



Welcome to the community

**UnitedHealthcare Community Plan
STAR Member Handbook**

Member Services: 1-888-887-9003, TDD/TTY: 7-1-1, for deaf and hard of hearing

**United
Healthcare
Community Plan**



Member Services

1-888-887-9003, TDD/TTY: **7-1-1**, for deaf and hard of hearing

8:00 a.m.–8:00 p.m. CST, Monday–Friday [UHCommunityPlan.com](https://www.uhc.com)

What to do in an emergency

Call **9-1-1** or go to the nearest hospital or emergency room if you think you need emergency care. You can call **9-1-1** for help in getting to the hospital emergency room. If you receive emergency services, call your doctor to schedule a follow-up visit as soon as possible. Please call and tell us you received emergency care. An emergency is a condition in which you think you have a serious medical condition, or not getting medical care right away will be a threat to your life, limb or sight.

What to do in a behavioral health emergency

Call **9-1-1** if you are having a life-threatening behavioral health emergency or go to a crisis center or the emergency room. You need to call Optum Behavioral Health at **1-888-887-9003** as soon as possible.

In case of emergency call 9-1-1

If you think that it is not an Emergency, but you need help, call the NurseLine at **1-888-887-9003**.

If you have questions about your health plan, please call us. Our toll-free Member Services number is **1-888-887-9003**, TDD/TTY: **7-1-1**, for deaf and hard of hearing. There will be people who can speak to you in English and Spanish when you call.

This Member Handbook is available in audio, Braille, larger print and in other languages at your request. Please call **1-888-887-9003** for help.

Toll-free telephone numbers

Member Services (8:00 a.m.–8:00 p.m., Monday–Friday) **1-888-887-9003**
TDD/TTY (for deaf and hard of hearing) **7-1-1**

- After-hours, please contact NurseLine
- Interpreter services available
- Se habla Español
- How to access covered services

NurseLine (Available 24 hours a day, 7 days a week) **1-888-887-9003, TTY: 7-1-1**

- Se habla Español
- Interpreter services available

For Dental Services, call your child’s Medicaid dental plan

DentaQuest **1-800-516-0165**
MCNA Dental **1-855-691-6262**
UnitedHealthcare Dental **1-877-901-7321**

For Eye Care Appointments, Call Member Services **1-888-887-9003**

Texas Health and Human Services Commission **1-877-541-7905**

Nonemergency Medical Transportation (NEMT) Services –

Where’s My Ride Hotline **1-866-528-0441, TTY: 711**

How to access NEMT services: Available 8:00 a.m.–5:00 p.m.,
Monday–Friday, se habla Español. Information and Interpreters
are available in many languages.

Mental Health and Substance Abuse Services

Optum Behavioral Health; available 24 hours a day, 7 days a week **1-888-887-9003**
Information and Interpreters are available in many languages.

**For a crisis and you have trouble with the phone line, call 9-1-1
or go to the nearest emergency room.**

Medicaid Managed Care Helpline **1-866-566-8989**

Medicaid Managed Care Helpline TDD/TTY **1-866-222-4306**

STAR Program Helpline **1-800-964-2777**

Pharmacy Benefits **1-888-887-9003**

State Ombudsman for Managed Care Assistance Team **1-866-566-8989**

UnitedHealthcare Community Plan • 14141 Southwest Freeway, Suite 500 • Sugar Land, TX 77478
Phone: **1-888-887-9003**

Health plan highlights

Welcome to UnitedHealthcare Community Plan

We're happy to have you as a member. You've joined the millions of members who have health insurance with UnitedHealthcare Community Plan. You've made the right choice for you and your family. UnitedHealthcare Community Plan gives you access to many health care providers — doctors, nurses, hospitals and pharmacies — so you have access to all the health services you need. We cover preventive care, checkups and treatment services. We're dedicated to improving your health and well-being. Remember, answers to any questions you have are just a click away at myuhc.com/CommunityPlan. Or, you can call Member Services at **1-888-887-9003**, TDD/TTY: **7-1-1**.

Your guide to good health

Please read this Member Handbook. It will tell you about your benefits. It will help you use your health plan right away. If you feel you need this handbook in Braille, larger print, another language or in audio, you can call us at **1-888-887-9003**. UnitedHealthcare Community Plan Member Services is always ready to help you.

Look at your UnitedHealthcare Community Plan identification card. Make sure all the information is right. We want to make it easy for you to use your health plan. We can answer any questions you have about getting started. If you have questions, please call us. Our toll-free Member Services number is **1-888-887-9003**. We are here to help you 8:00 a.m.–8:00 p.m., Monday–Friday. After-hours and weekend coverage is available through an automated telephone system.

Note: References to “you,” “my,” or “I” apply if you are a STAR member. References to “my child” apply if your child is a STAR member.

All phone numbers listed in this handbook are toll-free.

Language and interpreter services

UnitedHealthcare Community Plan has staff that speaks English and Spanish. If you speak another language or are deaf and hard of hearing and need help, call Member Services at **1-888-887-9003** or TDD/TTY: **7-1-1** for deaf and hard of hearing.

3 **Questions?** Visit myuhc.com/CommunityPlan, or call Member Services at **1-888-887-9003**, TDD/TTY: **7-1-1**.

Want to access your information from a mobile app?

Download the UnitedHealthcare app® in the App Store or Google Play. It offers many of the same features as the secure member website — and you use the same user name and password. It's great for when you're on the go.

Your health providers

My primary care provider's name: _____

My primary care provider's phone number: _____

Other doctor's name: _____

Other doctor's phone number: _____

Pharmacy: _____ Phone: _____

If you need help with finding a provider or have questions about your health plan, please call us. Our Member Services in Texas can be reached toll-free at **1-888-887-9003**, TDD/TTY: **7-1-1**, 8:00 a.m.–8:00 p.m., Monday–Friday.

Our office locations

UnitedHealthcare Community Plan

Texas Service Delivery Area Office
14141 Southwest Freeway, Suite 500
Sugar Land, TX 77478

Or visit our website at:
[UHCCommunityPlan.com](https://www.uhc.com/communityplan)

What is Member Services?

UnitedHealthcare Community Plan has a Member Services department that can answer questions and give you information in English and Spanish on:

- Membership
- Choosing a PCP
- Specialists, hospitals, and other providers
- Covered services
- Extra benefits
- Changing PCPs
- Filing a complaint
- Getting an interpreter
- Anything else you might have a question about

Member Services
1-888-887-9003, TDD/TTY: 7-1-1

Our office is closed on these major holidays:

- New Year's Day
- Martin Luther King Jr. Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Day

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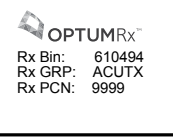
Health plan highlights

Your UnitedHealthcare Community Plan ID card

When and where do I use my UnitedHealthcare Community Plan ID card?

Every person who becomes a member of UnitedHealthcare Community Plan gets an ID card. The ID card gives the doctor and office staff important information about your child. You will get a new ID card if you change your child's Primary Care Provider (PCP).

Check your child's card to make sure the information is correct. If you get an ID card that has no PCP name but says to call **1-888-887-9003**, please call Member Services to select a PCP. Give your child's ID card to the doctor to verify coverage when getting services. The ID card is not a guarantee of benefits or coverage.

 UnitedHealthcare Community Plan	 TEXAS STAR
Health Plan/Plan de salud (80840) 911-87726-04	
Member ID/ID del Miembro: 999994155	Group/grupo: TXSTAR
Member/Miembro: NEW ENGLISH	Payer ID/ID del Pagador: 87726
PCP Name/Nombre del PCP: DOUGLAS GETWELL	
PCP Phone/Teléfono del PCP: (281)383-9763	
Effective Date/ Fecha de vigencia 11/01/2011	
0709	Administered by UnitedHealthcare Community Plan of Texas, LLC

In case of emergency, call 911 or go to the closest emergency room. Printed: 06/08/17	
After treatment, call your PCP within 24 hours or as soon as possible. This card does not guarantee coverage. En caso de emergencia, llame al 911 o vaya a la sala de emergencias más cercana. Después de recibir tratamiento, llame al PCP dentro de las 24 horas o tan pronto como sea posible. Esta tarjeta no garantiza la cobertura.	
For Members/Para Miembros:	888-887-9003 TTY 711
Mental Health/Salud Mental:	888-887-9003
NurseLine/Línea de Ayuda de Enfermeras:	888-887-9003
For Providers: www.uhcommunityplan.com	888-887-9003
Medical Claims: PO Box 5270, Kingston, NY, 12402-5270	
Pharmacy Claims: OptumRX, PO Box 65033, Dallas, TX 75269-0334	
For Pharmacists: 877-305-8952	

How to read your UnitedHealthcare Community Plan ID card

Your ID card will have the STAR logo and the UnitedHealthcare Community Plan logo. This will let your provider know that you are a UnitedHealthcare Community Plan member. Your name, ID number, the date you joined the UnitedHealthcare Community Plan program, and your date of birth will be seen on your card. Your group number will also be on your card.

Remember to take your card with you and present it whenever you get services.

How to replace your card if it is lost

If you lose your UnitedHealthcare Community Plan ID card, call Member Services right away at **1-888-887-9003**. Member Services will send you a new one. Call TDD/TTY: **7-1-1** for deaf and hard of hearing.

13 **Questions?** Visit myuhc.com/CommunityPlan, or call Member Services at **1-888-887-9003**, TDD/TTY: **7-1-1**.

Your Texas Benefits (YTB) Medicaid Card

When you are approved for Medicaid, you will get a YTB Medicaid Card. This plastic card will be your everyday Medicaid Card. You should carry and protect it just like your driver's license or a credit card. Your doctor can use the card to find out if you have Medicaid benefits when you go for a visit.

You will be issued only one card and will receive a new card only if your card is lost or stolen. If your Medicaid card is lost or stolen, you can get a new one by calling toll-free 1-800-252-8263, or by going online to order or print a temporary card at www.YourTexasBenefits.com.

If you are not sure if you are covered by Medicaid, you can find out by calling toll-free at 1-800-252-8263. You can also call 2-1-1. First pick a language and then pick option 2.

Your health information is a list of medical services and drugs that you have gotten through Medicaid. We share it with Medicaid doctors to help them decide what health care you need. If you don't want your doctors to see your medical and dental information through the secure online network, call toll-free at 1-800-252-8263 or opt out of sharing your health information at www.YourTexasBenefits.com.

The YTB Medicaid Card has these facts printed on the front:

- Your name and Medicaid ID number
- The date the card was sent to you
- The name of the Medicaid program you're in if you get:
 - Medicare (QMB, MQMB),
 - Healthy Texas Women Program (HTW),
 - Hospice,
 - STAR Health,
 - Emergency Medicaid, or
 - Presumptive Eligibility for Pregnant Women (PE).
- Facts your drug store will need to bill Medicaid
- The name of your doctor and drug store if you're in the Medicaid Lock-in program

Health plan highlights

The back of the YTB Medicaid card has a website you can visit (www.YourTexasBenefits.com) and a phone number you can call toll-free (1-800-252-8263) if you have questions about the new card.

If you forget your card, your doctor, dentist, or drug store can use the phone or the Internet to make sure you get Medicaid benefits.

The YourTexasBenefits.com Medicaid Client Portal

You can use the Medicaid Client Portal to do all of the following for yourself or anyone whose medical or dental information you are allowed to access:

- View, print, and order a YTB Medicaid card
- See your medical and dental plans
- See your benefit information
- See STAR and STAR Kids Texas Health Steps alerts
- See broadcast alerts
- See diagnoses and treatments
- See vaccines
- See prescription medicines
- Choose whether to let Medicaid doctors and staff see your available medical and dental information

To access the portal, go to www.YourTexasBenefits.com.

- Click **Log In**
- Enter your User name and Password. If you don't have an account, click **Create a new account**.
- Click **Manage**
- Go to the “Quick links” section
- Click **Medicaid & CHIP Services**
- Click **View services and available health information**

Note: The [YourTexasBenefits.com](http://www.YourTexasBenefits.com) Medicaid Client Portal displays information for active clients only. A legally authorized representative may view the information of anyone who is a part of their case.

Your temporary Medicaid verification form (Form 1027-A)

You can request a temporary Medicaid verification form if your Your Texas Benefits Medicaid Card is lost or stolen. You need to contact your local Eligibility office or call 2-1-1 for information on getting the Temporary Medicaid verification form.

- Take your temporary verification form with you to the doctor and to get other medical care
- Show your UnitedHealthcare Community Plan ID card and your Your Texas Benefits Medicaid Card every time you go to a doctor's office or clinic
- If you move or change your phone number, call 2-1-1 or visit your local HHSC benefits office. Also call Member Services at **1-888-887-9003** so we can update our records. Call TDD/TTY: **7-1-1** for deaf and hard of hearing.

4.15.1 Medicaid Eligibility Verification (Form H1027-A)

Medicaid Eligibility Verification
Confirmación de elegibilidad para Medicaid

THIS FORM COVERS ONLY THE DATES SHOWN BELOW. IT IS NOT VALID FOR ANY DAYS BEFORE OR AFTER THESE DATES.
ESTA FORMA ES VÁLIDA SOLAMENTE EN LAS FECHAS INDICADAS ABAJO. NO ES VÁLIDA NI ANTES NI DESPUÉS DE ESTAS FECHAS.

Each person listed below has applied and is eligible for MEDICAID BENEFITS for the dates indicated below. But has not yet received a client number. Do not submit a claim until you are given a client number. Pharmacists have 15 days from the date the number is issued to file their claims. However, check your provider manual because other providers may have different filing deadlines. Call the eligibility worker named below if you have not been given the client number(s) within 15 days.

Each person listed below is eligible for MEDICAID BENEFITS for dates indicated below. The Medicaid Identification form is lost or late. The client number must appear on all claims for health services.

Name of Eligible Worker: [Blank] Local OCU SAVERIEN Direct Inquiry Regional Procedure S.O. DCU LA & D Suit Only

Client Name: [Blank] Date of Birth: [Blank] Client No.: [Blank] Eligibility Dates: [Blank] Through/Until: [Blank] Medicare Client No.: [Blank] Plan Name and Member Services: [Blank]

I hereby certify, under penalty of perjury and/or fraud, that the above client(s) have had, have not received, or have no access to the Medicaid Identification Form (MIDIT) for the current month. I have requested and received Form H0027-A, Medicaid Eligibility Verification, to use as proof of eligibility for the dates shown above. I understand that using this form to obtain Medicaid benefits services or supplies for people not listed above is fraud and is punishable by fine and/or imprisonment.

CAUTION: If you accept Medicaid benefits (services or supplies), you give and assign to the state of Texas your right to receive payments for those services or supplies from other insurance companies and other state sources, up to the amount needed to cover all Medicaid costs.

ADVERTENCIA: Si usted acepta beneficios de Medicaid (servicios o artículos), otorga y asigna al estado de Texas el derecho a recibir pagos por los servicios o artículos de otros compañías de seguros y otros fuentes gubernamentales, hasta completar la cantidad que se requiere para cubrir lo que haya gastado Medicaid.

