

Financial Protection Employee Portal

Get started at www.myuhcfp.com

- Built for simplicity and speed
- Self-service access to your claims from any device, 24/7



Employee portal landing page

**New members
register –
create a site
profile and
user ID**



[Home](#) [Contact Us](#)

Members sign in for a personalized view of your Financial Protection Benefits

Find information and tools to make it easy to use your benefits. It takes just minutes to register and you'll instantly get 24/7 access to manage your benefits.

First Time User?

REGISTER

Get a username and password through our free registration process.

Member Log In

LOG IN

If you have forgotten your username or password please click the Log-In button above for more information.



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Site registration

Easy as 1, 2, 3, 4...

Create an Optum ID

An Optum ID securely manages your account so that you can use one Optum ID and password to sign in to all integrated applications.

 Already have an Optum ID? [Sign in now](#)

Profile Information

First name

Last name

Date of birth

mm-dd-yyyy

Sign In Information

Your email address

Create Optum ID

Your Optum ID must have:

6 to 50 characters

At least one letter

No spaces

No letters with accents

None of these symbols % * & [\] ^ ' { } < > # , ; () : ' * ~

Create password

Your password must have:

Between 8 and 100 characters

At least 1 uppercase letter

At least 1 lowercase letter

At least 1 number

No spaces and no & symbol

Type password again

You must agree to the [Terms of Use](#) and [Website Privacy Policy](#) to use the Optum ID service. If you do not agree, click Cancel and do not use any aspect of the Optum ID service.

Step 1

*Fill in personal information
*Add email address and create Optum ID with requirements listed
*Create password with requirements listed

Next Step: Verify Your Email Address

1. **Check your email inbox** ( @  .com) for a message from Optum ID (noreply_healthid@optum.com).

2. **Click on the activation link** in the email or [enter the 10-digit activation code](#).

10-digit activation code

7188250133

Step 2

*Verify email address
*Enter Activation code

Still waiting for your activation code? [Resend email](#) or [update email address](#)

If you don't see it, check your junk or spam folders. You may need to resend the message or add our address to your approved senders.

If you'd like assistance, contact support at 1-855-819-5909 or optumsupport@optum.com.

Share My Optum ID

Using your Optum ID to sign in to SPB Financial Protection Portals means that SPB Financial Protection Portals uses your Optum ID account information to verify your access. We share this information with SPB Financial Protection Portals.

- Optum ID
- Name
- Date of birth
- Email address

By clicking I Agree,

- You give Optum ID permission to share your account information with SPB Financial Protection Portals;
- You acknowledge that your account information is being provided to SPB Financial Protection Portals and it is subject to the SPB Financial Protection Portals privacy policy; and
- You acknowledge that the SPB Financial Protection Portals privacy policy may be different from the Optum ID privacy policy.

Step 4

*Agree to terms

Email Address Verified



Your Optum ID is ready to use. Click the Continue button below to finish.

Step 3

*Verification complete

Once registration is complete, go to the log in page and follow the prompts.



Employee dashboard

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Welcome,

[Account Settings](#)[Log Out](#)

Financial Protection Home

Name: [Edit](#)

Phone Number:

Address 1:

Address 2:

City:

State:

Zip:

Email:

Group:

Group No.:

Claims

Claim #	Date Claim Received	Status	Product
200907159		Incomplete	LTD
200907160		Incomplete	LTD
200907178		Incomplete	Life
200907179		Incomplete	Life
200907180		Incomplete	Life

[View Full Claims History](#)

Available Products

Please select from the available products below to access additional information related to your group coverages.



Accident
Protection



Hospital
Protection



Critical
Illness



Life Waiver
of Premium



Short Term
Disability



Long Term
Disability

Product-specific claim page



Welcome, Your Name
[Account Settings](#) [Log Out](#)

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Accident Protection

Note: Each table has a text filter. The results are matched across all columns and updated on each keystroke.

Show entries

Filter your results:

Claim Number ↕	Date Claim Received ▼	Date of Medical Event ↕	Claim Status ↕
200736935	12-19-2017	09-25-2017	Open

[Claim History for Accident Protection](#)

[Submit New Claim](#)

A maximum of 10 claims will be displayed. Adjust your search criteria to refine your results.



Forms



FAQ



Contact Us

Valuable Resources

Forms



Welcome,

Your name

[Account Settings](#)

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[Home](#) > [Forms](#)

Forms

Contract Situs State:

Underwriting Company: United HealthCare Services, Inc.

Category:

Product:

Note: Please confirm the product, situs state and underwriting company prior to selecting and using a form.

[Search](#)



Disability, life and supplemental insurance claim forms

Disability insurance

- [Short-term disability claim form packet \(pdf\)](#) 
- [Long-term disability claim form packet \(pdf\)](#) 

Life insurance

- [Life claim form packet \(standard\) \(pdf\)](#) 
- [Life claim form packet \(for residents of KS, AR, CO, MD, NC, ND, or NV\) \(pdf\)](#) 

Hospital indemnity protection plan

- [Hospital indemnity protection plan claim form packet \(pdf\)](#) 

Critical illness protection plan

- [Critical illness protection plan claim form packet \(standard\) \(pdf\)](#) 
- [Critical illness protection plan claim form packet \(enhanced\) \(pdf\)](#) 



How to file a claim



[Home](#) [Contact Us](#)

Claim Forms

Disability, life and supplemental insurance claim forms

How to file a claim

1. Choose the appropriate claim packet below.
2. Complete, sign and date the necessary forms in the packet.
3. Use the contact information on the form to fax or email your claim.
 - E-mail: fpcustomersupport@uhc.com
 - Fax: 1-888-505-8550 — Phone: If you have any questions, please call our claims department at 1-888-299-2070, between 8 a.m. and 6 p.m. ET.



Frequently Asked Questions

- **Company Information**

- [Who is UnitedHealthcare?](#)
[Is there a phone number I can call for Customer Service?](#)
[What are your hours of operation?](#)

- **Products**

- [What types of plans does UnitedHealthcare offer?](#)
[Does UnitedHealthcare offer financial protection plans in my area?](#)
[What is Benefit Assist?](#)

- **Claims**

- [How can I check claim status using this website?](#)
[How far back can I check a claim?](#)
[Can I view a claim for my spouse or dependents?](#)
[What is the address I can mail claims?](#)
[Can I fax my claim?](#)
[What additional items should I send when submitting a claim?](#)
[Do the claims go through a review process?](#)
[Can I submit claims online?](#)
[Can I enroll for direct deposit?](#)
[What is the turnaround time for processing claims?](#)



Contact Us



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Contact Us

Support email fpcustomersupport@uhc.com

If you have questions about:

Basic Life/Supplemental Life

Short-term disability and Long-Term disability

Accident Protection, Critical Illness and Hospital Indemnity

Contact us

1-888-299-2070

1-888-299-2070

1-800-444-5854

