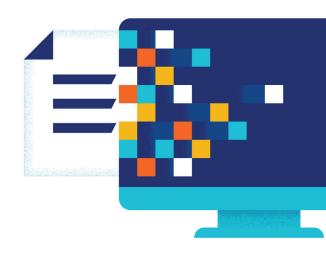# Submitting an insurance claim for medical care

When you receive medical care, the provider may require you to pay for your care at the time of service. This document will help you understand how to file a claim for reimbursement using the UnitedHealthcare member website, **myuhc.com®** and the UHC Global app. If you have not already signed up for access to the member site, you will need to register at **myuhc.com** and download the app from your favorite app store before you will be able to file a claim online.

Submit a claim in myuhc.com

1. Log in to **myuhc.com.** Depending on your location, click 'View Global' or 'View United States'
2. Click 'Submit a Claim'
3. Enter the required information about the person who received care, the health care provider and the claim being submitted
4. Upload information pertaining to the care received. You can upload documents via drag and drop or browse for a file. Be sure to select the attestation box.
5. Submit your claim. Be sure to confirm your preferred method for reimbursement. A confirmation page will appear with a submission ID number.

Submit a claim in the UHC Global app

1. Select 'Submit a Claim' in navigation bar at the bottom
2. Enter the required information about the person who received care, the health care provider and the claim being submitted
3. Upload an image of the itemized invoice and/or receipt. You may need to enable the app to access your photos or camera to complete this step.
4. Submit your claim. A confirmation will appear with a submission ID number.

Each claim is different and processing times vary, but most claims are processed for payment within 14 business days. Payment processing times vary by payment method and banking institution, but in general should take no longer than 7 additional business days.

Contact UnitedHealthcare Global

call the phone number on your ID card
email **expatinsurance_memberservices@uhcglobal.com**

United Healthcare Global