



## Legacy oxfordhealth.com website decommissioned

Previously, we communicated that transactional access was suspended on oxfordhealth.com and provided information about our new health plan websites for conducting Oxford business. Brokers and group customers now use [uhceservices.com](https://uhceservices.com) and Oxford members use [myuhc.com](https://myuhc.com).

We are writing today to inform you that, in **March 2022**, the **legacy oxfordhealth.com broker portal will be decommissioned and no longer accessible**, as with the other oxfordhealth.com constituent portals (i.e., Employer, Member, Provider).

### What this means for brokers

- **Website registration:** By now, you're using [uhceservices.com](https://uhceservices.com) for your fully insured Oxford medical business, as well as any Oxford self-funded and Level Funded business. As group customers transitioned to the enhanced online experience at [uhceservices.com](https://uhceservices.com), we sent an email to the customer's broker of record with website registration information. If you need assistance with registration or have questions about the new website, please contact Client Services at [oxfordgroupservices@uhc.com](mailto:oxfordgroupservices@uhc.com) or 1-888-201-4216.
- **Small group quoting and enrollment tool:** As with oxfordhealth.com, the legacy Oxford small group quoting and enrollment tool, Idea Management System (IDEA), accessible from oxfordhealth.com, has been decommissioned and replaced by the next-generation SAMx tool. Access SAMx through [uhceservices.com](https://uhceservices.com).
- **Legacy commission statements:** As previously communicated, commissions information pertaining to your Oxford clients who now use [uhceservices.com](https://uhceservices.com) is included on the UnitedHealthcare commission statement, which is accessible online, twice monthly.

We are working to complete any remaining group and member retroactivity and billing reconciliations that occurred for some Oxford customers before they began using [uhceservices.com](https://uhceservices.com). Commission statements will be adjusted, as appropriate, and statements reflecting adjustments will be mailed to impacted brokers at the address we have on file.

Please direct all commission-specific questions to our Commission Department at [OxProducerComp@uhc.com](mailto:OxProducerComp@uhc.com) or 1-888-666-6844.

## What this means for group customers

- **Website registration:** Please remind your Oxford customers to register on [uhceservices.com](https://uhceservices.com), if they have not already done so, and their covered employees should activate their [myuhc.com](https://myuhc.com) accounts for a personalized online member experience.
- **Legacy billing information:** Oxford customers with billing-specific questions may contact their Oxford billing representative directly or Client Services at [oxfordgroupservices@uhc.com](mailto:oxfordgroupservices@uhc.com) or 1-888-201-4216.

We hope you and your clients have become familiar with [uhceservices.com](https://uhceservices.com) and are finding it useful.

Thank you for your continued business.

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