Signature: [Blank] Date: [Blank]

Office Address and Telephone No. (Home or Office): [Blank]

Name of Worker (Sign/Print/Name of Eligible): [Blank] Member ID No.: [Blank] Member Signature: [Blank] Date: [Blank]

Name of Supervisor (Sign/Print/Name of Supervisor): [Blank] Supervisor ID No.: [Blank] Supervisor Signature: [Blank] Date: [Blank]

An Authorized Local Worker's "Tutorado autorizado"

Temporary Medicaid verification form sample – back

Temporary Medicaid verification form sample – front

Proveer información/información para el proveedor

Only those people listed under "CLIENT NAME" have Medicaid coverage. Payment is allowed ONLY for services required during the eligibility dates reflect on the front of this form.

Note: Payment for Family Planning Services is available without the consent of the client's parent or spouse. Confidentiality is required. Family planning drugs, supplies, and services are exempt from the prescription drug and "LIMITED" restrictions.

If there is a health plan named on the front of this form, the client is a member of that health plan in a Medicaid Managed Care program.

Key to terms that may appear on this form:

Limited: Except for family planning services, and for Texas Health Steps (TPSDT), medical covering, dental, and hearing aid services, the client is limited to seeing the doctor and/or limited to using the pharmacy named on the form for drugs obtained through the Vendor Drug Program. In the event of an emergency medical condition as defined below, the "LIMITED" restriction does not apply.

Emergency: The client is limited to coverage for an emergency medical condition. This means a medical condition including emergency labor and delivery requiring immediate medical attention (including severe pain) such that the absence of immediate medical care would reasonably be expected to result in (1) placing the patient's health in serious jeopardy; (2) serious impairment to bodily functions; or (3) serious dysfunction of any bodily organ or part.

Hospital: The client is in hospital and retains the rights to receive services related to the terminal condition through other Medicaid programs. If client claims to have contacted hospice, call the local hospice agency or HHSC to verify.

OMB: The Medicaid agency is providing coverage of Medicare premiums, deductibles, and coinsurance liabilities, but the client is not eligible for regular Medicaid benefits.

QOMB: The Medicaid agency is providing regular Medicaid coverage as well as coverage of Medicare premiums, deductibles, and coinsurance liabilities.

PE: Medicaid covers only family planning and medically necessary substituted services.

Women's Health Program: Medicaid coverage is limited to an annual exam, health screenings and contraceptives. The client is not eligible for regular Medicaid benefits.

Note to Pharmacy: Medicaid will pay for more than three prescriptions each month for any Medicaid client who is under age 21, or lives in a nursing facility, or has the STARSTARPLUS Health Plan, or gets services through the Community Living Assistance and Support Services (CLASS), Community Based Alternatives (CBA), and other non-SB community-based waiver programs. Clients with Medicare who are enrolled in STAR-PLUS may be limited to three prescriptions per month.

Going to the doctor

What is a Primary Care Provider (PCP)?

Your PCP has the job of taking care of you. Regular checkups with your PCP are important and can help you stay healthy. Your PCP will do regular health screenings that can find problems.

Finding and treating problems early can prevent them from becoming bigger problems later. Your PCP will be your personal doctor from now on. Your PCP will take care of you and refer you to a specialist when needed. You should talk to your PCP about all of your health care needs.

Always talk to your PCP when you want to visit another doctor. Your PCP will give you a referral form if you need one. Your relationship with your PCP is important. Get to know your PCP as soon as possible. It is important to follow the PCP's advice. A good way to build a relationship with your PCP is to call and schedule a checkup. You can meet your PCP then. He or she will get to know your medical history, any medications you are taking and any other health problems.

Can a specialist ever be considered a Primary Care Provider?

In special cases, a specialist may be your PCP. You, the PCP, the specialist and UnitedHealthcare Community Plan will make this decision. Please call Member Services for information.

Don't forget that your PCP is the first one you call with any health problems or questions.

How do I pick a Primary Care Provider?

Call Member Services for help in choosing a PCP. All members of UnitedHealthcare Community Plan must pick a PCP. You can also request a UnitedHealthcare Community Plan Provider Directory by calling Member Services at **1-888-887-9003**, or you can look online at **[UHCCommunityPlan.com](https://www.uhc.com/CommunityPlan)**.

What do I need to bring with me to my doctor's appointment?

You must take your UnitedHealthcare Community Plan ID card and your Your Texas Benefits Medicaid Card with you when you receive any health care services. You will need to show your UnitedHealthcare Community Plan ID and your Your Texas Benefits Medicaid Card each time you need services. If you have a new doctor, bring any important medical records you may have, and any medications prescribed by a doctor.

Can a clinic be my Primary Care Provider?

Your PCP can be a doctor, a clinic, a Rural Health Center (RHC) or a Federally Qualified Health Center (FQHC). If you go to a doctor you like, you can keep going to that doctor if he or she is in the UnitedHealthcare Community Plan network.

If your doctor is a specialist, he or she might be allowed to be your PCP. If your doctor is NOT in the UnitedHealthcare Community Plan network, please call Member Services to select a PCP. If you do not pick a doctor, one will be assigned for you. UnitedHealthcare Community Plan will send you a UnitedHealthcare Community Plan ID card with your PCP's name and phone number.

What if I choose to go to another doctor who is not my Primary Care Provider?

Except in emergencies, always call your PCP before you go to another doctor or the hospital. You can reach your PCP or back-up doctor 24 hours a day, seven days a week. If you go to another doctor who is not your PCP, you may need to pay the bill.

Can I stay with my provider if they are not with my health plan?

You should try to choose a PCP that is in your health plan's Provider Network. Please contact Member Services if you need help.

How can I change my Primary Care Provider?

It is good to stay with the same PCP. Your PCP knows you, has your medical records, and knows what medications you take. Your PCP is the best person to make sure you are getting good medical care. Call Member Services to tell us if you want to change your PCP.

How many times can I change my/my child's Primary Care Provider?

There is no limit on how many times you can change your or your child's Primary Care Provider. You can change Primary Care Providers by calling us toll-free at **1-888-887-9003** or writing to us at:

UnitedHealthcare Community Plan
14141 Southwest Freeway, Suite 500
Sugar Land, TX 77478

Questions about seeing
a provider?

Call Member Services
toll-free at **1-888-887-9003**.

Going to the doctor

When will my Primary Care Provider change be effective?

The PCP change will become effective the day following the change.

Reasons you might change your PCP:

- You have moved and you need a PCP that is closer to your home
- You are not happy with your PCP

Are there any reasons why a request to change a Primary Care Provider may be denied?

- You asked for a PCP who is not part of the UnitedHealthcare Community Plan health plan
- You asked for a PCP who is not accepting new patients because he or she is seeing too many patients

Can a Primary Care Provider move me to another Primary Care Provider for non-compliance?

Yes, if your PCP does not feel you are following his/her medical advice or if you miss a lot of appointments, the doctor can ask you to see another doctor. Your PCP will send you a letter telling you that you need to find another doctor. If this happens, call Member Services at **1-888-887-9003**. We will help you find another doctor.

Physician incentive plans

UnitedHealthcare Community Plan cannot make payments under a physician incentive plan if the payments are designed to induce providers to reduce or limit Medically Necessary Covered Services to members. You have the right to know if your Primary Care Provider (main doctor) is part of this physician incentive plan. You also have a right to know how the plan works. You can call **1-888-887-9003** to learn more about this.

What if I need to see a special doctor (specialist)?

Your PCP might want you to see a special doctor (specialist) for certain health care needs. While your PCP can take care of most of your health care needs, sometimes they will want you to see a specialist for your care. A specialist has received training and has more experience taking care of certain diseases, illnesses and injuries. UnitedHealthcare Community Plan has many specialists who will work with you and your PCP to care for your needs.

What is a referral?

Your PCP will talk to you about your needs and will help make plans for you to see the specialist that can provide the best care for you. This is called a referral. Your doctor is the only one that can give you a referral to see a specialist. If you have a visit, or receive services from a specialist without your PCP's referral, or if the specialist is not a UnitedHealthcare Community Plan provider, you might be responsible for the bill. In some cases, an OB/GYN can also give you a referral for related services.

What services do not need a referral?

You do NOT need a referral for:

- Emergency Services
- OB/GYN care
- Behavioral Health Services
- Routine Vision Services
- Routine Dental Services

Contact your PCP or Member Services at **1-888-887-9003** to determine if you need a referral.

How soon can I expect to be seen by a specialist?

In some situations, the specialist may see you right away. Depending on the medical need, it may take up to a few weeks after you make the appointment to see the specialist.

How can I ask for a second opinion?

You have the right to a second opinion from a UnitedHealthcare Community Plan provider if you are not satisfied with the plan of care offered by the specialist. Your Primary Care Provider should be able to give you a referral for a second opinion visit. If your doctor wants you to see a specialist that is not a UnitedHealthcare Community Plan provider, that visit will have to be approved by UnitedHealthcare Community Plan. You can call Member Services at **1-888-887-9003** for help with getting a second opinion.

Prior authorization

In some cases your provider must get permission from the health plan before giving you a certain service. This is called prior authorization. This is your provider's responsibility. If they do not get prior authorization, you will not be able to get those services.

You do not need prior authorization for advanced imaging services that take place in an emergency room, observation unit, urgent care facility or during an inpatient stay. You do not need a prior authorization for emergencies. You do not need prior authorization to see a women's health care provider for women's health services or if you are pregnant or receiving Texas Health Steps medical checkups for members under the age of 21. Emergency services do not require a prior authorization.

A prior authorization may be needed

Some services that need prior authorization include:

- Hospital admissions
- Certain outpatient imaging procedures, including PET scan imaging procedures
- Some Durable Medical Equipment services
- Some prescription medications
- Weight loss surgery
- Physical, speech and occupational therapy
- Cardiology
- Non-emergency ambulance transportation

All non-par services require a prior authorization.

How do I get help if I have behavioral (mental) health, alcohol, or drug problems? Do I need a referral for this?

UnitedHealthcare Community Plan covers medically necessary Substance Abuse and Behavioral Health Care services. If you have a drug problem or are very upset about something, you can get help. Call 1-888-872-4205 for help. You do not need a referral for these services.

There will be people who can speak with you in English or Spanish. If you need help with other languages, please tell them. Member Services will connect you to the AT&T Language Line and answer your questions. Please call TDD/TTY: **7-1-1**, for deaf and hard of hearing.

If it is a crisis and you have trouble with the phone line, call **9-1-1** or go to the nearest emergency room and contact UnitedHealthcare Community Plan within 24 hours.

What are Mental Health Rehabilitation Services and Mental Health Targeted Case Management? How do I get these services?

Mental Health Rehabilitative Services are a community based program. These services are provided to people with mental health disorders. You will learn new skills. These new skills build on your strengths and abilities. These new skills will help you during a crisis. Your mental health provider will assess your need for these services. These services can be provided with other mental health services.

Mental Health Targeted Case Management is a community-based program. These services are provided to people with mental health disorders. Your mental health provider will pair you with a staff member. This is your Case Manager. Your Case Manager will work with you to find services or resources in your area to help you. The Case Manager may come to your home. You may also see them at their office. This service can be provided with other mental health services.

How do I get my medications?

Medicaid pays for most medicine your doctor says you need. Your doctor will write a prescription so you can take it to the drug store, or may be able to send the prescription for you. Texas Medicaid covers hundreds of prescription drugs from hundreds of pharmacies. A list of commonly covered drugs is on the Texas Preferred Drug List (PDL) or Formulary. UnitedHealthcare Community Plan will pay for any medicine listed on UnitedHealthcare Community Plan's drug formulary and may pay for other medicines if they are prior authorized. See below for information on prior authorization. You can fill your prescription at any in-network pharmacy. All you have to do is show your UnitedHealthCare Community Plan ID card and YourTexasBenefits ID card.

How do I find a network drug store?

Please contact Member Services for assistance at **1-888-887-9003** or look for a pharmacy on our website at [UHCCommunityPlan.com](https://www.uhccommunityplan.com).

What if I go to a drug store not in network?

This may affect your ability to get the medications you need. Please contact Member Services for assistance at **1-888-887-9003** or to find an in-network pharmacy. You can also look on our website at [UHCCommunityPlan.com](https://www.uhccommunityplan.com).

What do I bring with me to the drug store?

You will need your prescription, your UnitedHealthcare Community Plan member ID card and your Your Texas Benefits Medicaid Card. If you have coverage with another insurance plan, bring your other insurance card, too.

What if I need my medications delivered to me?

Some drug stores are in our delivery program. Ask the drug store if they deliver to UnitedHealthcare Community Plan members.

For a list of network pharmacies that deliver, go to this web address:

https://www.uhccommunityplan.com/content/dam/uhccp/plandocuments/findapharmacy/Texas_Listing_of_Delivery_Pharmacies.pdf

Or

https://www.uhccommunityplan.com/tx/medicaid/star_kids > Pharmacy > Find a Pharmacy > Search for a Pharmacy > Filters and advanced search > (select filter) Retail pharmacy delivery.

Who do I call if I have problems getting my medications?

All prescriptions you get from your doctor can be filled at any drug store that accepts UnitedHealthcare Community Plan. If you need help finding a drug store, call UnitedHealthcare Community Plan at **1-888-887-9003**. Remember — always take your prescription, your UnitedHealthcare Community Plan ID card and your Your Texas Benefits Medicaid Card with you to the doctor and to the drug store.

What is a prior approval (authorization) of prescription drugs?

If your prescription drug is not listed on the PDL, or is listed but requires prior approval, your care provider can request prior approval for you, so you can still get that drug. We will approve or deny the request within 24 hours. If a request is approved, you and your doctor will be informed of the decision in writing including the drug approval length of time. If a request is denied, you and your care provider will be informed of the decision in writing. The written decision notice will tell you how and when to appeal this decision and to file a complaint or grievance with UnitedHealthcare Community Plan.

What if I can't get the medication my doctor ordered approved?

If your doctor cannot be reached to approve a prescription, you may be able to get a three-day emergency supply of your medication. Call UnitedHealthcare Community Plan at **1-888-887-9003** for help with your medications and refills.

What if I lose my medications?

Please contact Member Services for assistance at **1-888-887-9003**.

What if I need Durable Medical Equipment (DME) or other products normally found in a pharmacy?

Some durable medical equipment (DME) and products normally found in a pharmacy are covered by Medicaid. For all members, UnitedHealthcare Community Plan pays for nebulizers, ostomy supplies, and other covered supplies and equipment if they are medically necessary. For children (birth through age 20), UnitedHealthcare Community Plan also pays for medically necessary prescribed over-the-counter drugs, diapers, formula, and some vitamins and minerals.

For more information about these benefits or questions about whether your pharmacy provides DME or other supplies, call UnitedHealthcare Community Plan at **1-888-887-9003**.

Going to the doctor

What is the Medicaid Lock-in Program?

You may be put in the Lock-in Program if you do not follow Medicaid rules. It checks how you use Medicaid pharmacy services. Your Medicaid benefits remain the same. Changing to a different MCO will not change the Lock-in status.

To avoid being put in the Medicaid Lock-in Program:

- Pick one drug store at one location to use all the time
- Be sure your main doctor, main dentist, or the specialists they refer you to are the only doctors who give you prescriptions
- Do not get the same type of medicine from different doctors

To learn more, call **1-888-887-9003**.

Who do I call if I have special health care needs and I need someone to help me?

If you have special health care needs, like a serious ongoing illness, disability, or chronic or complex conditions, please contact UnitedHealthcare Community Plan Member Services at **1-888-887-9003** to request help with your special health care needs.

