



## QUICK GUIDE FOR THE MyVUMI™ INSURED PORTAL

### About MyVUMI™

MyVUMI™ is an online web portal where VUMI® insureds can view the information of their health insurance plan and policy documents, get a digital copy of their ID card, contact VUMI®, and much more, all in one convenient digital platform. To access MyVUMI™, visit [www.myvumiportal.com](http://www.myvumiportal.com) or download the MyVUMI™ mobile application from the Google Play™ store or the Apple® App Store®.



### How can I generate my password?

Insureds can log on to the MyVUMI™ online portal by visiting [www.myvumiportal.com](http://www.myvumiportal.com) or through MyVUMI™ mobile application.

Insureds can generate a password for themselves which will be sent directly to the registered email address in their insurance application. Here's how an insured can generate his or her own password:

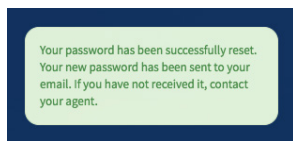
- 1 In the main menu, click on the **"If you forgot your password or want to request it, click here"** option.
- 2 Enter the policy number you'll find on your ID card and click on **"Send:"**

# How can I generate my password?

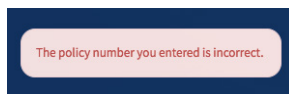
If the entered policy number is valid, the insured will see the confirmation message displayed in image **A**, as shown below.

If the insured entered an invalid policy number, the notification displayed in image **B** will appear.

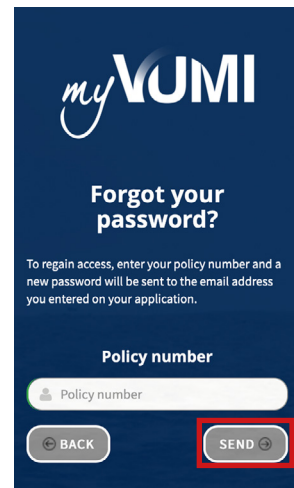
**A**



**B**



**Note:** If VUMI® does not have an email address on file for the insured, the generated password will go to his or her agent's email address. If the insured has a problem obtaining the password, he or she can send an email to: [customerservice@vumigroup.com](mailto:customerservice@vumigroup.com).

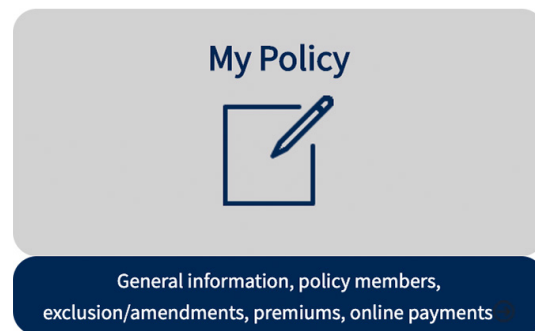


## MyVUMI™ PORTAL SECTIONS

### My Policy

The "My Policy" section contains the following tabs:

- General information
- Policy members
- Exclusions/Amendments
- Premiums
- Payments management

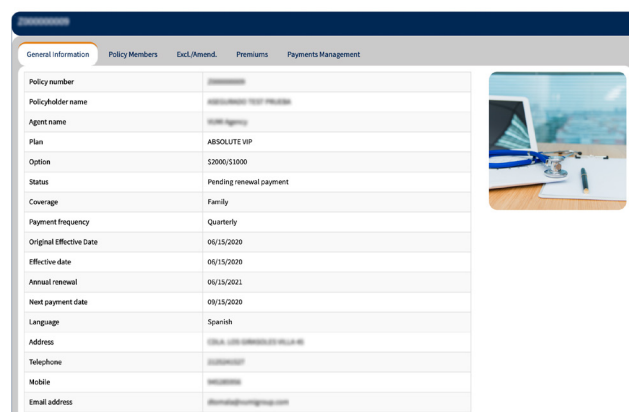


Please note, this page contains the information VUMI® received upon enrolling the policyholder and his or her dependents. Contact VUMI® to request edits to this information.

