

HealthSCOPE Benefits Acquisition Frequently Asked Questions (FAQs)



Here is a quick update on the changes occurring due to HealthSCOPE Benefits' (HSB) acquisition by UMR.

The combination of HSB's solutions and UMR's technological and health care support capabilities will help us better serve you.

This FAQ lets you know what we know today. Additional communications will occur as the transition progresses.

Will I be receiving a new ID card?

You should continue to use your HSB ID card. With the transition date of 5/1/2022, new ID cards will be sent in April. The new ID card will be effective 5/1/2022. When the time comes for new ID cards to be issued, we will work closely with *Illinois Great Rivers Annual Conference of The United Methodist Church* representatives to ensure you know what to expect.

Will my customer service number change?

As of the transition date of 5/1/2022, the customer service phone number will change to 1-800-826-9781.

Will my website access be the same?

The member portal will change to UMR.com to access eligibility information and claims processed after the transition date. Members can register with the information on the ID cards issued in April.

Do I have to change doctors?

Your network is not changing, and your doctors are not changing. If a current provider you are seeing tells you they are not participating, please call the customer service number on your ID card so we can educate your provider's office.

Will my benefits change?

Your benefits will not change based on this change from HSB to UMR.

When will we learn more information about what this means to us as retirees?

We will work through *Illinois Great Rivers Annual Conference of The United Methodist Church* representatives to keep you informed as HSB continues our transition. In the future, you can expect to receive new ID cards, a new explanation of benefits (EOB) and access to a new website that provides enhanced online capabilities.