What other programs are available to help me manage my chronic illness?

We have disease management programs that help members with chronic illnesses such as:

- Diabetes
- Asthma
- Heart failure
- COPD
- Coronary artery disease
- Obesity

Members in these programs receive reminders about their care and advice from a nurse. If you have a special need or need help managing a chronic illness, call **1-888-887-9003** to get in contact with a Case Manager.

What if I need OB/GYN care? Will I need a referral?

Attention female members: UnitedHealthcare Community Plan allows you to pick any OB/GYN, whether that doctor is in the same network as your Primary Care Provider or not.

You have the right to pick an OB/GYN without a referral from your PCP. An OB/GYN can give you:

- One well-woman checkup each year
- Care related to pregnancy
- Care for any female medical condition
- Referral to a special doctor within the network

You can get OB/GYN services from your doctor. You can also pick an OB/GYN specialist to take care of your female health needs. An OB/GYN can help with pregnancy care, yearly checkups or if you have female problems.

You **do not** need a referral from a doctor for these services. Your OB/GYN and doctor will work together to make sure you get the care you need.

Do I have the right to choose an OB/GYN as my Primary Care Provider?

If your OB/GYN is willing to be your Primary Care Provider, have them contact our Member Services team.

Can I stay with my OB/GYN if they aren't with UnitedHealthcare Community Plan?

If you are past the 24th week of your pregnancy, you can keep seeing your current OB/GYN through the postpartum checkup, even if the provider is Out-of-Network. If you want to change to an in-network OB/GYN, you are allowed to do so if the Provider agrees to accept you in the last trimester of your pregnancy. For questions, please contact UnitedHealthcare Community Plan Member Services at **1-888-887-9003**. UnitedHealthcare Community Plan will arrange for you to continue treatment with the OB/GYN doctor you have been seeing. The doctor may also contact UnitedHealthcare Community Plan to see if they can become one of our providers.

If you are not pregnant or are not in the last 3 months of your pregnancy, you may choose any OB/GYN within the UnitedHealthcare Community Plan network. If you see a doctor who is not in our Network, you may be responsible for any charges. If you need a provider list, please call Member Services. **You can call us for help in picking an OB/GYN doctor at 1-888-887-9003.**

Going to the doctor

How do I choose an OB/GYN?

Call Member Services at **1-888-887-9003** for help choosing an OB/GYN. You can also request a UnitedHealthcare Community Plan Provider Directory by calling Member Services at **1-888-887-9003**, or you can look online at [UHCCommunityPlan.com](https://www.uhc.com/CommunityPlan).

If I do not choose an OB/GYN, do I have direct access?

Yes. If your OB/GYN is not your PCP, you can still get all the services you need from your OB/GYN including family planning services, OB care, and routine GYN services and procedures.

Will I need a referral for OB/GYN services?

No, you do not need a referral for OB/GYN services.

How soon can I be seen after contacting my OB/GYN for an appointment?

If you need prenatal care, your doctor should see you within two weeks of your request for a visit.

What if I am pregnant? Who do I need to call?

UnitedHealthcare Community Plan knows that healthy moms have healthy babies. That is why we take special care of all of our moms-to-be. We have a special prenatal program called Healthy First Steps that provides information and support for you.

If you are or may be pregnant:

- We can help you with your pregnancy
- Healthy First Steps will provide education and support to help reduce problems while you are pregnant
- See your PCP or an OB/GYN. You don't have to see your PCP first

Here's how:

- Make an appointment with an OB/GYN. You should try to visit in the next 10 days (or as soon as possible) for your first prenatal visit.
- The OB/GYN you select **MUST** be in our provider network
- It is important for pregnant women to see their doctor many times while pregnant, even if this is not your first child
- If you do not have an OB/GYN already, please call Member Services at **1-888-887-9003**

Where can I find a list of birthing centers?

To find a birthing center, call UnitedHealthcare Community Plan at **1-888-887-9003**.

What other services/activities/education does UnitedHealthcare Community Plan offer pregnant women?

Pregnant women not only get Case Management Services through our Healthy First Steps Program, but they get special services too. Pregnant women will be sent a book that is a guide to pregnant members and offers information on several pregnancy topics. You do not need prior authorization to see a women's health care provider for women's health services or if you are pregnant or receiving Texas Health Steps medical checkups for members under the age of 21. Emergency services do not require a prior authorization. We are here to answer your questions and to help you get services you need. **1-800-599-5985**, 8:00 a.m.–5:00 p.m., Monday–Friday. Earn great rewards.

- Healthy First Steps rewards you for going to your prenatal and postpartum visits
- Get a \$20 gift card just for signing up
- Earn up to 8 rewards in all

To sign up, visit [UHCHealthyFirstSteps.com](https://www.uhc.com/HealthyFirstSteps).

Can I pick a Primary Care Provider for my baby before the baby is born?

Yes. You can pick a PCP for your baby from the list of UnitedHealthcare Community Plan STAR doctors at any time before your baby is born. It is a good idea so you can get to know the doctor. Call Member Services if you want help picking a PCP for your baby.

How and when can I switch my baby's Primary Care Provider?

You can change your baby's PCP the same way you change your PCP. Call Member Services at **1-888-887-9003** if you want to change your baby's PCP.

Can I switch my baby's health plan?

For at least 90 days from the date of birth, your baby will be covered by the same health plan that you are enrolled in. You can ask for a health plan change before the 90 days is up by calling the Enrollment Broker at 1-800-964-2777.

Note: You cannot change health plans while your baby is in the hospital.

How do I sign up my newborn baby? How and when do I tell my health plan?

How and when do I tell my caseworker?

Call UnitedHealthcare Community Plan Member Services at **1-888-887-9003** and let us know about your new baby as soon as your baby is born. Ask for a Healthy First Steps Nurse. In addition, call the Texas Health and Human Services Commission Caseworker at 1-800-252-8263 to apply for Temporary Assistance for Needy Families (TANF) if you need help with buying food for you and your baby.

Going to the doctor

How can I receive health care after my baby is born (and I am no longer covered by Medicaid)?

After your baby is born, you may lose Medicaid coverage. You may be able to get some health care services through the Texas Women's Health Program and the Department of State Health Services (DSHS). These services are for women who apply for the services and are approved.

Healthy Texas Women Program

The Healthy Texas Women Program provides family planning exams, related health screenings and birth control to women ages 18 to 44 whose household income is at or below the program's income limits (185 percent of the federal poverty level). You must submit an application to find out if you can get services through this program.

To learn more about services available through the Healthy Texas Women Program, write, call, or visit the program's website:

Healthy Texas Women
P.O. Box 14000
Midland, TX 79711-9902

Phone: 1-800-335-8957

Website: www.texaswomenshealth.org/

Fax: (toll-free) 1-866-993-9971

DSHS Primary Health Care Program

The DSHS Primary Health Care Program serves women, children, and men who are unable to access the same care through insurance or other programs. To get services through this program, a person's income must be at or below the program's income limits (200 percent of the federal poverty level). A person approved for services may have to pay a copayment, but no one is turned down for services because of a lack of money.

Primary Health Care focuses on prevention of disease, early detection and early intervention of health problems. The main services provided are:

- Diagnosis and treatment
- Emergency services
- Family planning
- Preventive health services, including vaccines (shots) and health education, as well as laboratory, X-ray, nuclear medicine or other appropriate diagnostic services

Secondary services that may be provided are nutrition services, health screening, home health care, dental care, rides to medical visits, medicines your doctor orders (prescription drugs), durable medical supplies, environmental health services, treatment of damaged feet (podiatry services), and social services.

29 **Questions?** Visit myuhc.com/CommunityPlan, or call Member Services at **1-888-887-9003**, TDD/TTY: **7-1-1**.

You will be able to apply for Primary Health Care services at certain clinics in your area. To find a clinic where you can apply, visit the DSHS Family and Community Health Services Clinic Locator at <http://txclinics.com/>.

To learn more about services you can get through the Primary Health Care program, email, call, or visit the program's website:

Website: www.dshs.state.tx.us/phc/

Phone: 512-776-7796

Email: PPCU@dshs.state.tx.us

DSHS Expanded Primary Health Care Program

The Expanded Primary Health Care program provides primary, preventive, and screening services to women age 18 and above whose income is at or below the program's income limits (200 percent of the federal poverty level). Outreach and direct services are provided through community clinics under contract with DSHS. Community health workers will help make sure women get the preventive and screening services they need. Some clinics may offer help with breastfeeding.

You can apply for these services at certain clinics in your area. To find a clinic where you can apply, visit the DSHS Family and Community Health Services Clinic Locator at <http://txclinics.com/>.

To learn more about services you can get through the DSHS Expanded Primary Health Care program, visit the program's website, call, or email:

Website: www.dshs.state.tx.us/ephc/Expanded-Primary-Health-Care.aspx

Phone: 512-776-7796

Fax: 512-776-7203

Email: PPCU@dshs.state.tx.us

DSHS Family Planning Program

The Family Planning Program has clinic sites across the state that provide quality, low-cost, and easy-to-use birth control for women and men. To find a clinic in your area visit the DSHS Family and Community Health Services Clinic Locator at <http://txclinics.com/>. To learn more about services you can get through the Family Planning program, visit the program's website, call, or email:

Website: www.dshs.state.tx.us/famplan/

Phone: 512-776-7796

Fax: 512-776-7203

Email: PPCU@dshs.state.tx.us

How do I make appointments?

Call your PCP when you need medical care. Your PCP will arrange for the care you need. The name and phone number of your PCP is on your UnitedHealthcare Community Plan ID card.

What do I need to bring with me to my appointment?

When you go to your appointment, always take your UnitedHealthcare Community Plan member ID card, your Your Texas Benefits Medicaid Card, a list of problems you are having, and a list of all drugs or herbal medications you are taking.

How do I get medical care after my Primary Care Provider's office is closed?

If your PCP's office is closed, your PCP will have a number you can call 24 hours a day and on weekends. It is best to call your PCP as soon as you need health care. Do not wait until the evening or a weekend to call your PCP if you can get help during the day. Your illness might get worse as the day goes on. If you get sick during the night or on a weekend and cannot wait for help, call your PCP at the phone number on the front of your ID card. If you cannot reach your PCP or want to talk to someone while you wait for the PCP to call you back, call NurseLine at **1-888-887-9003** to talk to a nurse. Our nurses are ready to help you 24 hours a day, 7 days a week. **If you think you have a real emergency, call 9-1-1 or go to the nearest Emergency Room.**

What if I get sick when I am out of town or traveling?

If you need medical care when traveling, call us toll-free at **1-888-887-9003** and we will help you find a doctor. If you need emergency services while traveling, go to a nearby hospital, then call us toll-free at **1-888-887-9003**.

What if I am out of the state?

If you have an emergency out-of-state, go to the nearest emergency room for care. If you get sick and need medical care while you are out-of-state, call your UnitedHealthcare Community Plan PCP. Your PCP can tell you what you need to do if you are not feeling well. If you visit a doctor or clinic out-of-state, they must be enrolled in Texas Medicaid to get paid. Please show your Your Texas Benefits Medicaid Card and UnitedHealthcare Community Plan ID card before you are seen. Have the doctor call UnitedHealthcare Community Plan for an authorization number. The phone number to call is on the back of your UnitedHealthcare Community Plan card.

What if I am out of the country?

Medical services performed out of the country are not covered by Medicaid.

What do I have to do if I move?

As soon as you have your new address, give it to the local HHSC benefits office by calling 2-1-1, and UnitedHealthcare Community Plan Member Services at **1-888-887-9003**. Before you get Medicaid services in your new area, you must call UnitedHealthcare Community Plan, unless you need emergency services. You will continue to get care through UnitedHealthcare Community Plan until HHSC changes your address.

What if I need to update my address or phone number?

The adoptive parent or permanency care assistance caregiver should contact the DFPS regional adoption assistance eligibility specialist assigned to his or her case. If the parent or caregiver doesn't know who the assigned eligibility specialist is, they can contact the DFPS hotline, 1-800-233-3405, to find out. The parent or caregiver should contact the adoption assistance eligibility specialist to assist with the address change.

What if I want to change health plans?

You can change your health plan by calling the Texas STAR, STAR Kids, or STAR+PLUS Program Helpline at 1-800-964-2777. You can change health plans as often as you want. If you call to change your health plan on or before the 15th of the month, the change will take place on the first day of the next month. If you call after the 15th of the month, the change will take place the first day of the second month after that. For example:

- If you call on or before April 15, your change will take place on May 1
- If you call after April 15, your change will take place on June 1

Who do I call?

You can change your health plan by calling the STAR Program Helpline at 1-800-964-2777.

How many times can I change health plans?

You can change health plans as many times as you want, but not more than once a month.

When will my health plan change become effective?

If you call to change your health plan on or before the 15th of the month, the change will take place on the first day of the next month. If you call after the 15th of the month, the change will take place the first day of the second month after that. For example:

- If you call on or before April 15, your change will take place on May 1
- If you call after April 15, your change will take place June 1

Going to the doctor

Can UnitedHealthcare Community Plan ask that I get dropped from their health plan?

Yes. UnitedHealthcare Community Plan might ask that a member be taken out of the plan for “good cause.” “Good Cause” could be, but is not limited to:

- Fraud or abuse by a member
- Threats or physical acts leading to harming of UnitedHealthcare Community Plan staff or providers
- Theft
- Refusal to go by UnitedHealthcare Community Plan’s policies and procedures, like:
 - Letting someone use your ID card;
 - Missing visits over and over again;
 - Being rude or acting out against a provider or a staff person; or
 - Using a doctor that is not a UnitedHealthcare Community Plan provider.

UnitedHealthcare Community Plan will not ask you to leave the program without trying to work with you. If you have any questions about this process, call UnitedHealthcare Community Plan at **1-888-887-9003**. The Texas Health and Human Services Commission will decide if a member can be told to leave the program.

Can someone interpret for me when I talk with my doctor? Who do I call for an interpreter? How far in advance do I need to call?

It is your right to talk with your doctor in the language you prefer. UnitedHealthcare Community Plan can arrange interpreter services for you. Please call **1-888-887-9003** if you need a translator. Call TDD/TTY: **7-1-1** for deaf and hard of hearing. Please call as soon as you make your appointment or at least 24 hours in advance.

How can I get a face-to-face interpreter in the provider’s office?

Translators can meet you at your doctor’s office and help you talk to your doctor face-to-face in the language you prefer. Please contact Member Services at **1-888-887-9003** for more information.

What does Medically Necessary mean?

