

MEDICAL

FIND IN-NETWORK PROVIDER

To find In-Network providers, Urgent Care or Convenience Care locations, contact UHC at numbers below.

Kelsey UHC Charter Plan

Visit www.kelsey-seybold.com/providers. (The website provides all In-Network options) or call: 877.805.1970

Choice HSA

Visit www.myuhc.com (Select the Choice Network of Providers) or call: 888.651.7319

Registered Members

1. Visit MyUHC.com and click “Register Now”.
To set up a HealthSafe ID you’ll be asked to...
2. Identify yourself.
Enter your name, birthdate, ZIP Code, Member ID (or SSN) and group number (902915).
3. Create a username and password.
The website will guide you through password requirements.
4. Set-up account recovery preferences.
In case you misplace your username or password.
5. Agree to Terms of Use, Privacy Policy, and the Consumer Communications Notice.
Which you may review on the website.
6. Confirm your contact information.
You’ll be guided through steps to verify your email address and phone number.

Unregistered Members

1. Visit www.myuhc.com
2. Select “Find a Doctor” in the middle
3. Select your plan network (Charter or Choice)
4. On the next screen, enter a doctor name, facility name, specialty or condition; search by distance, gender, etc.

Surest

How to Find Surest Providers

Call: 866.683.6440

Unregistered Surest Members (available after October 1)

Pre-member Site to Search for Providers

1. Join.surest.com/FBISD
Access Code: FBISD2025
2. Search Coverage
3. Search by condition, treatment or provider.

MEDICAL

Surest registration process

Step 1: Verify identity

surest. CONTACT US

Already have an account? LOGIN

Register your account.

First, help us locate you in our records.

Last name*
Swenson

Date of birth*
(MM/DD/YYYY)

ZIP code*

Social security number*

Information member needs to have on hand during registration - **Last Name, DOB, Zip Code and SSN** (or Member Number)

Step 2: Create account

surest. CONTACT US

Already have an account? LOGIN

Register your account.

Now, set up your login information.

Username/Email*
mia.swenson@email.com

This email is used to send you communications

Password*

SHOW

- ✓ Use 10 or more characters
- ✓ Use upper and lower case characters (e.g., Aa)
- ✓ Use a number (e.g., 123)
- ✓ Use a symbol (e.g., !@#)

I agree to the Terms of Service, Privacy Policy and Electronic Delivered and consent agreement

Member will indicate **preferred email address** (typically personal email) and **create a password** that meets security requirements

surest.

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Surest registration process

Step 3: Verify email address

surest. CONTACT US

Verify your email address.

We've sent a message to email

CHANGE USERNAME/EMAIL

If you check

RESEND EMAIL

CONTACT US

BACK

surest.

Member will **receive a verification link** via an email to their indicated address and will need to click on it to **verify their contact information is accurate**

Step 4: Confirm phone number

surest. CONTACT US

Great! Just one more security step, so we know this is you.

Phone Number*

Enter your 10-digit phone number

☒ Text me

☐ Call me

BACK HELP NEXT

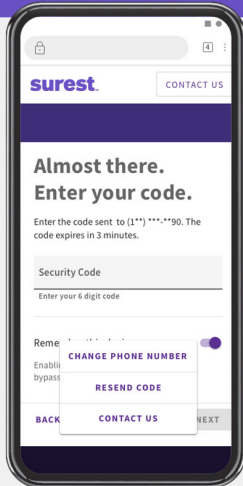
Member will need to **indicate their phone number**, which will be used for MFA (additional layer of identity verification for security) when they login via a new device

surest.

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Surest registration process

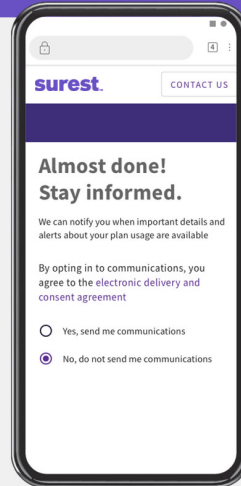
Step 5: Enter verification code



Member **receive an SMS** with the verification code and will need to enter it (usually via auto populate if on a mobile device) **to verify their phone number**

Member will also have the option to change the MFA phone number linked to their account

Step 6: Communication preferences



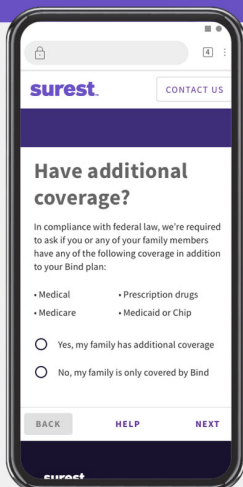
Members will have the option to **receive email/text notifications** from Surest. This includes important plan updates and additional information that can help maximize their value from the benefit

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Surest registration process

Step 7: COB



Subscribers specifically will see a final step where they will need to **indicate whether they or any of their dependents have additional health insurance coverage**

Surest as a carrier is required by regulators to ask this question for coordination of benefits

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