

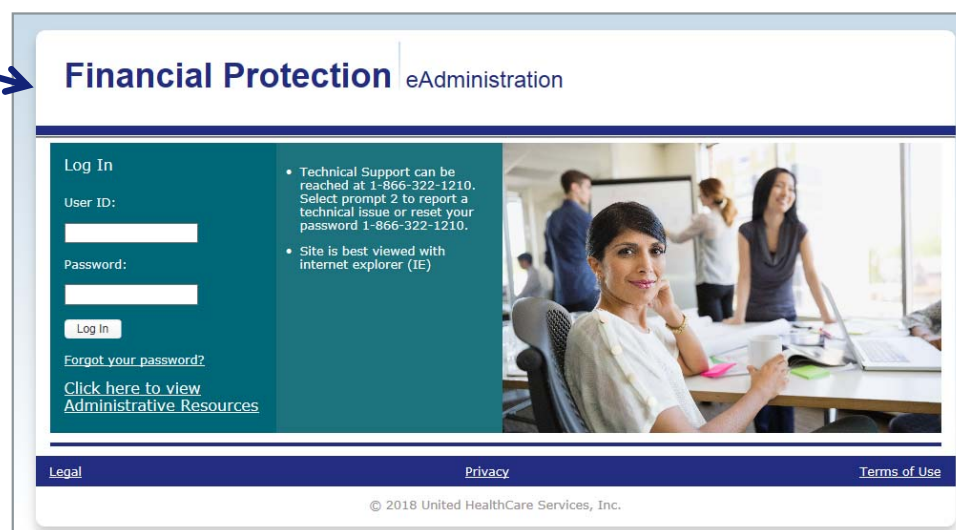
eAdministration Update: Highlights

In response to your feedback, the eAdministration website is being enhanced. The website will be updated to make it easier to find what you're looking for.

Changes will go-live on Saturday, November 17, 2018.

The website address will remain the same (www.uhcfinancialprotection.com), and there is no impact to your log-in process or any previously saved data.

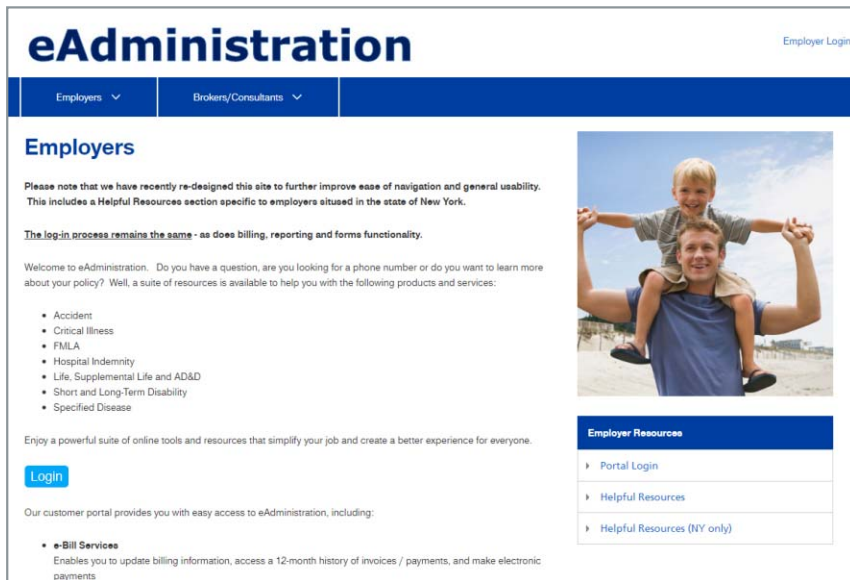
- Same url: www.uhcfinancialprotection.com
- Same username and password
- Updated look and feel