Medically Necessary means:

1. For members birth through age 20, the following Texas Health Steps services:
 - (a) screening, vision, and hearing services; and
 - (b) other Health Care Services, including Behavioral Health Services, that are necessary to correct or ameliorate a defect or physical or mental illness or condition. A determination of whether a service is necessary to correct or ameliorate a defect or physical or mental illness or condition:
 - (i) must comply with the requirements of the Alberto N., et al. v. Traylor, et al. partial settlement agreements; and
 - (ii) may include consideration of other relevant factors, such as the criteria described in parts (2)(b–g) and (3)(b–g) of this definition.
2. For members over age 20, non-behavioral health-related health care services that are:
 - (a) reasonable and necessary to prevent illnesses or medical conditions, or provide early screening, interventions, or treatments for conditions that cause suffering or pain, cause physical deformity or limitations in function, threaten to cause or worsen a handicap, cause illness or infirmity of a member, or endanger life;
 - (b) provided at appropriate facilities and at the appropriate levels of care for the treatment of a member’s health conditions;
 - (c) consistent with health care practice guidelines and standards that are endorsed by professionally recognized health care organizations or governmental agencies;
 - (d) consistent with the diagnoses of the conditions;
 - (e) no more intrusive or restrictive than necessary to provide a proper balance of safety, effectiveness, and efficiency;
 - (f) are not experimental or investigative; and
 - (g) are not primarily for the convenience of the member or provider; and
3. For members over age 20, behavioral health services that are:
 - (a) are reasonable and necessary for the diagnosis or treatment of a mental health or chemical dependency disorder, or to improve, maintain, or prevent deterioration of functioning resulting from such a disorder;
 - (b) are in accordance with professionally accepted clinical guidelines and standards of practice in behavioral health care;
 - (c) are furnished in the most appropriate and least restrictive setting in which services can be safely provided;

Going to the doctor

- (d) are the most appropriate level or supply of service that can safely be provided;
- (e) could not be omitted without adversely affecting the member's mental and/or physical health or the quality of care rendered;
- (f) are not experimental or investigative; and
- (g) are not primarily for the convenience of the member or provider.

What is emergency medical care?

Emergency medical care

Emergency medical care is provided for Emergency Medical Conditions and Emergency Behavioral Health Conditions.

Emergency medical condition means:

A medical condition manifesting itself by acute symptoms of recent onset and sufficient severity (including severe pain), such that a prudent layperson, who possesses an average knowledge of health and medicine, could reasonably expect the absence of immediate medical care could result in:

1. Placing the patient's health in serious jeopardy;
2. Serious impairment to bodily functions;
3. Serious dysfunction of any bodily organ or part;
4. Serious disfigurement; or
5. In the case of a pregnant women, serious jeopardy to the health of a woman or her unborn child.

Emergency behavioral health condition means:

Any condition, without regard to the nature or cause of the condition, which in the opinion of a prudent layperson, possessing average knowledge of medicine and health:

1. Requires immediate intervention or medical attention without which the member would present an immediate danger to themselves or others; or
2. Which renders the member incapable of controlling, knowing or understanding the consequences of their actions.

Emergency services and emergency care means:

Covered inpatient and outpatient services furnished by a provider that is qualified to furnish such services and that are needed to evaluate or stabilize an Emergency Medical Condition and/or Emergency Behavioral Health Condition, including post-stabilization care services.

35 **Questions?** Visit myuhc.com/CommunityPlan, or call Member Services at **1-888-887-9003**, TDD/TTY: **7-1-1**.

How soon can I expect to be seen?

Emergency wait time will be based on your medical needs and determined by the emergency facility that is treating you.

What is post-stabilization?

Post-stabilization care services are services covered by Medicaid that keep your condition stable following emergency medical care.

What is urgent medical care?

Another type of care is urgent care. There are some injuries and illnesses that are probably not emergencies but can turn into emergencies if they are not treated within 24 hours. Some examples are:

- Minor burns or cuts
- Earaches
- Sore throat
- Muscle sprains/strains

What should I do if my child or I need urgent medical care?

For urgent care, you should call your doctor's office even on nights and weekends. Your doctor will tell you what to do. In some cases, your doctor may tell you to go to an urgent care clinic. If your doctor tells you to go to an urgent care clinic, you don't need to call the clinic before going. You need to go to a clinic that takes UnitedHealthcare Community Plan Medicaid. For help, call us toll-free at **1-888-887-9003**. You can also call our 24-hour Nurse HelpLine at **1-800-535-6714** for help with getting the care you need.

How soon can I expect to be seen?

You should be able to see your doctor within 24 hours for an urgent care appointment. If your doctor tells you to go to an urgent care clinic, you do not need to call the clinic before going. The urgent care clinic must take UnitedHealthcare Community Plan Medicaid. If you need help finding an urgent care facility, call Member Services for help at **1-888-887-9003**.

What is routine medical care and how soon can I expect to be seen?

If you need a physical checkup, then the visit is **routine**. Your doctor should see you within four weeks. UnitedHealthcare Community Plan will be happy to help you make an appointment, just call us at **1-888-887-9003**.

Remember: It is best to see your doctor before you get sick so that you can build your relationship with him/her. It is much easier to call your doctor with your medical problems if he/she knows who you are.

You must see a UnitedHealthcare Community Plan provider for routine and urgent care. You can always call UnitedHealthcare Community Plan at **1-888-887-9003** if you need help picking a UnitedHealthcare Community Plan provider.

How do I get eye care services?

If you need eye care services, please call UnitedHealthcare Community Plan Member Services at **1-888-887-9003**. We can help you find a provider close to you.

What dental services does UnitedHealthcare Community Plan cover for children?

UnitedHealthcare Community Plan covers emergency dental services in a hospital or ambulatory surgical center, including, but not limited to, payment for the following:

- Treatment of dislocated jaw
- Treatment for traumatic damage to teeth and supporting structures
- Removal of cysts
- Treatment of oral abscess of tooth or gum origin

UnitedHealthcare Community Plan covers hospital, physician, and related medical services for the above conditions. This includes services the doctor provides and other services your child might need, like anesthesia or other drugs.

UnitedHealthcare Community Plan is also responsible for paying for treatment and devices for craniofacial anomalies.

Your child's Medicaid dental plan provides all other dental services including services that help prevent tooth decay and services that fix dental problems. Call your child's Medicaid dental plan to learn more about the services they offer.

Are emergency dental services covered by the health plan?

UnitedHealthcare Community Plan covers limited emergency dental services in a hospital or ambulatory surgical center, including payment for the following:

- Treatment for dislocated jaw
- Treatment for traumatic damage to teeth and supporting structures
- Removal of cysts
- Treatment of oral abscess of tooth or gum origin
- Hospital, physician, and related medical services such as drugs for any of the above conditions

What do I do if my child needs emergency dental care?

During normal business hours, call your child's Main Dentist to find out how to get emergency services. If your child needs emergency dental services after the Main Dentist's office has closed, call us toll-free at **1-888-887-9003** or call **9-1-1**.

Benefits and services

What are my health care benefits?

UnitedHealthcare Community Plan STAR network hospitals will provide all necessary items and services when requested by your doctor. These services include, but are not limited to:

- Bed and board in a semi-private room, critical care or heart unit
- Whole blood required for the treatment of sickness or injury
- Child delivery care (the usual care and special prenatal care for pregnant women with specific problems)
- Newborn care (regular newborn care and special nursery care for newborns with problems)
- All necessary support services and supplies ordered by a doctor
- Transplant services, including: liver, heart, lung, bone marrow and cornea
- Ambulance services for emergencies and non-emergency situations for severely disabled members
- Substance abuse and behavioral health services

Outpatient hospital care:

- Services performed in the emergency room or hospital clinic
- Testing or rehabilitative items or services that are requested by your doctor
- Surgery not requiring a hospital stay
- Substance abuse and behavioral health services (when medically necessary)

Walk-in surgery centers:

- Minor surgery not requiring a hospital stay

Professional services:

- Office visits for regular care including:
 - Care to prevent illness (annual physical for adults)
 - Regular medical care
 - Shots to prevent sickness (immunization)
- Laboratory and X-ray services, including tests to prevent birth defects

39 **Questions?** Visit myuhc.com/CommunityPlan, or call Member Services at **1-888-887-9003**, TDD/TTY: **7-1-1**.

- Genetic services
- Eye doctor services: call Member Services for more information
- Emergency dental services
- Dialysis for kidney problems
- Family planning services

Other services:

Rural health clinic services, including:

- Physician services and their support services
- Nurses and social workers
- Visiting nurse services
- Basic laboratory services
- Maternity clinic services
- Certified nurse midwife services
- Birthing center, including admission, labor, delivery, postpartum and total obstetrical care
- Texas Health Steps medical checkups
- Occupational, hearing, language or speech therapy
- Federally Qualified Health Centers. (These are community clinics that have served local people for a long time. You may want to visit one and see what kind of medical services they offer.)

How do I get these services?

Call UnitedHealthcare Community Plan Member Services at **1-888-887-9003**.

Are there any limits to any covered services?

There may be limitations to some of the covered services. If you would like more details, contact Member Services at **1-888-887-9003**.

What services are not covered?

If you want to know if a procedure or medication is covered under STAR, ask your PCP or call Member Services at **1-888-887-9003**. Call TDD/TTY: **7-1-1**, for deaf and hard of hearing.

- Services by non-approved providers
- Services by Christian Science Nurses
- Dentures
- Services or supplies not covered by Medicaid

Benefits and services

- Services or supplies given to a member after a finding has been made following a review that these services or supplies are not medically necessary
- Services or supplies paid by any health, accident, and federal government benefits program or U.S. public health services hospitals
- Services given solely for beauty reasons
- Sex change operations
- Reversal of self-requested sterility
- Services and supplies to any person who is an inmate of a public institution
- Social and educational counseling services (except parent training)
- Experimental or investigational procedures or services

What are my prescription drug benefits?

Contact Member Services for more information on your prescription benefits. For more information, please refer to page 23 of this Member Handbook.

What are Mental Health Rehabilitation Services and Mental Health Targeted Case Management? How do I get these services?

Mental Health Rehabilitative Services are a community-based program. These services are provided to people with mental health disorders. You will learn new skills. These new skills build on your strengths and abilities. These new skills will help you during a crisis. Your mental health provider will assess your need for these services. These services can be provided with other mental health services.

Mental Health Targeted Case Management is a community-based program. These services are provided to people with mental health disorders. Your mental health provider will pair you with a staff member. This is your Case Manager. Your Case Manager will work with you to find services or resources in your area to help you. The Case Manager may come to your home. You may also see them at their office. This service can be provided with other mental health services.

Family planning

How can I get family planning services? Do I need a referral for this?

You can go to your PCP or any doctor or Family Planning clinic that takes Medicaid to help you with family planning. You do not need a referral form. Tell your PCP where you are going so your records can be kept up to date. Family Planning Services are very private. You do not have to worry about anyone else knowing that you are going there. Providers and family planning agencies cannot require parental consent for minors to receive family planning services.

Where do I find a family planning services provider?

You can find the locations of family planning providers near you online at www.texashealthywomen.org, or you can call Member Services at **1-888-887-9003** for help in finding a family planning provider.

Texas Health Steps

What is Texas Health Steps?

Texas Health Steps is the Medicaid health-care program for STAR and STAR Kids children, teens, and young adults, birth through age 20.

Texas Health Steps gives your child:

- Free regular medical checkups starting at birth
- Free dental checkups starting at 6 months of age
- A Case Manager who can find out what services your child needs and where to get these services

Texas Health Steps checkups:

- Find health problems before they get worse and are harder to treat
- Prevent health problems that make it hard for children to learn and grow like others their age
- Help your child have a healthy smile

Family planning

When to set up a checkup:

- You will get a letter from Texas Health Steps telling you when it's time for a checkup. Call your child's doctor to set up the checkup
- Set up the checkup at a time that works best for your family

If the doctor or dentist finds a health problem during a checkup, your child can get the care he or she needs, such as:

- Eye tests and eyeglasses
- Hearing tests and hearing aids
- Dental care
- Other health care
- Treatment for other medical conditions

Call UnitedHealthcare Community Plan at **1-888-887-9003** or Texas Health Steps at 1-877-847-8377 (1-877-THSTEPS) (toll-free) if you:

- Need help finding a doctor or dentist
- Need help setting up a checkup
- Have questions about checkups or Texas Health Steps
- Need help finding and getting other services

If you can't get your child to the checkup, Medicaid may be able to help. Children with Medicaid and their parent can get free rides to and from the doctor, dentist, hospital, or drug store. Contact your MCO for more information.

How and when do I get Texas Health Steps medical and dental checkups for my child?

Every parent wants their child to be happy and healthy. Keeping them up to date with all checkups is one of the ways to promote your child's well-being. Your children should visit the doctor at these times for their Texas Health Steps checkups:

Infancy:

- At birth while still in the hospital
- 3 to 5 days of life
- 2 weeks
- At 2, 4, 6 and 9 months

Early childhood:

- At 12, 15 and 18 months
- 2, 3 and 4 years

Late childhood:

- At 5, 6, 7, 8, 9, 10, 11 and 12 years

Adolescence:

- At 14, 15, 16, 17, 18 and 20 years

Your children should visit the dentist at these times for their Texas Health Steps checkups:

- Children need to start seeing the dentist at 6 months, then every 6 months thereafter through 20 years of age

Contact any Texas Health Steps doctor in Texas when your child is due for a checkup. If you are not sure your child is up to date with medical, dental, vision or hearing care, please call Member Services at **1-888-887-9003**.

Remember, if you do not keep your child's Texas Health Steps checkups and vaccines up to date, the amount of your TANF check could be reduced.

Family planning

Does my doctor have to be part of the UnitedHealthcare Community Plan network?

No, your child can be seen by any Texas Health Steps doctor. By getting regular checkups, your doctor is able to find and treat problems before they become serious. You do not need a referral. You have the freedom to pick any Texas Health Steps doctor.

Do I have to have a referral?

No, you do not need a referral for Texas Health Steps services.

What if I need to cancel an appointment?

Call your doctor's or dentist's office if you need to cancel a Texas Health Steps appointment. Reschedule the checkup as soon as you can so your child will stay healthy.

What if I am out of town and my child is due for a Texas Health Steps checkup?

If you are out of town and your child is due for a Texas Health Steps checkup, call UnitedHealthcare Community Plan at **1-888-887-9003**. They will help you set up a visit with your doctor as soon as you get home.

What if I am a migrant farmworker?

Children of Migrant Farmworkers can receive a Texas Health Steps medical checkup before it is due. You can get your checkup sooner if you are leaving the area. The appointment should be made and the exam done before leaving the area. You can call **1-888-887-9003** for help setting up the appointment. This is a benefit only to children of Migrant Farmworkers and is considered an "accelerated" service under Texas Health Steps, or one that is given before it is actually due. Please call us and let us know if anyone in your family works as a Migrant Farmworker.

Other plan details

What extra benefits do I get as a member of UnitedHealthcare Community Plan?

Value-added services

We know that health care is a large part of your life. We're here to help make things a little easier. That's why our health plan includes so many extras for your health and everyday life.

Healthy First Steps

Pregnant women who enroll in Healthy First Steps will receive rewards for completing prenatal, postpartum and well child visits in a timely manner.

Terms: All pregnant members are eligible. Must enroll and update visits in Healthy First Steps to qualify for rewards. Once baby is born child must be in a UnitedHealthcare Community Plan plan to continue to receive rewards. Maximum of each gift reward is \$20.

Breast feeding supply kit

New moms will receive a kit to aid them in breast feeding. Kit will include items like freezer storage bags, lanolin cream and breast pads.

Terms: Eligible for pregnant members or those who recently delivered. Must be a current UnitedHealthcare Community Plan member at the time of delivery.

Mikey's Guide

Members with a disability may receive *Mikey's Guide to Summer Camps and Activities for Children with Disabilities*.

Terms: One guide per year. Members 20 and younger.

Other plan details

Sports and school exams

Members receive an annual exam for sports/school/camps.

Terms: Must use in-network provider. One exam per year. Ages 4 through 19 years.

