

Web Assist TFN Decommission FAQs

1. If the members cannot log in, where do they go?
 - a. The members can go to the sign-in page via the mobile app or the web portal, myuhc.com. Once there, they will click on the Login Help Chat Button.
2. What is available to the members via chat?
 - a. Everything that was available when they called the dedicated toll-free numbers with the additional self-service bot that walks the member through the experience.
3. What if the chat advocate is unable to help me?
 - a. If the chat advocate determines that the member needs additional assistance, the chat advocate will call the member and resolve their issue via phone call to the member.
4. What if the member does not want to chat?
 - a. To receive help with their login or registration issues, they would be required to chat with an advocate.
5. What if a member is not comfortable navigating the portal and chatting?
 - a. Advocates have been trained to give a more in-depth explanation of the chat process and how they can assist the members.
6. What languages are available through Web Assist Chat?
 - a. English is only available through the chat bot. If the member needs an additional language, the chat advocate can call the member via a phone call and get an interpreter on the line to assist.
7. How long can members expect the login with assistance to take?
 - a. Our chatbot walks the members through the steps to get into their account. This could take only a few minutes without ever having to pick up the phone.
8. Is it easy for a chat advocate to walk through the steps?
 - a. Yes! Our chat has a screen share capability, Co-Browse. This allows advocates to view the member's myuhc.com screen once the member has

granted the advocate permission to view. The only thing the advocate will be able to see is the member's myuhc.com screen where the chat is located.

9. Can I share these FAQs externally?

a. Yes. They can be shared externally.

10. Why is TFN being decommissioned?

a. We've learned from digitally engaged members that when having issues with logging into the portal or registering for the portal that their channel of choice is to chat. Because of their preference to be digital, the myuhc.com technical support toll-free number, 877-844-4999, will be decommissioned, effective June 5. Members will be able to chat with us on the mobile app or their login/registration experience on the portal.