### General information

Under the "General Information" tab, insureds can view:

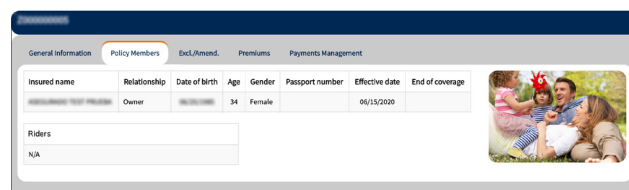
- The policy number and status
- Names of the policyholder and the agent
- Plan name and the selected deductible option
- Payment frequency
- Effective date, annual renewal date and next payment date
- Language
- Policyholder contact information



### Policy members

Under the "Policy members" tab, insureds can view:

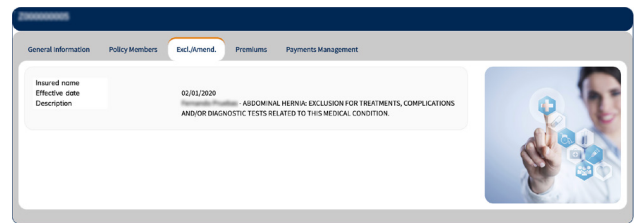
- The names of all the policy members
- The policy members' relationship to the policyholder
- The policy members' date of birth, age, gender, passport number, effective date and coverage end date
- Additional coverage riders, if applicable



## Exclusions/Amendments

Under the “Exclusions/Amendments” tab, insureds can view:

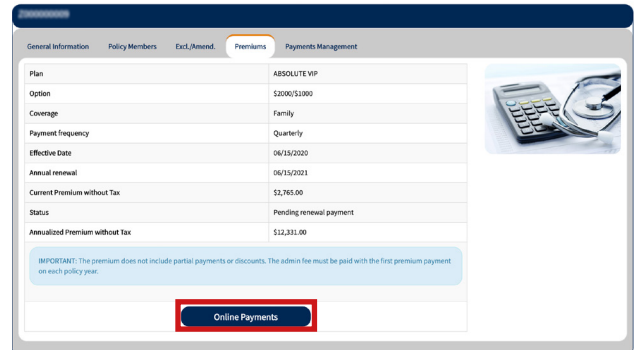
- Any exclusions or amendments made to the policy
- The name of the insured to whom the exclusion or amendment applies
- The effective date of the exclusion or amendment



## Premiums

Under the “Premiums” tab, insureds can view:

- Plan name and the selected deductible option
- Payment frequency
- Current premium value
- Premium status
- Online payments button



**Note:** If you need help processing an online payment, email [payments@vumigroup.com](mailto:payments@vumigroup.com). Inquiries will be answered during office hours: Monday through Friday, from 9 am to 5 pm EST.

PAYMENT DETAILS

Policy number: [A] [XXXXXXXXXX]

Policyholder name: [A] [XXXXXXXXXX]

Agent name: [A] [XXXXXXXXXX]

Agency name: [A] [XXXXXXXXXX]

Current premium: \$ 2,765.00

Due date: 09/15/2020

Payment frequency: Quarterly

\*\* The admin fee must be paid with the first premium payment on each policy year.

Amount Due: \$ 2,765.00 - Quarterly #2

Amount to pay\*\*: \$ 000000.00

Email address\*\*: [A] [XXXXXXXXXX]

To notify payment

Method of payment\*\*: ☐ Existing method of payment ☐ New credit card ☐ New electronic check

Cancel Accept

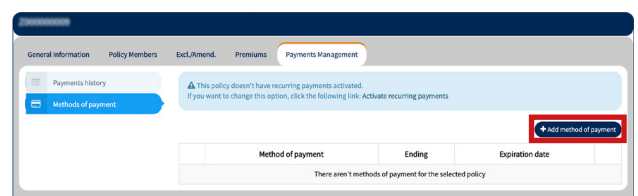
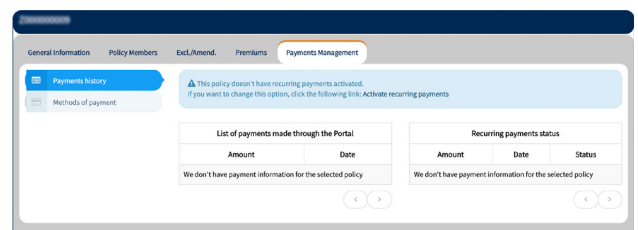
## Payments management

Under the “Payments management” tab, insureds can view:

- The payment history
- The methods of payment

Under the “Payment history” tab, insureds can view their completed payments information to date. They can also activate or deactivate the recurrent payments option through their registered method of payment.