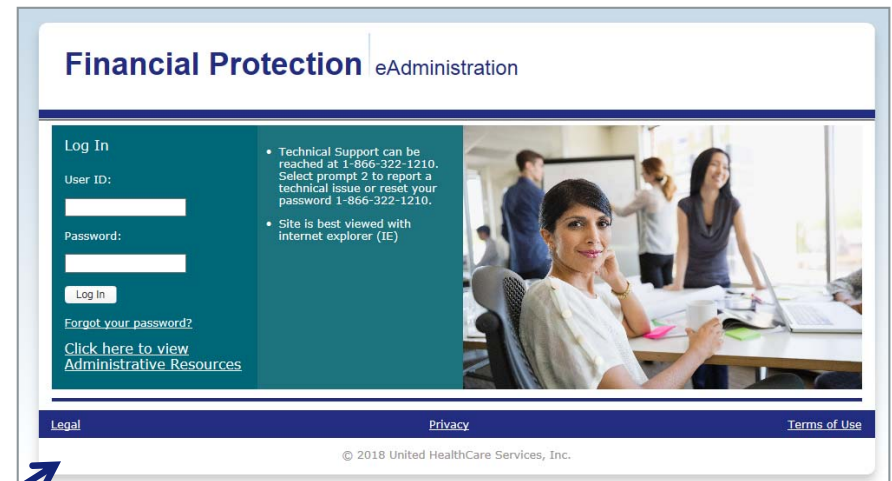
Landing Page - *public*

OLD

NEW



The screenshot shows the old eAdministration landing page. At the top, it says "eAdministration" with "Employer Login" in the top right corner. Below this is a navigation bar with "Employers" and "Brokers/Consultants" dropdown menus. The main content area is titled "Employers" and includes a welcome message, a list of services (Accident, Critical Illness, FMLA, Hospital Indemnity, Life, Supplemental Life and AD&D, Short and Long-Term Disability, Specified Disease), and a "Login" button. A large image of a man carrying a child on his shoulders is featured on the right side. At the bottom, there is a section for "Employer Resources" with links for "Portal Login", "Helpful Resources", and "Helpful Resources (NY only)".



The screenshot shows the new Financial Protection eAdministration landing page. The header is "Financial Protection eAdministration". The main content area is titled "Log In" and includes a "User ID:" field, a "Password:" field, and a "Log In" button. To the right of the login fields, there is a list of technical support information: "Technical Support can be reached at 1-866-322-1210. Select prompt 2 to report a technical issue or reset your password 1-866-322-1210." and "Site is best viewed with internet explorer (IE)". Below the login fields, there are links for "Forgot your password?" and "Click here to view Administrative Resources". A large image of a woman sitting at a desk is featured on the right side. At the bottom, there is a footer with "Legal", "Privacy", and "Terms of Use" links, and a copyright notice: "© 2018 United HealthCare Services, Inc."

- Same url: uhcfinancialprotection.com
- New look and feel

Log-in Page

OLD

NEW

Portal Login

Log In

User ID:

Password:

[Forgot your password ?](#)

For problems with your login, contact our Help Desk at **1-866-322-1210**.
Select prompt 2 for technical on-line issues or password reset.

For e-Bill users:
The e-Bill system is available Monday through Friday between 6:00 am and 9:00 pm CST/CDT.

e delete cookies from your Browser and try again

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Financial Protection eAdministration

Log In

User ID:

Password:

[Forgot your password?](#)

[Click here to view Administrative Resources](#)

- Technical Support can be reached at 1-866-322-1210. Select prompt 2 to report a technical issue or reset your password 1-866-322-1210.
- Site is best viewed with internet explorer (IE)