Extra vision services for adults

Members get up to \$105 every 2 years to cover:

- An upgraded selection of frames and lenses
- Or contact lenses in place of glasses
- Damaged/lost frames and lenses

Terms: Must use in-network provider. Up to \$105 every two years. Members 21 and older. Cannot be used for a second or spare pair.

Wellness visit gift card

Members receive a \$25 gift card for completing their wellness visit.

- \$25 gift card for completing their annual Texas Health Steps check-up

Go to your appointment. Upon completion, log in to myuhc.com/CommunityPlan. Click on the Health and Wellness tab and follow the link for Member Rewards to get access to the form.

Terms: Member must log in and validate checkup on online tool or mail in the signed redemption form. One \$25 gift card per check-up per year. Must use in-network provider. Gift card cannot be used to purchase alcohol, tobacco or lottery tickets.

Help for members with asthma

Members can request 1 hypoallergenic mattress cover and 1 pillowcase.

Terms: Member must be diagnosed with asthma or COPD. Member must be under case management for asthma. Includes 1 mattress cover and pillowcase per year.

Name bands

Members with Intellectual or Developmental Disabilities (IDD) can get a pack of 10 name bands to help identify medical needs and emergency contacts.

Terms: Includes 1 pack of name bands per year. Members with IDD 20 and younger.

Resource book

Adoptive families face unique challenges and this resource book, *The Connected Child*, will provide techniques and strategies to aid in welcoming a new child in the home.

Terms: AAPCA members only. One book per household. Book is only available in English.

Adult dental services

Members get a \$250 annual benefit to cover:

- Routine oral exams
- Oral cleaning
- X-rays

Members also receive access to discounts for non-covered services.

Terms: Must use in-network provider. Members 21 and older.

How can I get these benefits?

It is easy to get these extra benefits by calling Member Services at **1-888-887-9003**.

What other services can UnitedHealthcare Community Plan help me get?

The STAR program covers the following services. These services are offered by other providers outside of the UnitedHealthcare Community Plan network. We are happy to refer you to one of these providers if you are in need of these types of services:

- Case Management for Children and Pregnant Women – Visit the website below to learn more: <http://www.dshs.state.tx.us/caseman/default.shtm>
- Prescription drugs
- Texas Health Steps dental services
- Tuberculosis (TB) clinics
- Women, Infants and Children Services (WIC)
- Early Childhood Intervention (ECI)
- Services by federal or state hospital doctors
- Mental Health and Mental Retardation (MHMR) Case Management
- Mental Retardation Diagnostic Assessment (MRDA)
- Mental health rehabilitation
- Texas School Health and Related Services (SHARS)
- Texas Commission for the Blind (TCB)

How do I get these services?

Call Member Services at **1-888-887-9003** for questions on how to get these services.

What health education classes does UnitedHealthcare Community Plan offer?

UnitedHealthcare Community Plan can refer you to Health Education classes such as parenting courses and classes to help you quit smoking. Call Member Services at **1-888-887-9003** for more information about Health Education classes and meetings.

What is Case Management for children and pregnant women?

Case Management for children and pregnant women

Need help finding and getting services? You might be able to get a Case Manager to help you.

Who can get a Case Manager?

Children, teens, young adults (birth through age 20) and pregnant women who get Medicaid and:

- Have health problems, or
- Are at high risk for getting health problems.

What do Case Managers do?

A Case Manager will visit with you and then:

- Find out what services you need
- Find services near where you live
- Teach you how to find and get other services
- Make sure you are getting the services you need

What kind of help can you get?

Case Managers can help you:

- Get medical and dental services
- Get medical supplies or equipment
- Work on school or education issues
- Work on other problems

How can you get a Case Manager?

For more information contact Member Services at **1-888-887-9003**, TDD/TTY: 7-1-1, go online by visiting UHCCommunityPlan.com, or call Texas Health Steps at

1-877-847-8377 (toll-free), 8:00 a.m.–5:00 p.m., Monday–Friday.

To learn more, go to UHCCommunityPlan.com or : www.dshs.state.tx.us/caseman

What is Early Childhood Intervention?

Early Childhood Intervention

EI provides services and support to Texas families and their children, birth to 36 months, with developmental delays or disabilities. EI services are unique because:

- Parents and professionals work together as a team
- Services are convenient for families
- Children learn new skills through everyday activities
- Services are coordinated with others in the community
- Families of all income levels receive EI services

Do I need a referral for this?

Anyone can make a referral (a parent, family member, health care professional, social worker, caregiver, friend or neighbor). Simply call EI at 1-888-754-0524. A child who already has a medically diagnosed condition, which has a high probability of resulting in a developmental delay, automatically qualifies for EI. To get started, call EI and make a referral: 1-888-754-0524. Next, an EI professional will provide an evaluation to determine if your child is eligible and will discuss with you the need for services.

Where do I find an EI provider?

All of the professionals in EI have expertise in working with babies, toddlers and their families. Licensed and/or credentialed specialties include:

- Early Intervention Specialists
- Speech and Language Pathologists
- Physical Therapists
- Occupational Therapists
- Registered Dietitians
- Professional Counselors
- Hearing and Vision Specialists
- Social Workers
- Nurses

What is Service Management and what will a Service Manager do for me?

Service Management is a service United Healthcare Community Plan provides to help with your health and well-being. A Service Manager will help coordinate any services or supports in meeting your health care needs. If you or your child have special health care needs, please call Member Services and ask to speak with a Service Manager. Your Service Manager will keep anything you talk about confidential.

Your Service Manager can also :

- Arrange care with your Primary Care Provider
- Find Specialty Providers
- Help coordinate rides to doctor or dentist visits
- Help with any medical, behavioral health or Long-Term Services and Supports
- Solve any problems with your medical care or providers
- Find community resources

How can I talk with a Service Manager?

To contact a Service Manager, call Member Services at **1-888-887-9003**.

Transportation

Non Emergency Medical Transportation (NEMT) Services

What are NEMT services?

NEMT services provide transportation to nonemergency health care appointments for members who have no other transportation options. These trips include rides to the doctor, dentist, hospital, pharmacy, and other places you get Medicaid services. These trips do NOT include ambulance trips.

Other plan details

What services are part of NEMT Services?

- Passes or tickets for transportation such as mass transit within and between cities or states, including by rail or bus
- Commercial airline transportation services
- Demand response transportation services, which is curb-to-curb transportation in private buses, vans, or sedans, including wheelchair-accessible vehicles, if necessary
- Mileage reimbursement for an individual transportation participant (ITP) for a verified completed trip to a covered healthcare service. The ITP can be you, a responsible party, a family member, a friend, or a neighbor.
- If you are 20 years old or younger, you may be able to receive the cost of meals associated with a long-distance trip to obtain health care services. The daily rate for meals is \$25 per day for the member and \$25 per day for an approved attendant.
- If you are 20 years old or younger, you may be able to receive the cost of lodging associated with a long-distance trip to obtain health care services. Lodging services are limited to the overnight stay and do not include any amenities used during your stay, such as phone calls, room service, or laundry service.
- If you are 20 years old or younger, you may be able to receive funds in advance of a trip to cover authorized NEMT services

If you need an attendant to travel to your appointment with you, NEMT services will cover the transportation costs of your attendant.

Children 14 years old and younger must be accompanied by a parent, guardian, or other authorized adult. Children 15–17 years old must be accompanied by a parent, guardian, or other authorized adult or have consent from a parent, guardian, or other authorized adults on file to travel alone. Parental consent is not required if the health care service is confidential in nature.

How to get a ride?

Your MCO will provide you with information on how to request NEMT services. You should request NEMT Services as early as possible, and at least two business days before you need the NEMT service. In certain circumstances you may request the NEMT service with less notice. These circumstances include being picked up after being discharged from a hospital; trips to the pharmacy to pick up medication or approved medical supplies; and trips for urgent conditions. An urgent condition is a health condition that is not an emergency but is severe or painful enough to require treatment within 24 hours. You must notify your MCO prior to the approved and scheduled trip if your medical appointment is canceled.

Call the **Where's My Ride Hotline** at 1-866-528-0441, TTY 711, 8:00 a.m.–5:00 p.m., Monday–Friday to discuss your NEMT transportation needs.

53 **Questions?** Visit myuhc.com/CommunityPlan, or call Member Services at **1-888-887-9003**, TDD/TTY: **7-1-1**.

Additional member responsibilities while using NEMT Services

1. When requesting NEMT Services, you must provide the information requested by the person arranging or verifying your transportation.
2. You must follow all rules and regulations affecting your NEMT Services.
3. You must return unused advanced funds. You must provide proof that you kept your medical appointment prior to receiving future advanced funds.
4. You must not verbally, sexually, or physically abuse or harass anyone while requesting or receiving NEMT Services.
5. You must not lose bus tickets or tokens and must return any bus tickets or tokens that you do not use. You must use the bus tickets or tokens only to go to your medical appointment.
6. You must only use NEMT Services to travel to and from your medical appointments.
7. If you have arranged for an NEMT Service but something changes, and you no longer need the service, you must contact the person who helped you arrange your transportation as soon as possible.

What happens if I lose my Medicaid coverage?

If you lose Medicaid coverage but get it back again within six (6) months, you will get your Medicaid services from the same health plan you had before losing your Medicaid coverage. You will also have the same PCP you had before.

What do I have to do if I need help with completing my renewal application?

During renewal, a family can pick new medical and dental plans by calling the CHIP/Children's Medicaid call center at 1-800-964-2777.

Medicaid renewal is complete when the family signs and sends to HHSC the appropriate Enrollment/Transfer Form if the family picks a new medical or dental plan.

What if I get a bill from my doctor? Who do I call? What information will they need?

If you get a bill from a doctor, hospital or other health care provider, ask why they are billing you. Your doctor, health care provider or hospital cannot bill you for covered and approved Medicaid services. You do not have to pay bills that UnitedHealthcare Community Plan should pay.

If you still get a bill, call Member Services at **1-888-887-9003** for help.

Be sure you have your bill in front of you when you call. You will need to tell Member Services who sent you the bill, the date of service, the amount and the provider's address and phone number.

What do I have to do if I move?

As soon as you have your new address, give it to the local HHSC benefits office and UnitedHealthcare Community Plan Member Services department at **1-888-887-9003**. Before you get Medicaid services in your new area, you must call UnitedHealthcare Community Plan, unless you need emergency services. You will continue to get care through UnitedHealthcare Community Plan until HHSC changes your address.

What if I am a Permanency Care Assistance Caregiver and I need to change my address?

The adoptive parent of the Permanency Care Assistance Caregiver should contact (or be referred to) the Texas Department of Family and Protective Services' Regional Adoption Assistance Eligibility Specialist (AAES) assigned to their case. If you do not know who your AAES is, you can contact the DFPS hotline, 1-800-233-3405, to find out who your assigned eligibility specialist is. The AAES will then be able to assist you with the address change.

What if I have other health insurance in addition to Medicaid?

Medicaid and private insurance

You are required to tell Medicaid staff about any private health insurance you have. You should call the Medicaid Third Party Resources hotline and update your Medicaid case file if:

- Your private health insurance is canceled
- You get new insurance coverage
- You have general questions about third party insurance

You can call the hotline toll-free at 1-800-846-7307. **If you have other insurance, you may still qualify for Medicaid.** When you tell Medicaid staff about your other health insurance, you help make sure Medicaid only pays for what your other health insurance does not cover.

Important: Medicaid providers cannot turn you down for services because you have private health insurance as well as Medicaid. If providers accept you as a Medicaid patient, they must also file with your private health insurance company.

Complaints and appeals

What should I do if I have a complaint?

We want to help. If you have a complaint, please call us toll-free at **1-888-887-9003** to tell us about your problem. A UnitedHealthcare Community Plan Member Services Advocate can help you file a complaint. Just call **1-888-887-9003**. Most of the time, we can help you right away or at the most within a few days.

Once you have gone through the UnitedHealthcare Community Plan complaint process, you can complain to the Health and Human Services Commission (HHSC) by calling toll-free 1-866-566-8989. If you would like to make your complaint in writing, please send it to the following address:

Texas Health and Human Services Commission
Ombudsman Managed Care Assistance Team
P.O. Box 13247
Austin, Texas 78711-3247

If you can get on the Internet, you can submit your complaint at hhs.texas.gov/managed-care-help.

Other plan details

Who do I call?

Call UnitedHealthcare Member Services for help at **1-888-887-9003**.

Where can I mail a complaint?

For written complaints, please send your letter to UnitedHealthcare Community Plan. You must state your name, your member ID, your telephone number and address, and the reason for your complaint. Please send your letter to:

UnitedHealthcare Community Plan
Attn: Complaint and Appeals Department
P.O. Box 31364
Salt Lake City, UT 84131-0364

What are the requirements and time frames for filing a complaint?

There is no time limit on filing a complaint with UnitedHealthcare Community Plan. UnitedHealthcare Community Plan will send you a letter telling you what we did about your complaint.

How long will it take to process my complaint?

Most of the time we can help you right away or at the most within a few days. You will get the letter within 30 days from when your complaint got to UnitedHealthcare Community Plan.

Can someone from UnitedHealthcare Community Plan help me file a complaint?

Yes, a UnitedHealthcare Community Plan Member Services representative can help you file a complaint, just call **1-888-887-9003**. Most of the time, we can help you right away or at the most within a few days.

What can I do if my doctor asks for a service or medicine that is covered but UnitedHealthcare Community Plan denies or limits it?

UnitedHealthcare Community Plan will send you a letter if a covered service that you requested is not approved or if payment is denied in whole or in part. If you are not happy with our decision, call UnitedHealthcare Community Plan within 60 days from when you get our letter.

You must appeal within 10 Business Days of the date on the letter, or by the action effective date in the letter, to make sure your services are not stopped. You can appeal by sending a letter to UnitedHealthcare Community Plan, by mailing the appeal form included in the letter you received, or by calling UnitedHealthcare Community Plan. You can ask for an extension for up to 14 days of extra time for your appeal. UnitedHealthcare Community Plan can take extra time on your appeal if it is better for you. If this happens, UnitedHealthcare Community Plan will tell you in writing the reason for the delay.

57 **Questions?** Visit myuhc.com/CommunityPlan, or call Member Services at **1-888-887-9003**, TDD/TTY: **7-1-1**.

You can call Member Services and get help with your appeal. When you call Member Services, we will help you file an appeal. Then we will send you a letter and ask you or someone acting on your behalf to sign a form.

How will I find out if services are denied?

UnitedHealthcare Community Plan will send you a letter if a covered service requested by your child's PCP is denied, delayed, limited or stopped.

What are the time frames for the appeal process?

UnitedHealthcare Community Plan must complete the entire standard appeal process within 30 days after receipt of the initial written or oral request for appeal. This deadline may be extended for up to 14 days at the request of a member; or the MCO shows that there is a need for more information and how the delay is in the member's interest. If the MCO needs to extend, the member must receive written notice of the delay.

When do I have the right to ask for an appeal?

You may request an appeal for denial of payment for services in whole or in part. If you ask for an appeal within 10 Business Days from the time you get the denial notice from the health plan, you have the right to keep getting any service the health plan denied or reduced at least until the final appeal decision is made. If you do not request an appeal within 10 days from the time you get the denial notice, the service the health plan denied will be stopped.

Does my appeal request have to be in writing?

