the homepage. Be sure to leverage the **Provider Self Service** tool to update any office and provider information. This is also where you validate and attest to your demographic information every 90 days, per requirement.

The screenshot shows the Quick Links section of the United Healthcare Provider Dashboard. It contains a list of links: Provider Online Academy, Provider Self Service (highlighted with a red box), Manuals/Other Supporting Documents, National Standardized Claim Utilization Review Criteria, Manage One Healthcare ID, Quick Reference Card, and Demographic Change Form.