



GenYOU

What is GenYOU?

Whether you have to go to the ER, need to see an ENT, or are having a baby, the GenYOU team is here for you. GenYOU has a team of experienced and caring nurses (RNs), social workers, pharmacists and nurse practitioners that work together to provide members and their families with medical support and assistance in navigating their benefits and the entire health care system.

What can GenYOU help with?

- Finding an in-network provider
- Understanding details about the UMR health plan
- Determining what costs will be
- Verifying claims were billed correctly
- Deciphering your explanation of benefits and medical bills
- Transferring medical records
- Scheduling appointments
- Sending a copy of your ID card



Complete the "Story of You" questionnaire by 08/31/2024 and receive a \$25 gift card in the mail!

How Do I Get Started?

- 1 Call the number on your insurance card or download the mobile app to get yourself (and your dependents) registered for GenYOU.
- 2 Complete the **Story of You Questionnaire**. You provide info about your health story and preferences and GenYOU will get you up to speed on your plan benefits.
- 3 Your profile is complete! Now you can contact a GenYOU representative anytime you need help making healthcare decisions. GenYOU Representatives are available 24/7!