Your request does not have to be in writing. If you would like to send in a written appeal you can mail written requests to:

UnitedHealthcare Community Plan
Attn: Complaint and Appeals Department
P.O. Box 31364
Salt Lake City, UT 84131-0364

Can someone from UnitedHealthcare Community Plan help me file an appeal?

Member Services is available to help you file a complaint or an appeal. You can ask them to help you when you call **1-888-887-9003**.

Other plan details

What happens after my appeal?

You will get a letter telling you what the appeal decided, if your services will change and when, and any other choices you may have. Member's option to request an External Medical Review and State Fair Hearing no later than 120 days after the date the MCO mails the appeal decision notice. Member's option to request only a State Fair Hearing Review no later than 120 days after the MCO mails the appeal decision notice.

What is an emergency appeal?

An emergency appeal is when the health plan has to make a decision quickly based on the condition of your health, and taking the time for a standard appeal could jeopardize your life or health.

How do I ask for an emergency appeal?

You may ask for this type of appeal in writing or by phone. Make sure you write "I want a quick decision or an emergency appeal," or "I feel my health could be hurt by waiting for a standard decision." To request a quick decision by phone, call UnitedHealthcare Community Plan Member Services at **1-888-887-9003**.

Does my request have to be in writing?

We can record your verbal request. Your request will then be made into a written request. If you would like to mail in your appeal request you can mail written requests to:

UnitedHealthcare Community Plan
Attn: Complaint and Appeals Department
P.O. Box 31364
Salt Lake City, UT 84131-0364

What are the time frames for an emergency appeal?

UnitedHealthcare Community Plan must decide this type of appeal within 1 business day or 72 hours from the time we get the information and request. If your appeal is for ongoing emergency or you were denied continued stay in the hospital, we must complete the appeal within 1 business day.

What happens if UnitedHealthcare Community Plan denies the request for an emergency appeal?

If UnitedHealthcare Community Plan denies an emergency appeal, the appeal is processed through the normal appeal process, which will be resolved within 30 days. You will receive a letter explaining why and what other choices you may have.

Who can help me file an emergency appeal?

If you or your child is in the hospital, ask someone to help you mail, fax, or call in your request for this type of appeal. You may also call UnitedHealthcare Community Plan Member Services at **1-888-887-9003** and ask someone to help you start an appeal or ask your child's doctor to do it for you.

State Fair Hearing

Can I ask for a State Fair Hearing?

If you, as a member of the health plan, disagree with the health plan's internal appeal decision, you have the right to ask for a State Fair Hearing. You may name someone to represent you by writing a letter to the health plan telling them the name of the person you want to represent you. A provider may be your representative.

If you want to challenge a decision made by your health plan, you or your representative must ask for the State Fair Hearing within 120 days of the date on the health plan's letter with the internal appeal decision.

If you do not ask for the State Fair Hearing within 120 days, you may lose your right to a State Fair Hearing. To ask for a State Fair Hearing, you or your representative should call UnitedHealthcare Community Plan at **1-800-288-2160** or send a letter to the health plan at:

UnitedHealthcare Community Plan
Attn: Fair Hearings Coordinator
14141 Southwest Freeway, Suite 500
Sugar Land, TX 77478

You have the right to keep getting any service the health plan denied or reduced, based on previously authorized services, at least until the final State Fair Hearing decision is made if you ask for a State Fair Hearing by the later of: (1) 10 calendar days following the date the health plan mailed the internal appeal decision letter, or (2) the day the health plan's internal appeal decision letter says your service will be reduced or end. If you do not request a State Fair Hearing by this date, the service the health plan denied will be stopped.

If you ask for a State Fair Hearing, you will get a packet of information letting you know the date, time and location of the hearing. Most State Fair Hearings are held by telephone. At that time, you or your representative can tell why you need the service the health plan denied.

HHSC will give you a final decision within 90 days from the date you asked for the State Fair Hearing. If your appeal and State Fair Hearing were denied, you may have to pay for the services you received.

Other plan details

If you lose the State Fair Hearing appeal, UnitedHealthcare Community Plan might be able to recover the costs of the service or benefit you received while the appeal was pending. UnitedHealthcare will not recover costs for services you received during the appeal or State Fair Hearing without written permission from HHSC.

Can I ask for an emergency State Fair Hearing?

If you believe that waiting for a State Fair Hearing will seriously jeopardize your life or health, or your ability to attain, maintain, or regain maximum function, you or your representative may ask for an emergency State Fair Hearing by writing or calling UnitedHealthcare Community Plan. To qualify for an emergency State Fair Hearing through HHSC, you must first complete UnitedHealthcare's internal appeals process.

External Medical Review information

Can a member ask for an External Medical Review?

If a member, as a member of the health plan, disagrees with the health plan's internal appeal decision, the member has the right to ask for an External Medical Review. An External Medical Review is an optional, extra step the member can take to get the case reviewed before the State Fair Hearing occurs. The member may name someone to represent them by contacting the health plan and giving the name of the person the member wants to represent him or her. A provider may be the member's representative. The member or the member's representative must ask for the External Medical Review within 120 days of the date the health plan mails the letter with the internal appeal decision. If the member does not ask for the External Medical Review within 120 days, the member may lose his or her right to an External Medical Review. To ask for an External Medical Review, the member or the member's representative may either:

- Fill out the "State Fair Hearing and External Medical Review Request Form" that came with the Member Notice of MCO Internal Appeal Decision letter and mail or fax it to:

UnitedHealthcare Community Plan
Attn: Fair Hearings Coordinator
14141 Southwest Freeway, Suite 500
Sugar Land, TX 77478
Fax: 1-855-322-0672

- Or call UnitedHealthcare by using the address or fax number at the top of the form
 - Call UnitedHealthcare at **1-800-288-2160**
 - Email UnitedHealthcare at uhctx_fairhearings_appeals@uhc.com

If the member asks for an External Medical Review within 10 days from the time the member gets the appeal decision from the health plan, the member has the right to keep getting any service the health plan denied, based on previously authorized services, at least until the final State Fair Hearing decision is made. If the member does not request an External Medical Review within 10 days from the time the member gets the appeal decision from the health plan, the service the health plan denied will be stopped.

The member may withdraw the member's request for an External Medical Review before it is assigned to an Independent Review Organization or while the Independent Review Organization is reviewing the member's External Medical Review request. An Independent Review Organization is a third-party organization contracted by HHSC that conducts an External Medical Review during member appeal processes related to Adverse Benefit Determinations based on functional necessity or medical necessity. An External Medical Review cannot be withdrawn if an Independent Review Organization has already completed the review and made a decision.

Once the External Medical Review decision is received, the member has the right to withdraw the State Fair Hearing request. If the member continues with the State Fair Hearing, the member can also request the Independent Review Organization be present at the State Fair Hearing. The member can make both of these requests by contacting UnitedHealthcare Community Plan at **1-800-288-2160** or the HHSC Intake Team at EMR_Intake_Team@hsc.state.tx.us.

If the member continues with a State Fair Hearing and the State Fair Hearing decision is different from the Independent Review Organization decision, it is the State Fair Hearing decision that is final. The State Fair Hearing decision can only uphold or increase member benefits from the Independent Review Organization decision.

Can I ask for an emergency External Medical Review?

If you believe that waiting for a standard External Medical Review will seriously jeopardize your life or health, or your ability to attain, maintain, or regain maximum function, you, your parent or your legally authorized representative may ask for an emergency External Medical Review and emergency State Fair Hearing by writing or calling UnitedHealthcare Community Plan. To qualify for an emergency External Medical Review and emergency State Fair Hearing review through HHSC, you must first complete UnitedHealthcare's internal appeals process.

Advance Directives

What are Advance Directives?

All adults in hospitals, nursing centers, and other health care settings have certain rights. For instance, you have the right to have your personal and medical records kept private. You have the right to know what treatment you will get. Under federal law, you have the right to fill out an Advance Directive. Advance Directives are written documents that let you decide and put into writing what kind of treatment you want or do not want, and any actions you want carried out if you are too sick to make decisions about your health care. It is our policy to let all adult UnitedHealthcare Community Plan members know that they can prepare these documents. The federal law on Advance Directives requires hospitals, nursing centers and other health care providers to give you information about Advance Directives. The information will explain your legal choices in making decisions about medical care. The law was written to increase your control over medical treatment decisions.

Advance Directives are written documents that give you the chance to decide and put into writing what kind of treatment you want or do not want, and any actions you want carried out if you become too sick to make decisions about your health care.

How do I get an Advance Directive?

Contact your PCP or call Member Services at **1-888-887-9003**. Call TDD/TTY: **7-1-1**, for deaf and hard of hearing.

Who has the right to make health care decisions?

You do, if you are an adult and able to let providers know of your health care decisions. You decide what health care, if any, you will not accept.

What if I become unable to make or let providers know of my health care decisions?

You can still have some control over these decisions if you have signed an Advance Directive. Your PCP must include in your medical record whether you have signed an Advance Directive. If you have not named someone in your Advance Directive, your doctor must seek a person authorized by law to make these decisions.

What if I am too sick to make a decision about my medical care?

You can still have some control over these decisions if you have signed an Advance Directive. Your PCP must include in your medical record whether you have signed an Advance Directive. If you have not named someone in your Advance Directive, your doctor must seek a person authorized by law to make these decisions.

What are my options for making an Advance Directive?

Under Texas law, you can make the following directives:

1. **A Durable Power of Attorney for Health Care** — a written document giving the designated person the power to act in your place and make decisions on your health care. Your Durable Health Care Power of Attorney will also include any details or guidance about health care you want or do not want. This could include withholding or withdrawing procedures if you are in a “terminal condition.” A “terminal condition” is when a patient cannot be cured and will die without life-sustaining procedures. (Two doctors must state this in writing.) A patient is also in a “terminal condition” if that patient is in a permanent vegetative state or an irreversible coma.
2. **A Living Will** — a written statement about health care you want or do not want if you cannot make these decisions. For example, a Living Will can say whether you would want to be fed through a tube if you were unconscious and not likely to recover. A Living Will directs doctors to withhold/withdraw or continue life-sustaining procedures if you are in a “terminal condition.” You can also tell doctors whether to use other life-sustaining procedures.

Must my Advance Directive be followed?

Yes. Your PCP, other health providers and the person you name in your directive must follow your Advance Directive.

Must a lawyer prepare my Advance Directive?

No. There are local and national groups that will give you facts on Advance Directives, including forms. Be sure any Advance Directive you use is valid under Texas law.

Who should have a copy of my Advance Directive?

Give a copy of your Advance Directive to your PCP and to any health care center on admission. If you have a Durable Power of Attorney for Health Care, give a copy to the person you have named on it. You should also keep extra copies for yourself.

Do I have to make an Advance Directive?

No. Whether you make an Advance Directive is up to you. A health care provider cannot refuse care based on whether you have an Advance Directive or not.

Can I change or cancel my Advance Directive?

Yes. If you change or cancel your Advance Directive, let anyone who has a copy of it know.

Other plan details

What if I already have an Advance Directive?

You might want to review it or have it reviewed. If it has been prepared in another state, make sure it is valid under Texas law.

Who can legally make health care decisions for me if I cannot make those decisions and I have no Advance Directive?

A court might appoint a guardian to make health care decisions for you. Otherwise, your PCP must go down the following list to find someone else to make health care decisions for you:

1. Your husband or wife, unless you are legally separated.
2. Your adult child. If you have more than one adult child, a majority of them.
3. Your mother or father.
4. Your brother or sister.

If your PCP cannot find a person able to make health care decisions for you, then he or she can decide on your care. Your PCP can do this with the advice of an ethics committee, or the approval of another doctor. You can make sure your wishes are honored by putting them in writing. The person you name in your Advance Directive will not have the right to refuse life-sustaining procedures, such as the use of tubes to give you food or fluids unless:

- a. You have appointed that person to make health care decisions for you in a Durable Power of Attorney for Health Care.
- b. A court has appointed that person as your guardian to make health care decisions for you.
- c. You have stated in an Advance Directive that you do not want this specific treatment. If you need any help in learning about Advance Directives, or to order a copy of a Living Will, call Member Services at **1-888-887-9003**.

Member rights and responsibilities

What are my health care rights and responsibilities as a member of UnitedHealthcare Community Plan?

Member rights:

1. You have the right to respect, dignity, privacy, confidentiality and nondiscrimination. That includes the right to:
 - a. Be treated fairly and with respect.
 - b. Know that your medical records and discussions with your providers will be kept private and confidential.
2. You have the right to a reasonable opportunity to choose a health care plan and primary care provider. This is the doctor or health care provider you will see most of the time and who will coordinate your care. You have the right to change to another plan or provider in a reasonably easy manner. That includes the right to:
 - a. Be told how to choose and change your health plan and your Primary Care Provider.
 - b. Choose any health plan you want that is available in your area and choose your Primary Care Provider from that plan.
 - c. Change your Primary Care Provider.
 - d. Change your health plan without penalty.
 - e. Be told how to change your health plan or your Primary Care Provider.
3. You have the right to ask questions and get answers about anything you do not understand. That includes the right to:
 - a. Have your provider explain your health care needs to you and talk to you about the different ways your health care problems can be treated.
 - b. Be told why care or services were denied and not given.
4. You have the right to agree to or refuse treatment and actively participate in treatment decisions. That includes the right to:
 - a. Work as part of a team with your provider in deciding what health care is best for you.
 - b. Say yes or no to the care recommended by your provider.

Other plan details

5. You have the right to use each complaint and appeal process available through the managed care organization and through Medicaid, and get a timely response to complaints, appeals, External Medical Reviews and State Fair Hearing. That includes the right to:
 - a. Make a complaint to your health plan or to the state Medicaid program about your health care, your provider or your health plan.
 - b. Get a timely answer to your complaint.
 - c. Use the plan's appeal process and be told how to use it.
 - d. Ask for a an External Medical Review and State Fair Hearing from the state Medicaid program and get information about how that process works.
 - e. Ask for a State Fair Hearing without an External Medical Review from the state Medicaid program and receive information about how that process works.
6. You have the right to timely access to care that does not have any communication or physical access barriers. That includes the right to:
 - a. Have telephone access to a medical professional 24 hours a day, 7 days a week to get any emergency or urgent care you need.
 - b. Get medical care in a timely manner.
 - c. Be able to get in and out of a health care provider's office. This includes barrier free access for people with disabilities or other conditions that limit mobility, in accordance with the Americans with Disabilities Act.
 - d. Have interpreters, if needed, during appointments with your providers and when talking to your health plan. Interpreters include people who can speak in your native language, help someone with a disability, or help you understand the information.
 - e. Be given information you can understand about your health plan rules, including the health care services you can get and how to get them.
7. You have the right to not be restrained or secluded when it is for someone else's convenience, or is meant to force you to do something you do not want to do, or is to punish you.
8. You have a right to know that doctors, hospitals, and others who care for you can advise you about your health status, medical care, and treatment. Your health plan cannot prevent them from giving you this information, even if the care or treatment is not a covered service.
9. You have a right to know that you are not responsible for paying for covered services. Doctors, hospitals, and others cannot require you to pay copayments or any other amounts for covered services.
10. You have a right to make recommendations to your health plan's member rights and responsibilities.

