

Your live connection to UMR customer service **Member Chat**

Get answers to your claims or benefits questions
24 hours a day, Monday through Friday* on **umr.com**.

**Now it's even easier to get the
answers you need - fast.**

Introducing Member Chat on **umr.com**. Now you can click-to-chat with a customer first team member 24 hours a day, Monday through Friday.* Our team members are available online to answer your questions about your claims and benefits with just the click of your mouse.

Once you've logged in to your **umr.com** account, just click the **Live Chat** icon in the top navigation bar on your member home page. It's that easy.

Once you start a chat session, you'll be prompted to tell us more about your question. Within minutes, a team member will join you to assist with your question.

**excluding major holidays*



Just one click
One click is all it takes to
reach out for answers
about claims and benefits.



A UnitedHealthcare Company