



UnitedHealthcare Community Plan

Beneficiary Workshop 2021

April 1, 2021

United
Healthcare

We are the UnitedHealthcare Community Plan

Mission

Helping people live healthier lives and helping make the health system work better for everyone.

Vision

Be the most trusted name in health care.



We are guided by a compassionate culture that responds to our members' health goals and needs.

We are empowering people to become actively engaged in their healthcare.

We work to become a true partner in our members' overall healthcare.



Member Benefits and Services

As a member with UnitedHealthcare Community Plan, you have a **\$0 copay**.
Your insurance also covers:



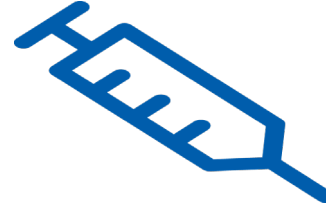
In-Network hospital stays
and emergency room visits.



Unlimited Doctor visits.
Services may include
vaccinations, tests, x-rays
and more.



Care for expecting
mothers and healthcare
services for children.



6 Prescriptions per month
(as listed on the Division
of Medicaid's PDL).



Eyeglasses for adults
and children.
Dental care for children.
*Benefits vary by age.

Our members call us to get the support they need. Our advocates treat each call as an opportunity to understand the member needs, answer the immediate questions and offer additional support.

Call **Member Services** at 1-877-743-8731, TTY: 711.

We're ready to answer any questions you may have.

You can also find answers to most questions at **[MyUHC.com/CommunityPlan](https://www.myuhc.com/communityplan)**.

Member Services is available 7:30 a.m. – 5:30 p.m., Monday - Friday (and 7:30 a.m. - 8 p.m. on Wednesday).

We are also available 8 a.m. to 5 p.m. the first Saturday and Sunday of each month.



A Primary Care Provider (PCP) is *your personal* doctor.

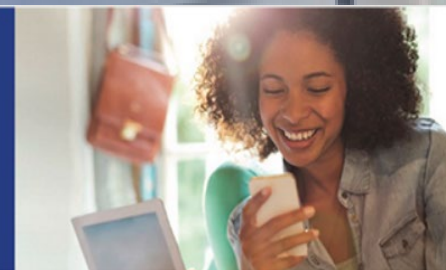
Our members choose a PCP from thousands of doctors in the Community Plan Network.

In Network Providers are participating in our network. Your care is covered here.

Out of Network Providers are *not* participating in our network. Your care may not be covered here and you may receive a bill when you receive care with an out of network provider.

Call Member Services to find an in-network provider or *change* your PCP at any time.