Member responsibilities:

1. You must learn and understand each right you have under the Medicaid program. That includes the responsibility to:
 - a. Learn and understand your rights under the Medicaid program.
 - b. Ask questions if you do not understand your rights.
 - c. Learn what choices of health plans are available in your area.
2. You must abide by the health plan's and Medicaid's policies and procedures. That includes the responsibility to:
 - a. Learn and follow your health plan's rules and Medicaid rules.
 - b. Choose your health plan and a Primary Care Provider quickly.
 - c. Make any changes in your health plan and Primary Care Provider in the ways established by Medicaid and by the health plan.
 - d. Keep your scheduled appointments.
 - e. Cancel appointments in advance when you cannot keep them.
 - f. Always contact your Primary Care Provider first for your non-emergency medical needs.
 - g. Be sure you have approval from your Primary Care Provider before going to a specialist.
 - h. Understand when you should and should not go to the emergency room.
3. You must share information about your health with your Primary Care Provider and learn about service and treatment options. That includes the responsibility to:
 - a. Tell your Primary Care Provider about your health.
 - b. Talk to your providers about your health care needs and ask questions about the different ways your health care problems can be treated.
 - c. Help your providers get your medical records.
4. You must be involved in decisions relating to service and treatment options, make personal choices, and take action to keep yourself healthy. That includes the responsibility to:
 - a. Work as a team with your provider in deciding what health care is best for you.
 - b. Understand how the things you do can affect your health.
 - c. Do the best you can to stay healthy.
 - d. Treat providers and staff with respect.
 - e. Talk to your provider about all of your medications.

If you think you have been treated unfairly or discriminated against, call the U.S. Department of Health and Human Services (HHS) toll-free at 1-800-368-1019. You can also view information concerning the HHS Office of Civil Rights online at www.hhs.gov/ocr.

Other plan details

Each year you have the right to ask UnitedHealthcare Community Plan to send you certain information

As a member of UnitedHealthcare Community Plan, you can ask for and get this information each year:

- Information about network providers – at a minimum primary care doctors, specialists, and hospitals in our service area. This information will include names, addresses, telephone numbers, and languages spoken (other than English) for each network provider, plus identification of providers that are not accepting new patients and, when applicable, professional qualifications, specialty, medical school attended, residency completion and board certification status.
- Any limits on your freedom of choice among network providers
- Your rights and responsibilities
- Information on complaint, appeal, External Medical Review and State Fair Hearing procedures
- Information about benefits available under the Medicaid program, including amount, duration and scope of benefits. This is designed to make sure you understand the benefits to which you are entitled.
- How you get benefits including authorization requirements
- How you get benefits, including family planning services, from out-of-network providers and/or limits to those benefits
- How you get after hours and emergency coverage and/or limits to those kinds of benefits, including:
 - What makes up emergency medical conditions, emergency services and post-stabilization services
 - The fact that you do not need prior authorization from your Primary Care Provider for emergency care services
 - How to get emergency services, including instructions on how to use the **9-1-1** telephone system or its local equivalent
 - The addresses of any places where providers and hospitals furnish emergency services covered by Medicaid
 - A statement saying you have a right to use any hospital or other settings for emergency care
 - Post-stabilization rules
- Policy on referrals for specialty care and for other benefits you cannot get through your Primary Care Provider
- UnitedHealthcare Community Plan practice guidelines

UnitedHealthcare Community Plan must provide information to members on how it evaluates new technology for inclusion as a covered benefit. It may publish this information in newsletters, member handouts or other member materials. If a newsletter is the chosen method, UnitedHealthcare Community Plan must publish this information annually.

Fraud and abuse

Do you want to report waste, abuse, or fraud?

Let us know if you think a doctor, dentist, pharmacist at a drug store, other health care providers, or a person getting benefits is doing something wrong. Doing something wrong could be waste, abuse or fraud, which is against the law. For example, tell us if you think someone is:

- Getting paid for services that weren't given or necessary
- Not telling the truth about a medical condition to get medical treatment
- Letting someone else use their Medicaid ID
- Using someone else's Medicaid ID
- Not telling the truth about the amount of money or resources he or she has to get benefits

To report waste, abuse, or fraud, choose one of the following:

- Call the OIG Hotline at 1-800-436-6184;
- Visit <https://oig.hhs.texas.gov/> and click on "Report Fraud" to complete an online form; or
- You can report directly to your health plan:

United Healthcare Community Plan Compliance
14141 Southwest Freeway, Suite 500
Sugar Land, TX 77478
1-888-887-9003

To report waste, abuse or fraud, gather as much information as possible

When reporting about a provider (a doctor, dentist, counselor, etc.), include:

- Name, address, and phone number of provider
- Name and address of the facility (hospital, nursing home, home health agency, etc.)
- Medicaid number of the provider and facility, if you have it
- Type of provider (doctor, dentist, therapist, pharmacist, etc.)

Other plan details

- Names and phone numbers of other witnesses who can help in the investigation
- Dates of events
- Summary of what happened

When reporting about someone who gets benefits, include:

- The person's name
- The person's date of birth, Social Security number, or case number if you have it
- The city where the person lives
- Specific details about the waste, abuse or fraud

You have the right to respect and dignity, including freedom from abuse, neglect, and exploitation

What are abuse, neglect, and exploitation?

Abuse is mental, emotional, physical, or sexual injury, or failure to prevent such injury.

Neglect results in starvation, dehydration, overmedicating or undermedicating, unsanitary living conditions, etc. Neglect also includes lack of heat, running water, electricity, medical care, and personal hygiene.

Exploitation is misusing the resources of another person for personal or monetary gain. This includes taking Social Security or SSI (Supplemental Security Income) checks, abusing a joint checking account, and taking property and other resources.

Reporting abuse, neglect, and exploitation

The law requires that you report suspected abuse, neglect, or exploitation, including unapproved use of restraints or isolation that is committed by a provider. Call 9-1-1 for life-threatening or emergency situations.

Report by phone (non-emergency); 24 hours a day, 7 days a week, toll-free

Report to the Health and Human Services Department by calling 1-800-458-9858 if the person being abused, neglected, or exploited lives in or receives services from a:

- Nursing facility;
- Assisted living facility;
- Adult day care center;
- Licensed adult foster care provider; or
- Home and Community Support Services Agency (HCSSA) or Home Health Agency.

71 **Questions?** Visit myuhc.com/CommunityPlan, or call Member Services at **1-888-887-9003**, TDD/TTY: **7-1-1**.

Suspected abuse, neglect or exploitation by an HCSSA must also be reported to the Department of Family and Protective Services (DFPS). Report all other suspected abuse, neglect, or exploitation to DFPS by calling 1-800-252-5400.

Report electronically (non-emergency)

Go to <https://txabusehotline.org>. This is a secure website. You will need to create a password-protected account and profile.

Helpful information for filing a report

When reporting abuse, neglect, or exploitation, it is helpful to have the names, ages, addresses, and phone numbers of everyone involved.

Glossary of managed care terminology

Appeal — A request for your managed care organization to review a denial or a grievance again.

Complaint — A grievance that you communicate to your health insurer or plan.

Copayment — A fixed amount (for example, \$15) you pay for a covered health care service, usually when you receive the service. The amount can vary by the type of covered health care service.

Durable Medical Equipment (DME) — Equipment ordered by a health care provider for everyday or extended use. Coverage for DME may include but is not limited to: oxygen equipment, wheelchairs, crutches, or diabetic supplies.

Emergency Medical Condition — An illness, injury, symptom, or condition so serious that a reasonable person would seek care right away to avoid harm.

Emergency Medical Transportation — Ground or air ambulance services for an emergency medical condition.

Emergency Room Care — Emergency services you get in an emergency room.

Emergency Services — Evaluation of an emergency medical condition and treatment to keep the condition from getting worse.

Excluded Services — Health care services that your health insurance or plan doesn't pay for or cover.

Other plan details

Grievance — A complaint to your health insurer or plan.

Habilitation Services and Devices — Health care services such as physical or occupational therapy that help a person keep, learn, or improve skills and functioning for daily living.

Health Insurance — A contract that requires your health insurer to pay your covered health care costs in exchange for a premium.

Home Health Care — Health care services a person receives in a home.

Hospice Services — Services to provide comfort and support for persons in the last stages of a terminal illness and their families.

Hospitalization — Care in a hospital that requires admission as an inpatient and usually requires an overnight stay.

Hospital Outpatient Care — Care in a hospital that usually doesn't require an overnight stay.

Medically Necessary — Health care services or supplies needed to prevent, diagnose, or treat an illness, injury, condition, disease or its symptoms and that meet accepted standards of medicine.

Network — The facilities, providers, and suppliers your health insurer or plan has contracted with to provide health care services.

Non-Participating Provider — A provider who doesn't have a contract with your health insurer or plan to provide covered services to you. It may be more difficult to obtain authorization from your health insurer or plan to obtain services from a non-participating provider instead of a participating provider. In limited cases, such as when there are no other providers, your health insurer can contract to pay a non-participating provider.

Participating Provider — A Provider who has a contract with your health insurer or plan to provide covered services to you.

Physician Services — Health-care services a licensed medical physician (M.D. — Medical Doctor or D.O. — Doctor of Osteopathic Medicine) provides or coordinates.

Plan — A benefit, like Medicaid, which provides and pays for your health-care services.

Pre-Authorization — A decision by your health insurer or plan that a health-care service, treatment plan, prescription drug, or durable medical equipment that you or your provider has requested, is medically necessary. This decision or approval, sometimes called prior authorization, prior approval, or pre-certification, must be obtained prior to receiving the requested service. Pre-authorization isn't a promise your health insurance or plan will cover the cost.

73 **Questions?** Visit myuhc.com/CommunityPlan,
or call Member Services at **1-888-887-9003**, TDD/TTY: **7-1-1**.

Premium — The amount that must be paid for your health insurance or plan.

Prescription Drug Coverage — Health insurance or plan that helps pay for prescription drugs and medications.

Prescription Drugs — Drugs and medications that by law require a prescription.

Primary Care Physician — A physician (M.D. — Medical Doctor or D.O. — Doctor of Osteopathic Medicine) who directly provides or coordinates a range of health-care services for a patient.

Primary Care Provider — A physician (M.D. — Medical Doctor or D.O. — Doctor of Osteopathic Medicine), nurse practitioner, clinical nurse specialist, or physician assistant, as allowed under state law, who provides, coordinates, or helps a patient access a range of health-care services.

Provider — A physician (M.D. — Medical Doctor or D.O. — Doctor of Osteopathic Medicine), health-care professional, or health-care facility licensed, certified, or accredited as required by state law.

Rehabilitation Services and Devices — Health-care services such as physical or occupational therapy that help a person keep, get back or improve skills and functioning for daily living that have been lost or impaired because a person was sick, hurt or disabled.

Skilled Nursing Care — Services from licensed nurses in your own home or in a nursing home.

Specialist — A physician specialist focuses on a specific area of medicine or a group of patients to diagnose, manage, prevent or treat certain types of symptoms and conditions.

Urgent Care — Care for an illness, injury or condition serious enough that a reasonable person would seek care right away, but not so severe as to require emergency room care.

Health Plan Notices of Privacy Practices

THIS NOTICE SAYS HOW YOUR MEDICAL INFORMATION MAY BE USED. IT SAYS HOW YOU CAN ACCESS THIS INFORMATION. READ IT CAREFULLY.

Effective January 1, 2022

By law, we¹ must protect the privacy of your health information (“HI”). We must send you this notice. It tells you:

- How we may use your HI.
- When we can share your HI with others.
- What rights you have to access your HI.

By law, we must follow the terms of this notice.

HI is information about your health or health care services. We have the right to change our privacy practices for handling HI. If we change them, we will notify you by mail or e-mail. We will also post the new notice at this website (www.uhccommunityplan.com). We will notify you of a breach of your HI. We collect and keep your HI to run our business. HI may be oral, written or electronic. We limit employee and service provider access to your HI. We have safeguards in place to protect your HI.

How we collect, use, and share your information

We collect, use and share your HI with:

- You or your legal representative.
- Government agencies.

We have the right to collect, use and share your HI for certain purposes. This must be for your treatment, to pay for your care, or to run our business. We may use and share your HI as follows.

- **For Payment.** We may collect, use, and share your HI to process premium payments and claims. This may include coordinating benefits.
- **For Treatment or Managing Care.** We may collect, use, and share your HI with your providers to help with your care.
- **For Health Care Operations.** We may suggest a disease management or wellness program. We may study data to improve our services.
- **To Tell You about Health Programs or Products.** We may tell you about other treatments, products, and services. These activities may be limited by law.
- **For Plan Sponsors.** We may give enrollment, disenrollment, and summary HI to your employer. We may give them other HI if they properly limit its use.

75 **Questions?** Visit myuhc.com/CommunityPlan, or call Member Services at **1-888-887-9003**, TDD/TTY: **7-1-1**.

- **For Underwriting Purposes.** We may collect, use, and share your HI to make underwriting decisions. We will not use your genetic HI for underwriting purposes.
- **For Reminders on Benefits or Care.** We may collect, use and share your HI to send you appointment reminders and information about your health benefits.
- **For Communications to You.** We may use the phone number or email you gave us to contact you about your benefits, healthcare or payments.

We may collect, use, and share your HI as follows:

- **As Required by Law.**
- **To Persons Involved with Your Care.** This may be to a family member in an emergency. This may happen if you are unable to agree or object. If you are unable to object, we will use our best judgment. If permitted, after you pass away, we may share HI with family members or friends who helped with your care.
- **For Public Health Activities.** This may be to prevent disease outbreaks.
- **For Reporting Abuse, Neglect or Domestic Violence.** We may only share with entities allowed by law to get this HI. This may be a social or protective service agency.
- **For Health Oversight Activities** to an agency allowed by the law to get the HI. This may be for licensure, audits and fraud and abuse investigations.
- **For Judicial or Administrative Proceedings.** To answer a court order or subpoena.
- **For Law Enforcement.** To find a missing person or report a crime.
- **For Threats to Health or Safety.** This may be to public health agencies or law enforcement. An example is in an emergency or disaster.
- **For Government Functions.** This may be for military and veteran use, national security, or the protective services.
- **For Workers' Compensation.** To comply with labor laws.
- **For Research.** To study disease or disability.
- **To Give Information on Decedents.** This may be to a coroner or medical examiner. To identify the deceased, find a cause of death, or as stated by law. We may give HI to funeral directors.
- **For Organ Transplant.** To help get, store or transplant organs, eyes or tissue.
- **To Correctional Institutions or Law Enforcement.** For persons in custody: (1) to give health care; (2) to protect your health and the health of others; and (3) for the security of the institution.
- **To Our Business Associates** if needed to give you services. Our associates agree to protect your HI. They are not allowed to use HI other than as allowed by our contract with them.

Other plan details

- **Other Restrictions.** Federal and state laws may further limit our use of the HI listed below. We will follow stricter laws that apply.
 1. Alcohol and Substance Abuse
 2. Biometric Information
 3. Child or Adult Abuse or Neglect, including Sexual Assault
 4. Communicable Diseases
 5. Genetic Information
 6. HIV/AIDS
 7. Mental Health
 8. Minors' Information
 9. Prescriptions
 10. Reproductive Health
 11. Sexually Transmitted Diseases

We will only use your HI as described here or with your written consent. We will get your written consent to share psychotherapy notes about you. We will get your written consent to sell your HI to other people. We will get your written consent to use your HI in certain promotional mailings. If you let us share your HI, the recipient may further share it. You may take back your consent. To find out how, call the phone number on your ID card.