Under “Methods of payment” tab, insureds can view their registered payment method information and add other methods of payment, such as an electronic check or credit card.

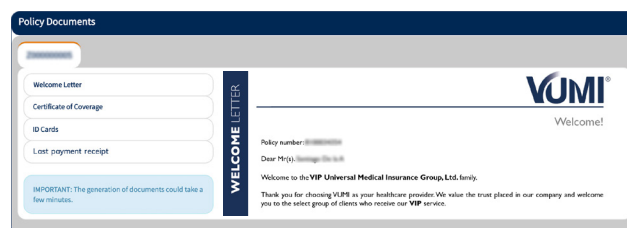
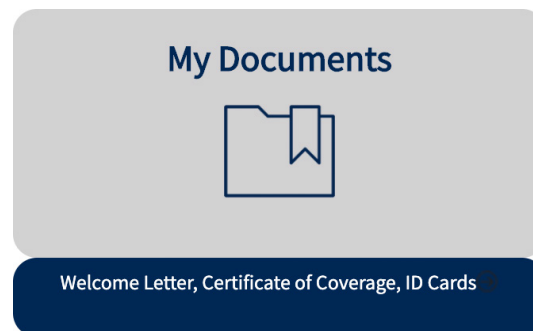


# My Documents

The “My Documents” section contains:

- Welcome letter
- Certificate of insurance
- ID cards
- Last payment receipt

These documents can be downloaded as PDF files.



# ID Cards

For the convenience of our insureds, there is an option to download a digital copy of the policyholder and the dependents' ID cards, available in the “ID cards” tab.



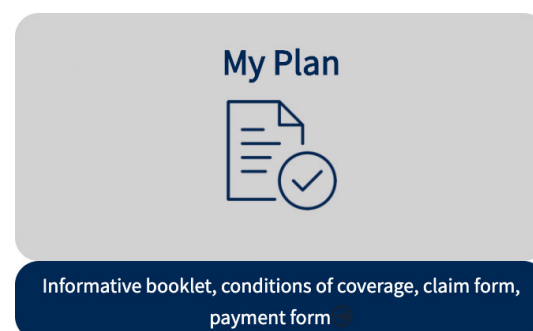
# My Plan

The “My Plan” section contains the following plan documents:

- Informative booklet
- Conditions of coverage
- Claim form
- Payment form
- Declaration of residence form

These documents can be downloaded as PDF files.

**Note:** While the forms in this section can be digitally completed, each one must be downloaded, signed and sent to VUMI® via email.



# My Claims

This section offers insureds direct access to the information regarding all their claims processes, such as:

- General information of the policy
- Online claims submission
- Information of the policy members' applied or pending deductible
- Claim status and relevant information regarding billed and paid amounts
- Ability to download of the Explanation of Benefits (EOB) document

The 'My Claims' interface features a header with the title 'My Claims' and an icon of a document with a dollar sign and a calculator. Below this is a dark blue button with the text 'Check the status of claims, amounts billed and paid, deductibles and online.' The main content area is titled 'Deductible' and 'Claim Detail'. It includes a 'Claimant' dropdown menu, a 'Policy year' dropdown menu with a date range 'From: 06-15-2020 To: 06-14-2021', and a 'Search' button. Below these are two columns: 'Deductible applied' and 'Pending deductible'. Each column has a table with 'Inside the USA' and 'Outside the USA' rows. The 'Deductible applied' table shows \$0 for both, while the 'Pending deductible' table shows \$2000 for 'Inside the USA' and \$1000 for 'Outside the USA'. A footer note states: 'The amounts shown are referential, there may be claims in process.'

