

Accessing Your UnitedHealthcare Health Information Through IAL2 via a Third-Party App

UnitedHealthcare gives eligible members secure ways to view certain health information using third-party apps they choose. This may include information such as claims, visits, and some clinical details. Members must approve the app before information is shared. [\[uhc.com\]](https://uhc.com)

These secure connections are designed to help you use the app of your choice while keeping you in control of what information the app can access. [\[uhc.com\]](https://uhc.com)

Another way to verify your identity

UnitedHealthcare may offer another secure way to confirm who you are when you use certain third-party apps to access your health information.

In some cases, you may be able to verify your identity through a trusted identity service instead of signing in with a UnitedHealthcare or HealthSafe ID account. The trusted service helps confirm that you are who you say you are before the app can continue.

Today, CLEAR and ID.me are the two supported identity verification services. If identity verification is needed, you may be sent to one of these services to complete that step.

What stronger identity verification means

Some apps may require a stronger check to make sure you are the person requesting access. This helps protect your health information before it is shared with an app.

- **Identity verification** helps confirm who you are.
- **Stronger sign-in protection** helps confirm that it is really you signing in, such as by using multi-factor authentication or a similar secure method.

What this means for you

If an app and identity verification service are supported, you may be able to confirm your identity without using a separate UnitedHealthcare sign-in screen.

After your identity is confirmed, UnitedHealthcare can continue showing you what the app is asking to access so you can decide whether to approve it.

What does not change

Even if your identity is verified through a trusted identity service, you remain in control of whether an app can access your information.

You will still see a screen that explains what information the app wants to access. You can approve or deny the request.

How the process works

Here is a simplified view of the member experience:

1. **You choose an app**

You start with a third-party app that supports access to UnitedHealthcare health information.

2. **You verify your identity**

The app may send you to a trusted identity service, such as CLEAR or ID.me, to confirm who you are.

3. **UnitedHealthcare checks the request**

UnitedHealthcare checks that the app and identity information meet the required security protections.

4. **You review what the app is requesting**

You are shown an authorization or consent screen that explains what information the app is requesting. https://uhgazure-my.sharepoint.com/personal/eddie_hurt_optum_com/_layouts/15/Doc.aspx?sourcedoc={10BAF765-658F-4469-ADE5-6E6C7BFC1B69}&file=FLEX-AuthZ-IAL2-AAL2.docx&action=default&mobileredirect=true

5. **You decide whether to approve access**

If you approve, the app may receive access to the information you authorized. If you do not approve, the app will not receive access through that authorization request. https://uhgazure-my.sharepoint.com/personal/eddie_hurt_optum_com/_layouts/15/Doc.aspx?sourcedoc={10BAF765-658F-4469-ADE5-6E6C7BFC1B69}&file=FLEX-AuthZ-IAL2-AAL2.docx&action=default&mobileredirect=true

What information an app may ask for

An app may ask to access certain UnitedHealthcare health information, such as claims, visits, diagnoses, procedures, and medications. [\[uhc.com\]](https://uhc.com)

Your consent matters

Before a third-party app can access your information, you must review the request and choose whether to approve it.

Review the app's request carefully. If you do not approve the request, the app will not receive access through that request. [\[uhc.com\]](https://uhc.com)

Protecting your information

Several protections are used before information is shared with an app.

These protections work together to help confirm your identity, check the app, and make sure you approve the request.

Protection area	What it does
Patient identity verification	Helps confirm that you are the person requesting access.
App authentication	Helps confirm that the app is registered and allowed to request access.
Member consent	Confirms that the member approves the information the app is requesting.

Important privacy note

The identity verification service may send UnitedHealthcare secure information that helps confirm your identity. UnitedHealthcare does not need to receive or store the identity service's full account details for this process. If your identity cannot be verified

If your identity cannot be verified, if the app is not trusted, if you are not eligible, or if you do not approve consent, access may not be granted.

This can happen if your identity cannot be confirmed, the app is not approved, you are not eligible for this type of access, or you decide not to approve the request.

Why this matters

This approach gives members another secure way to use apps they choose while keeping consent, privacy, and security protections in place.

Short consumer-friendly FAQ

- **Which identity verification providers are currently supported?**
[CLEAR](#) and [ID.me](#) are currently the two supported identity verification services.
- **Do I still control whether an app can access my information?**
Yes. You still review what the app is asking for and decide whether to approve access. Verifying your identity does not remove your choice.
- **Does this replace HealthSafe ID?**
Not in every situation. Some members may still use HealthSafe ID, while others may be able to use a supported identity verification service when available.

- **Will every app support this identity verification method?**

No. Only apps that are registered and supported for this process can use this identity verification option.

- **Does UnitedHealthcare still show a consent screen?**

Yes. UnitedHealthcare still shows a screen so you can review what the app is asking for and decide whether to approve it.

- **What types of information can apps request?**

Apps may ask for certain health information, such as claims, visits, diagnoses, procedures, and medications. [\[uhc.com\]](https://www.uhc.com)

How to use IAL2 identity verification

IAL2 identity verification is used when a stronger check is needed to confirm that you are the person requesting access to your health information through a supported third-party app. It helps protect your information before UnitedHealthcare presents the app authorization request.

Before you begin

- Use a supported third-party app that is requesting access to UnitedHealthcare health information.
- Have access to the identity verification service shown during the app flow, such as CLEAR or ID.me, if that service is supported for the request.
- Be prepared to provide information or identity evidence requested by the trusted identity service.
- Review the app's request carefully before approving access.

Steps to use IAL2

1. **Start in the third-party app.**
Open the app you want to use and choose the option to connect to or access your UnitedHealthcare health information.
2. **Select the identity verification option.**
If available, the app or authorization flow may send you to a trusted identity service to complete IAL2 identity verification.
3. **Complete the verification steps.**
Follow the trusted identity service's instructions. You may be asked to provide identifying information, identity evidence, or other verification details.
4. **Return to the UnitedHealthcare authorization screen.**
After your identity is verified, UnitedHealthcare can continue the authorization process for the app request.

5. **Review what the app is requesting.**

Read the consent or authorization screen to understand what information the app wants to access.

6. **Approve or deny access.**

If you approve, the app may receive access to the information you authorized. If you deny the request, the app will not receive access through that authorization request.

Tips for a smoother experience

- Use a personal device and a secure internet connection when completing identity verification.
- Make sure the information you enter matches your identity evidence and account information.
- Allow enough time to complete the verification and consent steps in one session.
- If verification does not work, return to the app or try another supported access method if one is available.

How a new/unsupported IAL2 provider can connect to UHC

If you are identity verification provider is not currently supported, you must complete an onboarding and review process before using the UnitedHealthcare third-party app access flow. The review helps confirm that the provider can support IAL2 identity proofing, secure federation, privacy protections, and operational controls before member access requests are enabled.