Legal Privacy Terms of Use

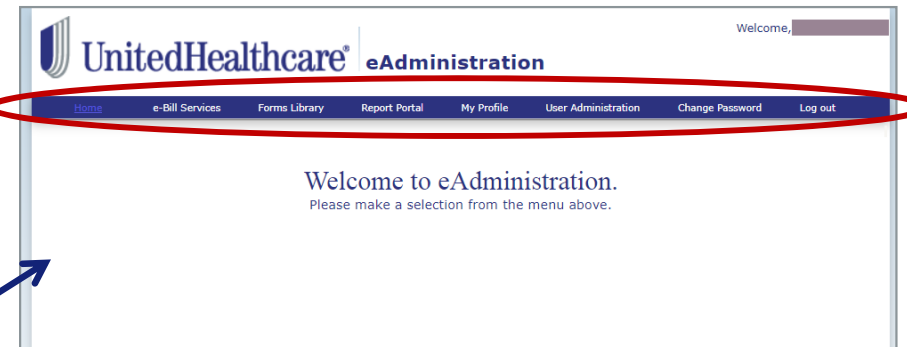
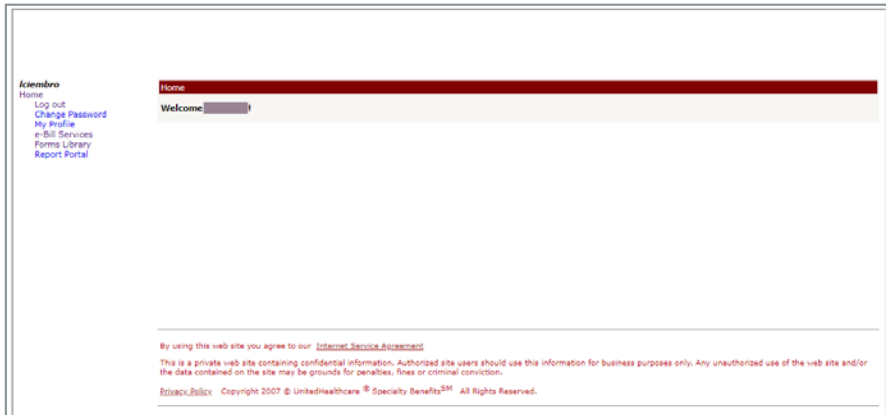
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- Log-in directly from the new landing page
- Same username and password

Landing Page – *post log-in*

OLD

NEW

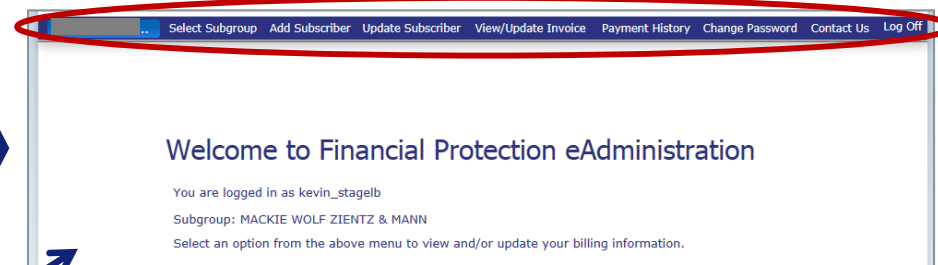


- Same functions now in a top-navigation bar (e.g. billing, forms, reporting, etc.)
- New look and feel

eBill Page

OLD

NEW



- Same functions now in a top-navigation bar (e.g. add subscriber, view/pay invoice, etc.)
- New look and feel

My Profile Page

OLD

NEW

Portal Login

Home
Log out
Change Password
My Profile
e-Bill Services
Forms Library
Report Portal

My Profile
Contact your Group User Setup Administrator for access authorization if additional access to Applications or Reports are required.

1. Identify

Effective Date : 11/03/2006

User ID : [Redacted]

First Name : [Redacted]

Last Name : [Redacted]

Email Address : [Redacted]

Opt-out e-mail notifications

Security Question : What is your mother's maiden name ?

Security Answer : [Redacted] (if left blank, not updated.)

2. User Access

User Type : ACCOUNT MANAGE

Applications

Application Name	Data
<input type="checkbox"/> e-Bill Services	
<input checked="" type="checkbox"/> Forms Library	
<input checked="" type="checkbox"/> Report Portal	Report Name Evidence of Insurability Report Internal-RETIRED, use Business Objects report MLS-02_x, for questions contact Susan Kelley (susan_m_kelley@uhc.com)



UnitedHealthcare eAdministration

Welcome, [Redacted]

Home e-Bill Services Forms Library Report Portal **My Profile** User Administration Change Password Log out

Contact your Group User Setup Administrator for access authorization if additional access to Applications or Reports are required.

