

Please be aware of some slight changes in your umr.com provider search

We want to make you aware of a slight change you may notice when searching for United Healthcare CHOICE PLUS NETWORK (eff 5/1/18) providers on umr.com. As you know, you will pay less for medical services when you see a preferred provider, sometimes known as in-network providers.

In the past, if you searched for a provider or facility that wasn't in our specific network, you likely received a **Zero search results** message. Now, you may occasionally see the following message:



This doctor may be **out-of-network** so your costs may be higher than an in-network provider.

[Find in-network providers close to your location.](#)



If you receive this message, please select the blue **View In-Network Providers** option shown above. This will redirect you to a list of providers that have the same specialty, but are in our CHOICE PLUS (eff 5/1/18) network, similar to the sample screen below:

UnitedHealthcare **FIND CARE** SAVED

CHOICE PLUS

✓ 118 In-Network Doctors Found Near 80045 SORT BY: PREFERRED PROVIDERS

Refine Results *See important notice about participating providers and available services below

LOCATION ZIP CODE 80045 WITHIN 20 MILES

PREFERRED PROVIDERS All (118)

PATIENT REVIEWS

Brown, Mariah Cushman Ruth, MD
Dermatology
★★★★★ 3 Reviews
1665 Aurora Ct
Aurora, CO 80045
+1 720-848-0504 PHONE
0.3 Miles Away
Quality Not Evaluated

Newman, Sabrina Ann, MD
Dermatology, Internal Medicine
★★★★★ 3 Reviews
1665 Aurora Ct Rm 3004
Aurora, CO 80045
+1 720-848-0500 PHONE
0.3 Miles Away
Quality Not Evaluated
✓ Accepting All Patients

Why this change?

Multiple tests showed that when many members receive the **Zero search results** message, they believed the online search tool is not working properly and go to Google, a hospital system/provider website or some other website to find a doctor. If that site states that it accepts United Healthcare insurance, they automatically assume the doctor is in their preferred network.

United Healthcare, however, operates multiple networks, so some of those providers may not be part of our particular network.

You may still occasionally see a **Zero search results** message, but the new **out-of-network** message is designed to more frequently let you know that the search function is working properly and direct you to providers that are in our network.

If you have any questions, please call the UMR customer service number located on the back your ID card.