

Electronic Delivery Consent Notice

We are required to provide certain information to you before you agree to receive electronic communications.

This notice applies to all Internet-based communications from us, including email, website and mobile applications.

Electronic communications include, but are not limited to:

- Regulatory Notices
- Plan Documents
- Benefit Determinations and/or Information (e.g.; Explanation of Benefits, Health Statements, Claim Letters)

Electronic Delivery of Communications

By choosing electronic delivery you will receive communications electronically instead of receiving a paper copy.

The types of communications available electronically are subject to change, and if additional communications become available in an electronic format, you will receive those communications electronically. Occasionally, in addition to electronic communications you may also receive a hard copy document.

Your consent remains in effect until you withdraw it. You may withdraw your consent at any time and choose to receive paper mailings by resetting your mailing and email preferences in your Account Settings on myuhc.com.

You have the right to also receive a free paper copy of communications that we are required to provide to you. To request a paper copy of a specific communication, call the member phone number on your health plan ID card.

If we attempt to deliver information to an email address you provide and the message is returned as undeliverable after several attempts, we will assume that you have withdrawn consent for electronic delivery and will begin sending the information to you in paper format. To ensure that you continue to receive emails from us, add the email “from” address to your email address book or safe list. To update your email address, log in to myuhc.com and go to the Change Mailing and Email Preferences page under Account Settings.

Requirements to Access and Retain Information

In order to receive and retain electronic communications, you must have access to a computer or other device which is capable of accessing the Internet and you must have software which permits you to receive and access Portable Document Format or “PDF” files, such as Adobe Acrobat Reader® version 6.0 or higher (available for downloading at <http://get.adobe.com/reader>). Click here for the list of supported: [browsers](#)