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Subject: Oxford self-service reporting is now available
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Oxford self-service reporting is now available

Enhanced claims reporting capabilities simplify viewing and analysis of health plan performance data

Self-service Claims Experience Reporting (CER) is now available for New York, New Jersey and Connecticut Oxford fully insured commercial group customers with 125+ enrolled subscribers and their brokers or consultants.

Available through uhceservices.com, the producer and employer website, CER provides convenient, on-demand access to data with flexible options for viewing and preparing reports to easily analyze the performance of a customer's plan.

Attributes of self-service CER:

- **Single resource** — Claims reports in one place
- **Ready access** — Reports can be generated and retrieved at any time
- **Deeper analysis** — Detailed data is automatically provided and can be extracted to Excel for additional analytic capabilities
- **Availability** — Data is loaded monthly for customers and brokers to run self-service reporting

When generating reports, users will need at least three months of data, with one month of experience and 2 months of runout. Reports can be run on or after the 10th business day of the month.

Access to CER reporting is automatic for the customer, agent of record on file and/or the General Agent of record on file if the group meets the 125+ enrolled subscribers' threshold for reporting.

Resources to support you

CER job aids, a training video and sample reports with descriptions are available on uhceservices.com under **Resources > Training Materials**.

If you need assistance with access to uhceservices.com, contact your agency administrator or call us toll-free at **1-866-908-5940** to speak with a service associate. For technical report issues or questions about report content, email **CER_HELP_SUPPORT@ds.uhc.com**. For all other questions, please contact your Strategic Account Executive.

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