8/20/21

Optum Digital E&I Weekly Briefing

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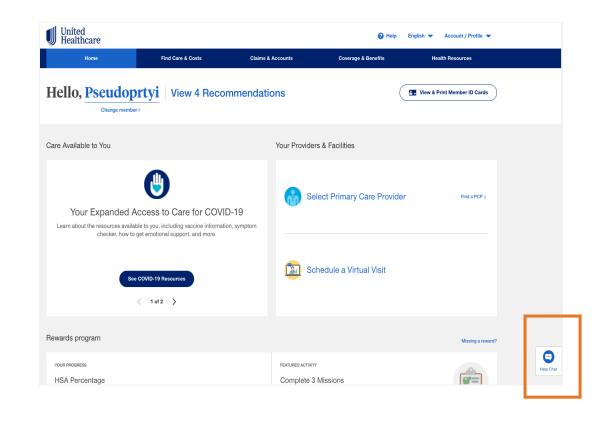
E&I Release Notes

Week of 8/16

Chat Rollout (E&I) – Chat

Myuhc.com 2.0

Chat Rollout (E&I) – Chat
Members can chat with an advocate from their myuhc.com dashboard, help and claims page. Released 8/17/2021.
Measurement KPIs: NPS, Task Completion
Impact: Select E&I policies with Premier or Elite Advocate4Me: (Apple, Hewlett Packard, PetSmart, Loftware, Indianapolis Public Schools, Abrasive Form, Finit/Washington University, Zensar Technologies

Release Notes Feedback

Questions, comments, feedback?

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