

# Ventegra - New Pharmacy Benefits

# UMR - New Health Benefits



## IMPORTANT INFORMATION ABOUT YOUR MEMBER PORTAL

Ventegra is keeping you informed – because knowledge is power. Stay on top of your prescription drug benefits with the Ventegra Member Portal.

### Secure, 24-hour online access to:

- Accumulated Deductible and Maximum Out-of-Pocket (MOOP) Amounts
- Participating Pharmacies
- Drug Fill History Including Medication Information Sheet
- Drug Pricing Estimates
- Alternative Pharmacy Pricing Tool
- Member ID Cards
- Customer Service Contact Information

### Registration is easy – takes only a few minutes!

- 1. Beginning 1/1/25 - visit the Ventegra Member Portal at: [myventegra.org](http://myventegra.org)**
- 2. Select the "Sign Up" link**  
Enter your member ID, name, and date of birth
- 3. Create your Account by providing an email address and password**
- 4. Verify Email Address**  
Verify your email address using the 6-digit code sent to you. If you do not receive your code in a reasonable time, please check your spam or junk email folder.

### Questions?

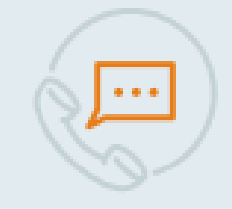
We pride ourselves on providing clear and open communication with members. If you have any questions, please contact our Customer Care Team.

### by phone

**1-877-867-0943**

- Mon – Fri: 7:00 AM to 11:00 PM (CST)
- Saturday: 9:00 AM to 9:00 PM (CST)
- Sunday: 9:30 AM to 6:00 PM (CST)

If you reach us outside these hours, you can leave us a voicemail. We will respond to your question within the next business day.



### by email

Our Customer Care Team is available via email at:

**[CCT@ventegra.org](mailto:CCT@ventegra.org)**



### by chat

Our Customer Care Team is available by "Live Chat" on:

**[Ventegra.org](http://Ventegra.org)**



## Welcome to **umr.com on the go**

As a UMR member you can access your benefits and claims information anytime, anywhere using your mobile device. There's no app to download. Simply log in to **umr.com**

### My taskbar

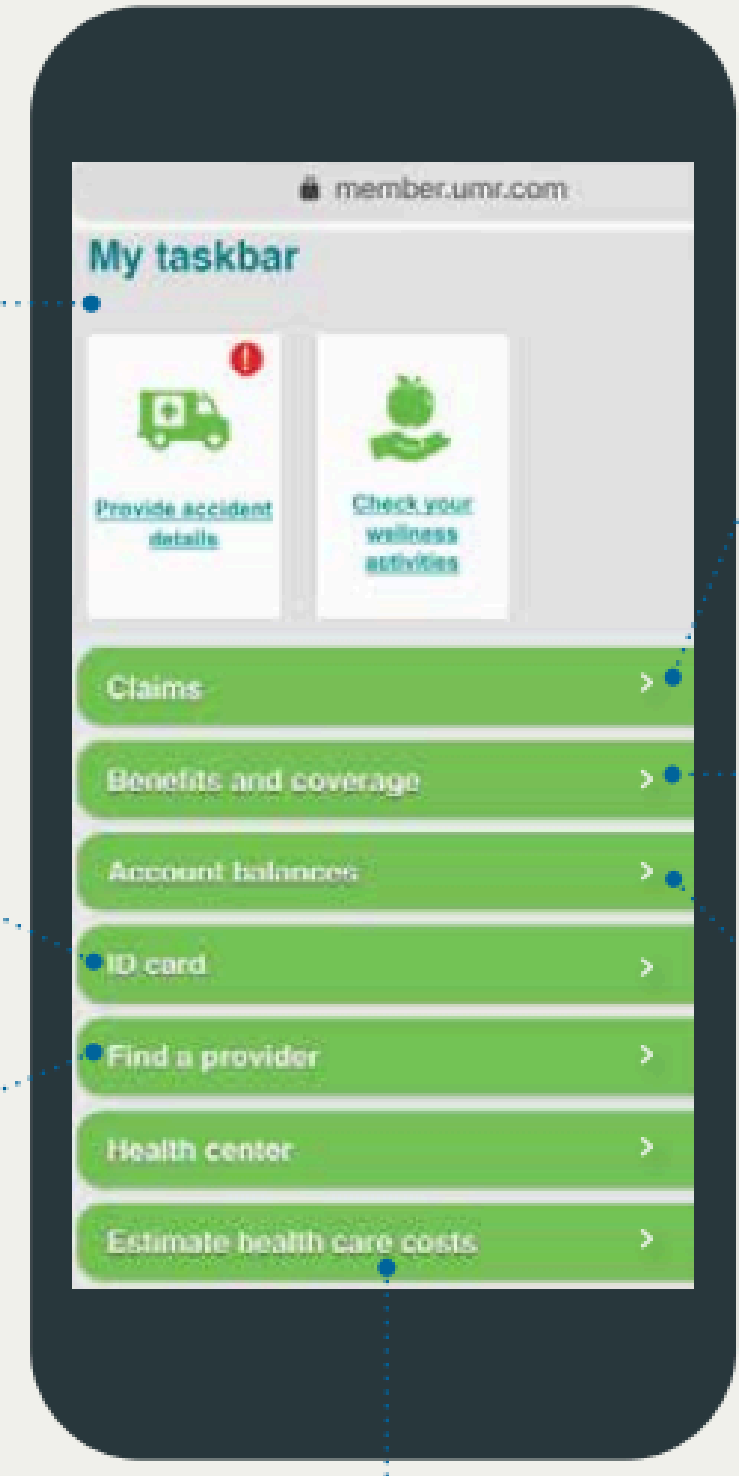
View upcoming tasks right from the homepage.

### Share your ID card with your provider

Now there's no need to carry it with you, it's at your fingertips.

### Find a provider

Find an in-network provider while you are on the go.



### Look up claims

Review a claim for yourself or an authorized dependent.

### Check your benefits

View medical/dental benefits and see who's covered under your plan.

### Access account balances

Look up balances for your special accounts, including HRAs and FSAs.

### Estimate health care costs

See what you can expect to pay before receiving care with the Health Cost Estimator tool.

### Want to bookmark umr.com on your mobile device?

**iPhone:** Touch and hold the open book icon to add **umr.com**  
**Android:** Tap on the menu. Then select "Add Bookmark."



Call The Hatcher Agency with questions about your insurance benefits.

## Call Center Phone Number:

(501) 943-4182

## Call Center Hours:

Monday - Friday  
9:00am-5:00pm