Deductible applied		Pending deductible	
Inside the USA	\$ 0	Inside the USA	\$ 2000
Outside the USA	\$ 0	Outside the USA	\$ 1000

## Online claims submission

Upon clicking the "Submit a Claim" button, a pop-up will appear containing the online claim form.

In plans with more than one insured, users may submit their own claims or for other members of their policy. Click the drop-down menu next to "Claimant" and select the person wishing to submit a claim.

The form includes a text field to write a description of the claim, and it also allows the user to upload up to five files related to the claim. If you need to send additional documents, please contact VUMI®.

To submit the completed claim form, click on "Accept."

The 'CLAIMS' form is titled 'CLAIMS' and includes a 'Claimant' dropdown menu. Below this is a 'Bank Information' section with a text field and a 'Type of Payment' dropdown menu. An 'Add/Edit' button is located next to the 'Type of Payment' dropdown. An 'IMPORTANT:' section follows, with two bullet points: '- The fields marked with \*\* are required.' and '- The fields marked with \* are recommended.' Below this is a 'Description' text field. A note states: '\*\*Please upload your medical records, receipts and other documents related to this claim.' Below this are five 'File' upload sections, each with a 'Select file' button and a note: 'The file size limit is 3MB.' At the bottom right are 'Cancel' and 'Accept' buttons.




## Contact VUMI®

The “Contact VUMI®” section contains the following information:

- VUMI® email addresses
- VUMI® phone numbers
- VUMI® mailing addresses
- Online medical notification form

To complete the online medical notification form, click on the “Medical Notification” button.

### Contact VUMI®



Phone numbers, email addresses, send medical notifications

Our medical team is available 24 hours a day, 7 days a week:

**By email:**

Notifications: [notify@vumigroup.com](mailto:notify@vumigroup.com)

Claims: [VUMIclaims@vumigroup.com](mailto:VUMIclaims@vumigroup.com)

Travel: [travelvip@vumigroup.com](mailto:travelvip@vumigroup.com)

**By phone:**

Main phone	+1 214 276 6376
Main toll-free	+1 855 276 VUMI (8864)
Fax	+1 425 974 7867
Fax toll-free	+1 800 976 0972

**By mail:**

**Global head office:**  
VIP Universal Medical Insurance Group  
8150 N. Central Expressway  
Suite 1700  
Dallas, Texas 75206  
USA

**Regional office:**  
VIP Universal Medical Insurance Group  
5301 Blue Lagoon Drive  
Suite 500  
Miami, Florida 33126  
USA

**MEDICAL NOTIFICATION**

## Medical Notification

Upon clicking the “Medical Notification” button, a pop-up will appear containing the online medical notification form.

In plans with more than one insured, users may submit their own medical notification or for other members of their policy. Click the drop-down menu next to “Patient” and select the person wishing to submit a medical notification.

The user must submit the following information:

- Patient name
- Diagnosis and treatment
- Date and country of service
- Name of doctor or provider
- Name of hospital or clinic
- Contact information
- Any relevant documents

To submit the completed medical notification form, click on “Accept.”

**MEDICAL NOTIFICATION**

Policy number

Policyholder name

Agent name

Agency name

**MEDICAL NOTIFICATION**

Patient

Diagnostic

Treatment

Date of services

Country of service

Doctor/Provider

Hospital/Clinic

Contact information

File

The file size limit is 3MB

Cancel Accept

## My Profile

The “My Profile” section allows insureds to:

- View the user’s personal information
- Change their password
- Change their preferred language

**Note:** Personal information can only be changed by contacting VUMI®.

After changing a password or preferred language, click on “Save Changes.”

The image shows a screenshot of the 'My Profile' section in the MyVUMI portal. At the top, there is a header 'My Profile' with a user profile icon. Below this is a dark blue button labeled 'Personal information, change password'. The main content area shows a sidebar with three options: 'Personal information', 'Change password', and 'Change language'. The 'Change password' option is selected. The main panel displays a form with three sections: 'Current password' with a text input field and a label 'Please enter your current password'; 'New password' with a text input field and a label 'Please enter your new password'; and 'Confirm password' with a text input field and a label 'Please re-enter your new password'. At the bottom of the form is a green 'Save changes' button.



THE SMART  
DECISION