

Spouse and dependent pharmacy information.

Protecting the privacy of our members.

There are rules in place to help protect the privacy and security of the healthcare information of each of our members. With the proper consent on file, you can access pharmacy benefit information for your spouse and dependents in **two ways**:



Online. Visit myuhc.com



Phone. Call the customer service number on your health plan ID card

Accessing online pharmacy information for your spouse or partner and dependents.

You can view information for your dependents under 12 years of age by accessing their account from the **My profile** page under the **My household access** drop down.

- Here you will find the names of your family members displayed.
- Primary cardholders can give their spouse or partner access to their minor dependents, 12 and under.

UnitedHealthcare

Christine

Home Order status Member tools Specialty pharmacy Information center Benefits and claims My profile Cart 0

My household access OPTUMRx

My profile

Manage Access

- My household access
- My caregiver access

Below are the member accounts in your household that you can manage. Click any family member to view more details and update access rules.

Subscriber

CC Christine Cohan Manage

Spouse/Partner

WC William Cohan Your access: Not registered Send reminder

Dependents:

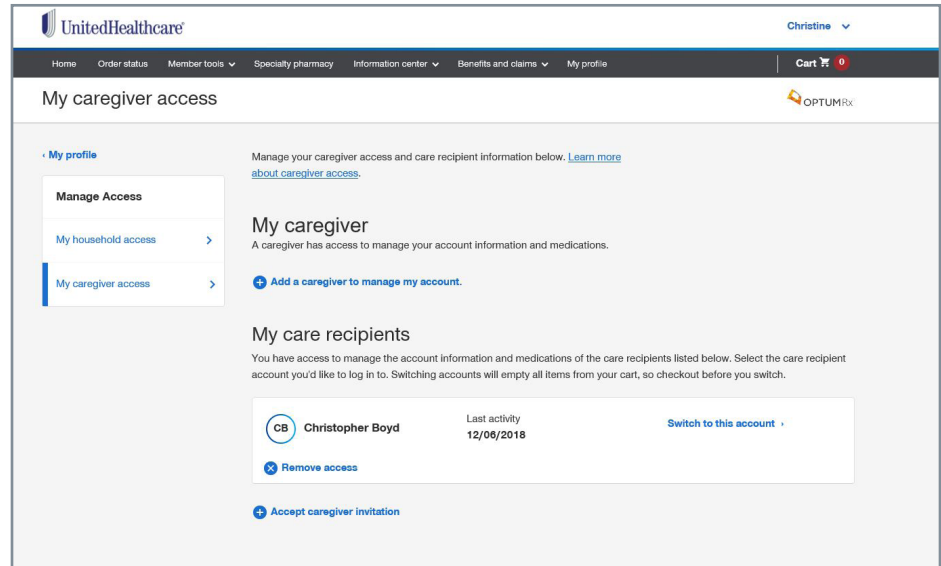
DC Daniel Cohan Age: 29, Adult Your access: Not registered Send reminder

MC Molly Cohan Age: 24, Adult Your access: Full What's this? Manage

CONTINUED

Dependents 13 years of age and older, spouse or partner will need to give you Caregiver Access in order for you to view their pharmacy benefit information online. Follow these steps to set up access:

- 1 Register on the member website listed on your new health plan ID card.
- 2 Select the **My caregiver** access drop down from the **My profile** page.
- 3 Complete form under **Add a caregiver** to manage my account.
- 4 After the form is submitted, an email will be sent to the Caregiver to complete the registration.



Accessing pharmacy benefit information for your spouse or partner and dependents through customer service.

UnitedHealthcare will accept a verbal HIPAA consent over the phone, if the patient is present to provide it. We can also mail a HIPAA Authorization Form to the dependent to sign and return. This would allow a parent to get information in the future.

For members between ages 0–12 years:

If the parent is calling on the minor's behalf, we may provide all Personal Health Information (PHI) related to the member.

For members between the ages of 13–17:

If a parent is calling on their behalf, in most cases, consent from the minor is not required before allowing the parent to conduct business.

If there is a written or verbal HIPAA consent on file, we can help the parents with any request.

This could include giving the names of medications on file.

If there is no consent on file, we can assist parents with limited information including:

- Benefits and eligibility.
- Claim status.
- PHI that provides the type of procedure or diagnosis including descriptions of medications, to the extent the parent demonstrates knowledge of the topic. If not, the minor would need to give verbal or written consent before we can talk about the PHI in question.