Your rights

You have the following rights.

- **To ask us to limit** use or sharing for treatment, payment, or health care operations. You can ask to limit sharing with family members or others. We may allow your dependents to ask for limits. **We will try to honor your request, but we do not have to do so.**
- **To ask to get confidential communications** in a different way or place. For example, at a P.O. Box instead of your home. We will agree to your request when a disclosure could endanger you. We take verbal requests. You can change your request. This must be in writing. Mail it to the address below.
- **To see or get a copy** of certain HI. You must ask in writing. Mail it to the address below. If we keep these records in electronic form, you can request an electronic copy. You can have your record sent to a third party. We may send you a summary. We may charge for copies. We may deny your request. If we deny your request, you may have the denial reviewed.
- **To ask to amend.** If you think your HI is wrong or incomplete you can ask to change it. You must ask in writing. You must give the reasons for the change. Mail this to the address below. If we deny your request, you may add your disagreement to your HI.

- **To get an accounting** of HI shared in the six years prior to your request. This will not include any HI shared for the following reasons. (i) For treatment, payment, and health care operations; (ii) With you or with your consent; (iii) With correctional institutions or law enforcement. This will not list the disclosures that federal law does not require us to track.
- **To get a paper copy of this notice.** You may ask for a paper copy at any time. You may also get a copy at our website (www.uhccommunityplan.com).
- **To ask that we correct or amend** your HI. Depending on where you live, you can also ask us to delete your HI. If we can't, we will tell you. If we can't, you can write us, noting why you disagree and send us the correct information.

Using your rights

- **To Contact your Health Plan. Call the phone number on your ID card.** Or you may contact the UnitedHealth Group Call Center at **1-866-633-2446**, or TTY/RTT **711**.
- **To Submit a Written Request.** Mail to:
UnitedHealthcare Privacy Office
MN017-E300, P.O. Box 1459
Minneapolis MN 55440
- **To File a Complaint.** If you think your privacy rights have been violated, you may send a complaint at the address above.

You may also notify the Secretary of the U.S. Department of Health and Human Services. We will not take any action against you for filing a complaint.

¹ This Medical Information Notice of Privacy Practices applies to the following health plans that are affiliated with UnitedHealth Group: AmeriChoice of New Jersey, Inc.; Arizona Physicians IPA, Inc.; Care Improvement Plus South Central Insurance Company; Care Improvement Plus of Texas Insurance Company; Care Improvement Plus Wisconsin Insurance; Health Plan of Nevada, Inc.; Optimum Choice, Inc.; Oxford Health Plans (NJ), Inc.; Physicians Health Choice of Texas, LLC; Preferred Care Partners, Inc.; Rocky Mountain Health Maintenance Organization, Incorporated; UnitedHealthcare Benefits of Texas, Inc.; UnitedHealthcare Community Plan of California, Inc.; UnitedHealthcare Community Plan of Ohio, Inc.; UnitedHealthcare Community Plan of Texas, L.L.C.; UnitedHealthcare Community Plan, Inc.; UnitedHealthcare Community Plan of Georgia, Inc.; UnitedHealthcare Insurance Company; UnitedHealthcare Insurance Company of America; UnitedHealthcare Insurance Company of River Valley; UnitedHealthcare of Alabama, Inc.; UnitedHealthcare of Florida, Inc.; UnitedHealthcare of Kentucky, Ltd.; UnitedHealthcare of Louisiana, Inc.; UnitedHealthcare of the Mid-Atlantic, Inc.; UnitedHealthcare of the Midlands, Inc.; UnitedHealthcare of the Midwest, Inc.; UnitedHealthcare of Mississippi, Inc.; UnitedHealthcare of New England, Inc.; UnitedHealthcare of New Mexico, Inc.; UnitedHealthcare of New York, Inc.; UnitedHealthcare of Pennsylvania, Inc.; UnitedHealthcare of Washington, Inc.; UnitedHealthcare of Wisconsin, Inc.; and UnitedHealthcare Plan of the River Valley, Inc. This list of health plans is complete as of the effective date of this notice. For a current list of health plans subject to this notice go to <https://www.uhc.com/privacy/entities-fn-v2>.

Financial Information Privacy Notice

THIS NOTICE SAYS HOW YOUR FINANCIAL INFORMATION MAY BE USED AND SHARED. REVIEW IT CAREFULLY.

Effective January 1, 2022

We² protect your “personal financial information” (“FI”). FI is non-health information. FI identifies you and is generally not public.

Information we collect

- We get FI from your applications or forms. This may be name, address, age and social security number.
- We get FI from your transactions with us or others. This may be premium payment data.

Sharing of FI

We will only share FI as permitted by law.

We may share your FI to run our business. We may share your FI with our Affiliates. We do not need your consent to do so.

- We may share your FI to process transactions.
- We may share your FI to maintain your account(s).
- We may share your FI to respond to court orders and legal investigations.
- We may share your FI with companies that prepare our marketing materials.

Confidentiality and security

We limit employee and service provider access to your FI. We have safeguards in place to protect your FI.

Questions about this notice

Please **call the toll-free member phone number on health plan ID card** or contact the UnitedHealth Group Customer Call Center at **1-866-633-2446**, or TTY/RTT **711**.

² For purposes of this Financial Information Privacy Notice, “we” or “us” refers to the entities listed in footnote 1, beginning on the last page of the Health Plan Notices of Privacy Practices, plus the following UnitedHealthcare affiliates: AmeriChoice Corporation.; Dental Benefit Providers, Inc.; Ear Professional International Corporation; gethealthinsurance.com Agency, Inc. Genoa Healthcare, LLC; Golden Outlook, Inc.; Level2 Health IPA, LLC; Level2 Health Management, LLC; Life Print Health, Inc.; Managed Physical Network, Inc.; Optum Care Networks, Inc.; Optum Global Solutions (India) Private Limited; Optum Health Care Solutions, Inc.; OptumHealth Holdings, LLC; Optum Labs, LLC; Optum Networks of New Jersey, Inc.; Optum Women’s and Children’s Health, LLC; OrthoNet, LLC; OrthoNet of the South, Inc.; Oxford Benefit Management, Inc.; Oxford Health Plans LLC; Physician Alliance of the Rockies, LLC; POMCO Network, Inc.; POMCO, Inc.; Real Appeal, Inc.; Sanvello Health, Inc.; Spectera, Inc.; Three Rivers Holdings, Inc.; UHIC Holdings, Inc.; UMR, Inc.; United Behavioral Health; United Behavioral Health of New York I.P.A., Inc.; UnitedHealthcare, Inc.; United HealthCare Services, Inc.; UnitedHealth Advisors, LLC; UnitedHealthcare Service LLC; Urgent Care MSO, LLC; USHEALTH Administrators, LLC; and USHEALTH Group, Inc.; and Vivify Health, Inc. This Financial Information Privacy Notice only applies where required by law. Specifically, it does not apply to (1) health care insurance products offered in Nevada by Health Plan of Nevada, Inc. and Sierra Health and Life Insurance Company, Inc.; or (2) other UnitedHealth Group health plans in states that provide exceptions. This list of health plans is complete as of the effective date of this notice. For a current list of health plans subject to this notice go to <https://www.uhc.com/privacy/entities-fn-v2>.



UnitedHealthcare Community Plan does not treat members differently because of sex, age, race, color, disability or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability or national origin, you can send a complaint to:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130

UHC_Civil_Rights@uhc.com

You must send the complaint within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again.

If you need help with your complaint, please call Member Services toll-free at **1-888-887-9003**, TTY **711**, 8 a.m.–8 p.m., Monday–Friday.

You can also file a complaint with the U.S. Dept. of Health and Human Services.

Online:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Complaint forms are available at

<http://www.hhs.gov/ocr/office/file/index.html>

Phone:

Toll-free **1-800-368-1019**, **1-800-537-7697** (TDD)

Mail:

U.S. Dept. of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, D.C. 20201

If you need help with your complaint, please call the toll-free member phone number listed on your member ID card.

We provide free services to help you communicate with us such as letters in other languages, large print materials, auxiliary aids and services, materials in alternate formats, at your request. Or, you can ask for an interpreter. To ask for help, please call Member Services toll-free at **1-888-887-9003**, TTY **711**, 8 a.m.–8 p.m., Monday–Friday.

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81 **Questions?** Visit myuhc.com/CommunityPlan, or call Member Services at **1-888-887-9003**, TDD/TTY: **7-1-1**.

Spanish	Ofrecemos servicios gratuitos para ayudarle a que se comunique con nosotros. Por ejemplo, cartas en otros idiomas o en letra grande. O bien, usted puede pedir un intérprete. Para pedir ayuda, llame al número de teléfono gratuito para miembros que se encuentra en su tarjeta de ID.
Vietnamese	Chúng tôi cung cấp nhiều dịch vụ miễn phí để giúp quý vị liên lạc với chúng tôi. Thí dụ như thư viết bằng những ngôn ngữ khác hoặc in với khổ chữ lớn. Hoặc, quý vị cũng có thể yêu cầu được thông dịch viên giúp quý vị. Để được giúp đỡ, xin quý vị vui lòng gọi số điện thoại miễn phí dành cho hội viên ghi trên thẻ ID hội viên của quý vị.
Chinese	我們提供免費服務幫助您與我們溝通。例如，其他語言版本或大字體信函。或者，您可要求口譯員。如欲要求協助，請撥打會員卡上所列的免付費會員電話。
Korean	저희는 귀하가 의사소통을 할 수 있도록 도와드리기 위해 무료 서비스를 제공합니다. 예를 들면, 다른 언어 또는 대형 활자로 작성된 서신과 같은 것입니다. 또한 귀하는 통역사를 요청할 수 있습니다. 도움이 필요하신 경우, 귀하의 신분증 카드에 기재된 무료 회원 전화번호로 문의하십시오.
Arabic	نقدم لك خدمات مجانية لمساعدتك على التواصل معنا، مثل الخطابات باللغات الأخرى، أو الطباعة بأحرف كبيرة، أو يمكنك طلب مترجم فوري. لطلب المساعدة، برجاء الاتصال برقم الهاتف المجاني المُدرج على بطاقة هويتك.
Urdu	ہم سے بات چیت کے لئے ہم مفت میں خدمات دستیاب کراتے ہیں۔ جیسے دوسری زبانوں میں حروف یا بڑے پرنٹ، یا آپ مترجم کی خدمات حاصل کرسکتے ہیں۔ مدد طلب کرنے کے لئے برائے کرم آپ کے آئی ڈی میں درج شدہ ممبر کے ٹال فری نمبر پر کال کریں۔
Tagalog	Nagbibigay kami ng mga libreng serbisyo upang maatlungan kang makipag-ugnayan sa amin. Gaya ng mga liham na nakasulat sa iba pang wika o sa malalaking titik. Maari ka rin humiling ng tagasaling-wika. Upang humingi ng tulong, tumawag sa toll-free na numero ng telepono para sa miyembro na nakalista sa iyong ID card.
French	Nous proposons des services gratuits pour vous aider à communiquer avec nous, notamment des lettres dans d'autres langues ou en gros caractères. Vous pouvez aussi demander l'aide d'un interprète. Pour demander de l'aide, veuillez appeler le numéro de téléphone sans frais imprimé sur votre carte d'affilié.

Hindi	हमारे साथ संपर्क करने के लिए हम आपको मुफ्त सेवाएं उपलब्ध करवाते हैं। जैसे कि, दूसरी भाषाओं में पत्र या बड़े प्रिंट। या, आप एक व्याख्याकार के लिए निवेदन कर सकते हैं। मदद मांगने के लिए, कृपया अपने पहचान-पत्र की सूची में दिए गए टोल फ्री सदस्य फोन नंबर पर कॉल करें।
Persian	ما خدمات رایگانی را برای به کمک به شما در برقراری ارتباط با ما ارائه می کنیم. از قبیل نامه ها به سایر زبان ها یا چاپ درشت. یا می توانید برای مترجم شفاهی درخواست کنید. جهت درخواست برای کمک و راهنمایی، لطفاً با شماره تلفن رایگانی که بر روی کارت شناسایی شما قید شده تماس بگیرید.
German	Um Ihnen die Kommunikation mit uns zu erleichtern, stellen wir Ihnen kostenlose Dienste zur Verfügung. Hierzu zählen u. a. Schreiben in anderen Sprachen oder Großdruck und die Möglichkeit, einen Dolmetscher anzufordern. Bitte wenden Sie sich für Unterstützung an die gebührenfreie Rufnummer auf Ihrem Mitgliedsausweis.
Gujarati	અમારી સાથે માહિતીનું આદાન પ્રદાન કરવા માટે તમને મદદ કરવા માટે અમે નિ:શુલ્ક સેવાઓ પૂરી પાડીએ છીએ. જેવી કે અન્ય ભાષાઓમાં પત્રો કે મોટું છાપકામ. અથવા તમે એક દુભાષિયાની માંગ કરી શકો છો. મદદ માંગવા માટે, તમારા આઈડી કાર્ડ ઉપર નોંધવામાં આવેલા સભ્ય ટોલ ફ્રી ફોન નંબરને કોલ કરવા વિનંતી.
Russian	Мы предоставляем бесплатные услуги перевода для того чтобы помочь вам свободно общаться с нами. Например, мы переводим письма на другие языки или предоставляем информацию, напечатанную крупным шрифтом. Либо вы можете подать запрос о предоставлении вам услуг устного переводчика. Для того чтобы обратиться за помощью, вам необходимо позвонить по бесплатному для участников номеру, указанному на вашей идентификационной карте.
Japanese	お客様のコミュニケーションをお手伝いする無料のサービスをご用意しています。これには他の言語や大きな文字での書簡などが含まれ、通訳もご利用いただけます。サービスやお手伝いをご希望の方は、IDカードに記載されているメンバー用フリーダイヤルにお電話ください。
Laotian	ພວກເຮົາມີການບໍລິການຊ່ວຍໃຫ້ທ່ານຕິດຕໍ່ກັບພວກເຮົາເຊັ່ນ, ຈົດໝາຍໃນພາສາອື່ນ ຫຼື ການພິມຂະໜາດໃຫຍ່ ຫຼື ທ່ານສາມາດຮ້ອງຂໍໃຫ້ມີນາຍພາສາ. ຂໍຄວາມຊ່ວຍເຫຼືອ, ກະລຸນາໂທຫາເບີໂທລະສັບຂອງສະມາຊິກໂທພຣີທີ່ລະບຸໄວ້ໃນບັດປະຈຳຕົວຂອງທ່ານ.



We're here for you

Remember, we're always ready to answer any questions you may have. Just call Member Services at **1-888-887-9003**, TDD/TTY: **7-1-1**, for deaf and hard of hearing. You can also visit our website at UHCCommunityPlan.com.

UnitedHealthcare Community Plan

Harris Service Delivery Area Office
14141 Southwest Freeway, Suite 500
Sugar Land, TX 77478

Hidalgo Service Delivery Area Office
210 S. 10th Street, Suite 1610
McAllen, TX 78501

UHCCommunityPlan.com

1-888-887-9003, TDD/TTY: **7-1-1**, for deaf and hard of hearing
8:00 a.m.–8:00 p.m., Monday–Friday

**United
Healthcare
Community Plan**

