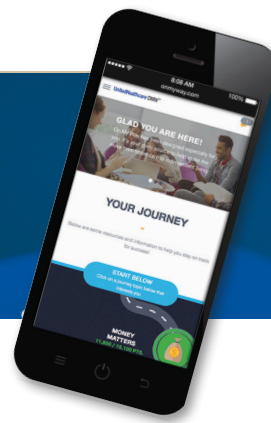


# UnitedHealthcare OMW™

uhc.OMW.com Frequently Asked Questions



**Q: What is the UnitedHealthcare OMW™ site?**

A: UnitedHealthcare OMW™ (UnitedHealthcare On My Way) is a website that provides young UnitedHealthcare Community Plan members, like you, with a go-to source to help you make the move to independent living. The interactive website makes it fun to learn as you go.

**Q: What is expected of me?**

A: You are in charge. Once you enroll, you can jump right in. Start by taking the quiz and choosing one of the learning tracks. Once you begin, you will be taking important steps toward living on your own.

**Q: Does it cost anything?**

A: No, there is no cost to use the website.

**Q: Is there an age limit?**

A: The site is designed for young UnitedHealthcare Community Plan members to help them transition to independent living. The site is designed for youth between the ages of 14-26.

**Q: Is the website secure?**

A: We recognize that the privacy of your personal information is important. UnitedHealthcare is committed to protecting your privacy. For more information, see the Privacy Policy section of the UnitedHealthcare OMW™ website.

**Q: Who do I contact if I am having an issue with the website?**

A: If you have any issues with the website, send an e-mail to [onmyway@uhc.com](mailto:onmyway@uhc.com) and one of the team members will get back to you.

**Registration/Access**

**Q: How do I register?**

A: Go to [uhcOMW.com](http://uhcOMW.com) and complete the brief registration form with your name, e-mail, birthdate and state. That's it – and you're ready to go!

**Q: What happens once I register?**

A: You will receive a welcome e-mail confirming your enrollment. You are also encouraged to take the quiz and begin the learning tracks.

**Q: What are the benefits of registering?**

A: Once you have registered with UnitedHealthcare OMW™, you can access the site and begin one of the six life learning tracks, earn badges and awards. Having your own login name and password allows only you to access the site. To keep your information private, don't share your login or password with anyone.

**Q: How often should I sign in?**

A: You can decide how often to log in to the site. The more often you do, the more you can learn, gain new skills and make progress toward achieving your goals.

**Q: How do I create/access my profile?**

A: It's easy to create a profile. Once you register on the UnitedHealthcare OMW™ site, you will see Welcome and your name at the top of the page. Click on your name and you will see a screen where you can upload a photo or avatar. Need to make changes – it's easy. Click on your name and you can update your profile information.

**Q: What do I do if I forget my password?**

A: No worries. On the home screen at uhcOMW.com, select the “forgot password” button near the bottom of the screen. Type in your e-mail and send. The UnitedHealthcare OMW™ team will send your password to the e-mail address you submitted.

**Q: How do I delete my account?**

A: You can delete your account at any time. Under Account Settings, click on Delete OMW account and your account and information will be removed from the site.

**Q: What happens to my account if I don't log on?**

A: Nothing happens if you don't log in to your account. The more you access the site the more you will learn as you work through the various learning tracks.

**Q: Do I have to finish a track once started?**

A: No. The site will save the progress you have made each time you login. The next time you log in, you can start at the place where you left off.

**Q: What happens when I finish all of the tracks?**

A: Completing all of the tracks is a real accomplishment! You are on your way to independent living. If you haven't already, review the resources and articles for even more helpful tips. You will be awarded more badges and points for reaching this milestone.

**Q: Do I have to set goals?**

A: It's important to think about what you want or need to do in the months and years ahead. Then set your goals. With goals set, you have a real way to see your progress and hold yourself accountable to achieve the goals you set for yourself. In addition, you will earn additional points and badges for setting goals.

**Q: What if my goals change?**

A: As you continue to think about what you want or need to do in the upcoming months your goals can change. You can change or update your goals at any time. Go into the goal setting page of the track you're working on and add/change your goals.

**Q: What if I don't complete my goals?**

A: Goals are helpful in guiding you along a path to get you where you want to be. If you don't meet your goals, think about what you want or need to do and adjust your goals. Think about some actions you can take to accomplish your new goals.

**Q: How do I earn points?**

A: You can earn points and badges as you work through each of the tracks, add goals and answer the bonus questions. In each track on the left hand side of the screen, you can see how many points you've earned and how many points were possible to earn.

**Q: Where can I see my points and badges?**

A: You can view all of your points and badges by selecting the dashboard on the drop down menu. There you can see the leaderboard and how many points you have earned, and how others are doing in earning points and badges. The more points you earn the more bragging rights you have with your peers!

**Q: What information should I have in my vault?**

A: You can upload and store documents in your vault that you want to access later on. You can upload documents into folders, including recent resumes and cover letters. You can also create new folders to store private documents.

**Q: Can I give people access to my vault?**

A: No. You can share documents that you uploaded to your vault by downloading it and printing or e-mailing the document to another person. Your information is only accessible when you login and provide your password. Besides you, no one has access to the information in your vault.



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