

# Additional information about the UnitedHealthcare Global Care Card

## How to use your Care Card

1. The UnitedHealthcare Global Care Card will be sent to a designated office for your company to distribute. When you receive your Care Card, activate it and set a PIN for security.
2. Swipe your card where you seek services to pay for eligible medical expenses. You may select to run the transaction as a credit or debit. UnitedHealthcare Global is funding this card.
3. Collect an itemized invoice and receipt at the time of service.
4. You will be notified by email to submit your documentation. Sign in to **myuhc.com**<sup>®</sup> and select “View Global.” Then, select “Provide Global Care Card Documentation.”
  - You’ll be notified when the transaction has been authorized. You can upload your documentation within 48 hours.
  - A reminder to upload documentation is emailed 15 and 30 days after the transaction
  - If you do not upload your documentation within 30 days, your card will be turned off. Once we get your documentation, your card will be reactivated within 3 business days.
5. Tell us who received care and for what, and upload your receipt and invoice. You’ll receive a confirmation number that your submission was received.
6. A few days after we process the claim, you may receive a survey to ask how your experience was for that transaction. We would love to know how the card worked for you and if there’s anything we can do better.

## Eligible expenses

You can use the Care Card to pay for qualified medical expenses and services for you and enrolled dependents. You’ll pay like you usually do, but you won’t have to wait to be reimbursed.

Common examples of expenses that we **cannot** cover:

- Services in the future (e.g., a bundled package of therapy visits)
- Over-the-counter medication or supplies, like bandages
- Dental or vision care expenses
- Experimental services

To review exclusions or limitations to your policy, refer to your Coverage Documents found on **myuhc.com > Coverage & Benefits** under **Documents & Notices**.

## Care Card

If you are 18 years or older, please activate and use your individual cards.

## Where to use your Care Card

When you seek health care services at qualified providers or merchants, you can use the card. Your card won’t work at a gym for example. There are select countries where your card will be turned off due to legal requirements. The most current list of excluded countries or regions is available [here](#).

## Transaction limits

There is a limit of \$1,000 USD per transaction and \$5,000 USD per day. If your service exceeds these amounts, please contact us and we can help.

## What if I accidentally use it for a non-covered service?

Accidents happen. We'll reach out to let you know the expense has been denied as a non-covered service and ask that you reimburse us for the expense. Your card will be suspended until we receive the funds from you. If you don't provide the reimbursement, your card is permanently suspended.

## Collecting and uploading a receipt and itemized invoice

We need your receipt and invoice so we can verify that the amount charged is equal to what you paid, and that you paid for covered services. We will enter the services you received as a claim so your annual benefits are accounted for accurately. If your provider didn't give you a receipt and itemized invoice, contact them to request copies so you can upload your documentation to [myuhc.com](https://myuhc.com).

## I forgot to upload my receipt and invoice in time, so my card has been shut off. What do I do now?

If you don't upload your documentation within 30 days, your card will be suspended until you submit the documentation. Once you submit documentation, your card will be reactivated within 3 business days.

## I still haven't received my card.

There are still delays in postal systems worldwide, so if you haven't received your Care Card, contact us using the number on the back of your ID card.

## How do I reset my PIN?

To reset your PIN, call +1-501-218-8120 (or from the U.S. 866-898-9795) and use zip code 12345.

## My card was lost or stolen.

Contact us so we can cancel your current card and order a replacement to be sent to your preferred address.

## I have not received any notifications or communications directly.

If we don't have your email address on file, the subscriber of the policy will receive all communications.

## My provider already submits a claim on my behalf. Should I use the Care Card instead?

In this case, there's no need to use the card since your provider handles all of the logistics of submitting a claim.

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