Find it all on your **secure member website.**



Search Providers



Member Handbook



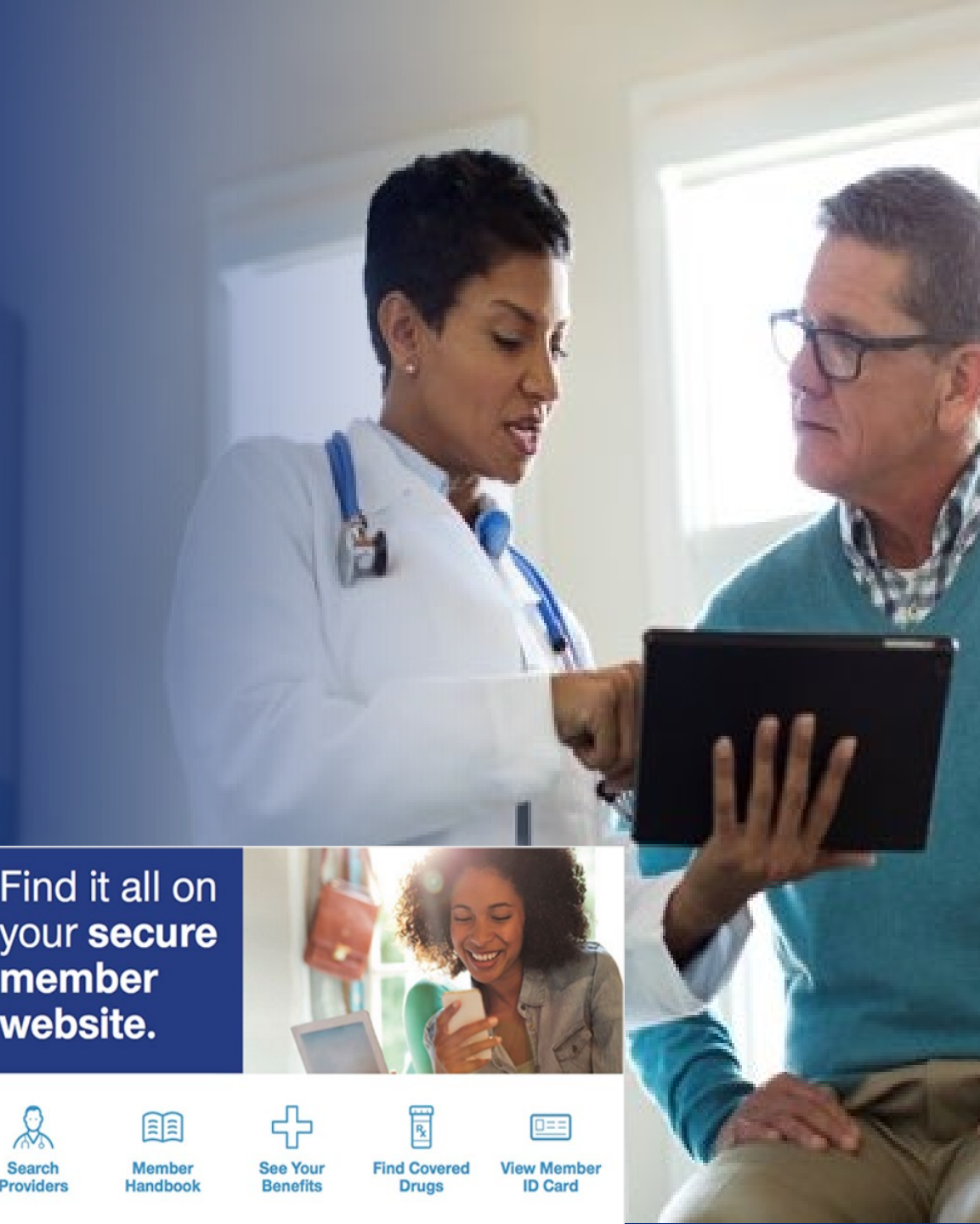
See Your Benefits



Find Covered Drugs



View Member ID Card



If a Member Receives a Bill

What if you receive a bill?

- **Members should not pay out of pocket for covered services received from In network providers.**
- **Members should not pay out of pocket for medications that are on the PDL when they have not received the six allowable number of medications.**

Tip to avoid receiving a bill.

- **Give every provider your correct insurance information; present both your Medicaid card and your UnitedHealthcare Community Plan card.**

Tip to avoid receiving a bill.

- **Make sure a provider is in network with UnitedHealthcare Community Plan.**

Contact us if you receive a bill.

- **Please call our member services advocates at 1-877-743-8731, TTY 711 and we can help you!**

Member Services is available 7:30 a.m. – 5:30 p.m., Monday - Friday (and 7:30 a.m. - 8 p.m. on Wednesday).
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Case Management



Our case management team aims to be a trusted partner in our member's health care journey. We are there for our members and help them to feel they have advocates in the effort to reach their goals. Our case managers provide:

- Telephone support.
- Home Visits.
- Disease Management.
- Health Education.
- Appointment scheduling and care coordination.
- Referrals to transportation and community resources.

**CASE MANAGEMENT IS
AVAILABLE TO ALL MEMBERS.**

For more information or to make a case management referral call Member Services at 877-743-8731.



Getting Urgent Care

Urgent care clinics are there for you when you need to see a doctor for a non-life-threatening condition but your PCP isn't available or it's after clinic hours.

