

8/20/21

Optum Digital E&I Weekly Briefing





E&I Release Notes

Week of 8/16

Chat Rollout (E&I) – Chat

Myuhc.com 2.0

Chat Rollout (E&I) – Chat

Members can chat with an advocate from their myuhc.com dashboard, help and claims page. Released 8/17/2021.

Measurement KPIs: NPS, Task Completion

Impact: Select E&I policies with Premier or Elite Advocate4Me: (Apple, Hewlett Packard, PetSmart, Loftware, Indianapolis Public Schools, Abrasive Form, Finit/Washington University, Zensar Technologies)

The screenshot displays the United Healthcare member dashboard for a user named Pseudoprtyi. The dashboard includes a navigation bar with links for Home, Find Care & Costs, Claims & Accounts, Coverage & Benefits, and Health Resources. The main content area features a greeting, a 'View 4 Recommendations' link, and a 'View & Print Member ID Cards' button. Below this, there are sections for 'Care Available to You' (highlighting COVID-19 resources) and 'Your Providers & Facilities' (with options to select a primary care provider or schedule a virtual visit). At the bottom, there are sections for 'Rewards program' and 'Featured Activity'. A 'Help Chat' button is located in the bottom right corner, highlighted with an orange box.

Release Notes Feedback

Questions, comments, feedback?

Please contact:

David Andersen

Optum Digital Product Manager

9800 Health Care Lane Minnetonka 55343

(e): David.andersen@optum.com

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