

Delaware County Government Health Plan Members

Welcome to www.UnifiedGrp.com

You can now have immediate access to your benefit plan information through the Internet - Available 24/7

Members have the ability to:

Check Claim Status

View Plan Information

Access Medical Resources

Email Claims Account Manager

Check Eligibility

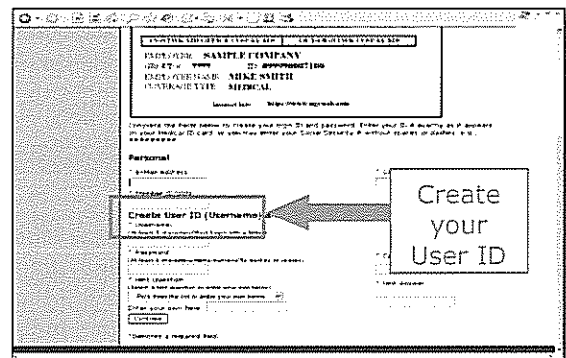
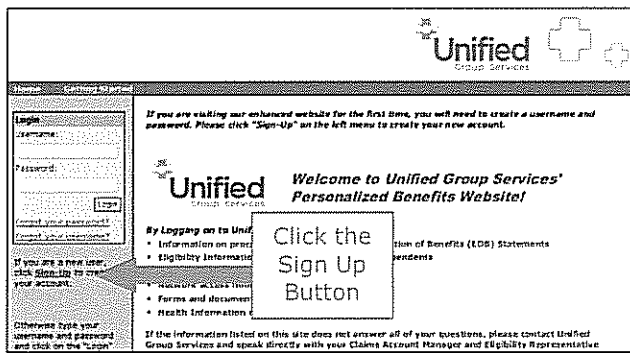
Deductible Status Inquiry

Download Forms

Request ID Cards

And Many Additional Features

**We are pleased to offer you Paperless Explanation of Benefits (EOBs)!
When logging on as a first time user, click the submit button to receive Electronic Notification of your EOBs.**



1. Log on to www.UnifiedGrp.com

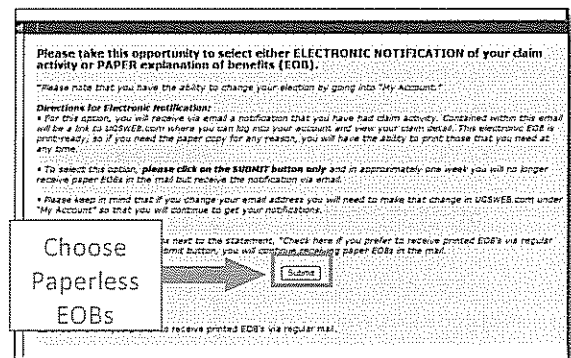
2. Select User Login on upper right corner of screen.

3. On the Login page select Member and enter your group number 2925

4. Click on Sign-Up link (in the left column) to create your account

5. Next, follow the instructions to create your account by entering the following information:

- E-Mail Address
- Member ID/SSN
- Create a Username and Password
- Set up your security question



If you have any questions or difficulty logging on to UnifiedGrp.com, please contact your Web Products Coordinator at Unified!



"We take care of the Customer... and then some!"

UnifiedGrp.com - Explanation of Benefits

In order to help you better utilize UnifiedGrp.com for viewing of your online EOB's we have identified common codes and highlighted certain areas to draw your attention to.

Member ID/Name: G03950060100 / PA KETTLE
Group ID/Name: 999 / UNIFIED GROUP SERVICES, INC
Claim Number: 2008-263000221-0000
Claim Status: EOB Sent
Current as of: 10/25/2008

Member Mailing Address: 123 ABC STREET, ANYWHERE, WV 258990000

Dates of Service: [Callout box]

Shows who payment has been made to: [Callout box]

Provider of Service: JOE DEMONSTRATOR MD

Type of Service	Charged Amount	*PPO Discount	Allowed Amount	Plan Pays	By Plan	Not Covered Reason	Copay	Deductible	Co-Insurance	Member Responsibility
PCP OUTPAT OFFICE VISIT	\$125.00	\$10.00	\$115.00	\$95.00	\$0.00	13 15	\$20.00	\$0.00	\$0.00	\$20.00
COINSURANCE VALUES	\$125.00	\$10.00	\$115.00	\$95.00	\$0.00		\$20.00	\$0.00	\$0.00	\$20.00

* PPO Discount - You have no obligation to pay this amount since the provider has contractually agreed to accept the reduction.

Brief Description of what the service for: Office Visit, X-Ray, Surgery, etc.

13 - PPO DISCOUNT APPLIED
 15 - CO-PAY APPLIED

THIS IS NOT A BILL

Claim Status - You will see one of the following explanations:

Claim in Process but not completed - Your Claims Account Manager has received this claim; however it has not yet been processed.

EOB Notification Completed - The claim has been processed and closed, but no payment has been sent.

Paid - This means your claim has been processed, paid and closed.

Reason Code Description - This will show different explanations on how the claim was processed such as: if a discount was applied, if a copay was applied, if any /all of the charge was applied to deductible and/or coinsurance, if a charge exceeds usual and customary, if the charge exceeds your plan limits, or if Unified needs additional information in order to further process the claim.

Online Wellness Tools- My Personal Health Suite

With My Personal Health Suite you'll interact with programs such as:

- 50-Plus Health
- Men's Health
- Prenatal Care
- Medical Encyclopedia
- Chronic Care
- Medication Research
- Virtual Trainer
- Diabetes Diet Tips
- Fitness Programs

Unified Group Services

Home | Services | Account | My Account | Unified Group Services | Site | Contact

My Personal Health Suite

- Home
- My Personal Home Page
- My Health Assessment
- My Healthy Living Empowerment
- My Personal Health Record
- FAQ
- Search

Wellness Tools

- Medical Resources
- Health Tests
- Fitness & Sport
- Food & Nutrition
- Personal & Family Health
- Games

Medical Resources

- Medical Encyclopedia
- Chronic Care
- Handling Healthcare
- Screening and Prevention
- Webcasts

Select My Personal Health Suite from the Menu Bar

With the Personal Health Suite, you get the information and tools you need to make changes toward a healthy lifestyle.



"We take care of the Customer ... and then some!"