UltraBenefits
A Point•C Partner

HRA Benefits Information Online – Member Access

UltraBenefits, LLC is pleased to welcome you to your online self-service tool. You can view your claims and eligibility, access forms and documents and submit request via our Member Portal. Take a minute and review the exciting online services now available.

How do I access this information?

SIGN-UP
You will need your *City of Lowell's'* Group number and the employee/subscriber's Social Security number to sign up for access to your medical HRA/dental web portal.

Go to: **www.ultrabenefits.com**.
Once there, click on ""**For Members**". Then under "**Medical/Dental Member Portal**" select "**LOG INTO THE MEMBER PORTAL".** You will be redirected to a logon screen. Skip down to '**MEMBERS'** section and "**REGISTER ACCOUNT**". You must then read and agree to the "License Agreement" to get to the next step. Enter the **Employee/subscriber's** Date of Birth, First Name, Last Name, City of Lowell's Group Number (J15) and your SSN (no dashes). Select "NEXT" to create your account.

CREATE YOUR USER NAME & PASSWORD
Follow the simple instructions to complete the form as it relates to you. Please be sure to include an email address. We will use your email address to contact you or respond to your inquiries, unless directed otherwise.

OF NOTE:
- ❖ Username must be at least 3 characters long and start with a letter.
- ❖ Enter your full email address. (ex, name@domain.com**)**
- ❖ Password must be at least 8 characters and contain at least one each/Alpha-numeric and one special character (_.!#$%&*@~^\?/+)
- ❖ Password Hint: Choose a question from the dropdown menu and enter the answer in the space provided.

SIGN-IN
Once the sign up process is complete, you will have access to check your claims and eligibility online.

Online features allow members to:

- ❖ Address Change Request- To update your home address.
- ❖ Claims- Review the processed claims for yourself and your dependents under age 18 and print EOB's.
- ❖ Eligibility- Review coverage information for your enrolled dependents under age 18.
- ❖ Grant/Deny Access to My Account – Due to HIPAA privacy rules, spouses and dependents over 18 must provide consent for other family members to view their claims information
- ❖ Online Customer Service – Allows you to submit requests and provides answers to some frequently asked questions.
- ❖ Other Links and Documentation-Access Forms and Documents.
- ❖ Messages (customer service/enrollment requests) are viewed through the Messages link on the top right of the page.

If you have any questions or comments, please email your customer service team at hrafsateam@ultrabenefits.com

Frequently Asked Questions

Is the information secure?
The claim and eligibility information and your profile are managed in a system that meets the requirements as set forth by HIPAA for Privacy and Security of Personal Health Information.

How current is the information?
The data is not "real time". Paid claim and eligibility information are updated every 24 – 48 hours.

Can eligibility be viewed for a member with a future effective date?
Members will not be visible until their effective date. Members cannot access the member portal prior to their effective date.