

How to Pay Your Utility Bill with a UnitedHealthcare UCard



Some Pierce Pepin Cooperative Services (PPCS) members have received UCards (new Medicare member ID cards) from UnitedHealthcare.

The UCards provide access to a list of benefits.

One listed benefit is the ability to pay utility bills.

This UnitedHealthcare UCard cannot be:

- Swiped or entered to pay your account at the PPCS office. The UCards are not connected to the Visa, MasterCard, Discover, or American Express networks.
- Used to pay your utility bill via phone with PPCS Member Relations Representatives or the Pay-by-Phone system.
- Used to pay your utility bill through SmartHub.



To pay eligible utilities with UCard benefits, customers must **call the UnitedHealthcare member services number on the back of their UCard to request payment of their utility bill**. Any approved payments will be processed by UnitedHealthcare and sent to eligible utilities on your behalf.

Payments made toward utility expenses using UCard benefits may take several days to be received by PPCS. Please allow up to two (2) weeks for PPCS to receive any payments made using UCard benefits.

For more information about this benefit, please call the number on the back of your UnitedHealthcare UCard.