My Profile

Effective Date : 10/04/2018

User ID : [Redacted]

First Name : [Redacted]

Last Name : [Redacted]

Email Address : [Redacted]

Opt-out e-mail notifications

Security Question : What is your favorite color ?

Security Answer : [Redacted] (if left blank, not updated.)

2. User Access

User Type : GROUP

Active Sub Groups : All active sub group(s).

Applications

Application Name	Data
<input checked="" type="checkbox"/> e-Bill Services	

New look and feel

User Administration Page

OLD NEW

The old interface features a sidebar menu on the left with options: Home, Log out, Change Password, My Profile, User Administration, e-Bill Services, Forms Library, and Report Portal. The main content area is titled "User Administration" and contains a table with columns: User ID, User Type, First Name, Last Name, E-Mail, E-Bill Services, Forms Library, Report Portal, and Active/Terminated. Below the table are buttons for View User, Reset Password, Update User, Add User, and Terminate User.



The new interface has a top navigation bar with links: Home, e-Bill Services, Forms Library, Report Portal, My Profile, User Administration (circled in red), Change Password, and Log out. The main content area is titled "User Administration" and contains a table with columns: User ID, User Type, First Name, Last Name, E-Mail, E-Bill Services, Forms Library, Report Portal, and Active/Terminated. Below the table are buttons for View User, Reset Password, Update User, Add User, and Terminate User.

New look and feel

Change Password Page

OLD NEW

Home
Log out
Change Password
My Profile
e-Bill Services
Forms Library
Report Portal

Change Password

User ID:

Password:

New Password:

Confirm Password:

Security Question:

Security Answer:

Password Policy

1. Passwords must contain at least 8 characters
2. Passwords must be complex, containing at least three of the four bullets below:
 - Uppercase characters
 - Lowercase characters
 - Numbers (0-9)
 - Non-alphanumeric characters (!@#\$%^&*~_)
3. Passwords cannot contain a user's ID

You are now required to change your password and select a security question and provide an answer. This information will be added to your user profile.
For problems with your login, contact our Help Desk at 1-866-322-1210.
Select prompt 2 for technical on-line issues or password reset.



Home e-Bill Services Forms Library Report Portal My Profile User Administration **Change Password** Log out

Change Password

User ID:

Password:

New Password:

Confirm New Password:

Security Question:

Security Answer:

New look and feel

Administrative Resources

OLD

NEW

The screenshot shows the 'eAdministration' website. At the top, there are navigation tabs for 'Employers' and 'Brokers/Consultants'. The main heading is 'Employers'. Below this, there is a large image of a man carrying a child on his shoulders. To the left of the image, there is a list of services: Accident, Critical Illness, FMLA, Hospital Indemnity, Life, Supplemental Life and AD&D, Short and Long-Term Disability, and Specified Disease. Below the list, there is a section titled 'Employer Resources' with three links: 'Portal Login', 'Helpful Resources', and 'Helpful Resources (NY only)'. A large blue arrow points from this screenshot towards the new interface.

The screenshot shows the 'Financial Protection eAdministration' website. It features a 'Log In' section with fields for 'User ID' and 'Password', and a 'Log In' button. To the right of the login fields, there is a list of technical support information: 'Technical Support can be reached at 1-866-322-1210. Select prompt 2 to report a technical issue or reset your password 1-866-322-1210.' and 'Site is best viewed with internet explorer (IE)'. Below the login section, there is a link 'Click here to view Administrative Resources' which is circled in red. At the bottom, there are links for 'Legal', 'Privacy', and 'Terms of Use', and a copyright notice: '© 2018 United HealthCare Services, Inc.' A large blue arrow points from the old interface to this one, and a smaller blue arrow points from the red circle to the text box below.

Access the administrative guide, deep dive content and additional subject matter flyers by clicking on the link to Administrative Resources

Coming soon

- Updates to Reporting and Forms pages (December 2018)