Common health issues ideal for urgent care include:

- Sore throat.
- Ear infection.
- Minor cuts or burns.
- Flu.
- Low-grade fever.
- Sprains.

If you or your children have an urgent problem, call your PCP first. Your doctor can help you get the right kind of care. Your doctor may tell you to go to urgent care or the emergency room.

Need Help? Call the Nurse Line.

Specially trained nurses are available 24 Hours a Day – 7 Days a Week.
Call **1-877-370-4009** to get the help you need at any time of the day or night.



Important Screenings and Preventions

Good health requires ongoing check-ups. We make every effort to make sure that our members know about important screenings and have access to get them. These include but are not limited to:

- **Wellness Exams for Adults** that include complete medical exams, cancer screenings and much more. Wellness Exams also provide any referrals to special services that you may need.
- **EPSDT (Early Periodic Screening Diagnosis Treatment)** exams are well-child check-ups that help identify any vision, hearing, dental or physical problems that your child may have. Wellness rewards are available.
- **Vaccines and Immunizations** are important for babies, kids and adults. We work with your doctor to make sure that you can get the shots that you need.
- **Behavioral Health Services** include an initial exam and are assistance with Outpatient Individual Services, Group and Family Therapy, Medication Management and Case Management.

**UNITEDHEALTHCARE MEMBERS CAN EARN
MASTERCARD REWARD CARDS FOR COMPLETING
HEALTHY WELLNESS ACTIVITIES.**

Non-Emergency Transportation

MSCAN members pay \$0 for rides to and from Medicaid non-emergency services.

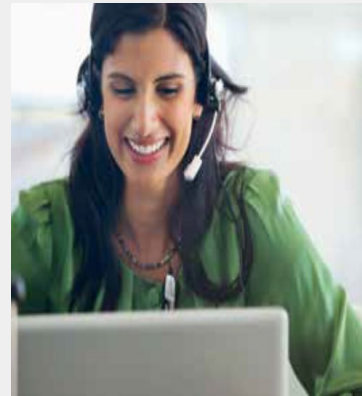
- **Going to see your personal doctor (PCP).**
- **Going to your dentist.**
- **Picking up your prescriptions.**



Schedule your ride *before* your visit.

- **Call MTM 3 business days before your visit.**

You will need to know your doctor's name, phone number and address to schedule.



You can ask for Gas Mileage Reimbursement (GMR).

- If you or someone else drives you to the doctor.
- Call MTM at least 1 business day before your visit to ask for GMR.
- You will need the same info as before PLUS you will need to submit a trip log before you are reimbursed.
- The trip logs can be mailed to you or printed from MTM's website at <https://www.mtm-inc.net/mileage-reimbursement/>

How to contact MTM.

- **Call MTM at 844-525-3085**
Monday- Friday
7am-8pm CST

*Urgent trips can be scheduled 24 hours per day/7 days per week.

*You, your doctor, or someone you trust like a friend or family member can schedule your trips with MTM.



Member Rights

We are committed to getting things right the first time, every time. That's why we want to make sure our members are aware of their rights and responsibilities.

Your rights are not limited to:

- Being told by your doctor what is wrong, what can be done and what the result may be.
- Learning about options for treatment, regardless of cost or coverage.
- Voicing complaints or appeals about us and your care.
- Exercising your rights and not have this affect the way you are treated.

(Additional member rights can be located in the member handbook.)

If you feel that your rights have been limited,
call our member services at
1-877-743-8731, TTY: 711.





Meeting Our Members in the Community

Living a healthier life is not just about the treatment of disease. To make a meaningful contribution to health, we must work within the communities where our members live. Access to the resources available in their community is critical for our members and we connect them to those local services. Some of the many ways that we help our members in their communities are:

- Farm to Fork
- Partnering with Food Banks
- Healthy First Steps
- Dr. Health E. Hound Physical Activities
- Community/Church Health Fairs
- Healthy Giveaways
- and so much more!





We Live Our United Culture.



Thank You.