

UNITEDHEALTHCARE COMMUNITY PLAN
PO BOX 31349
SALT LAKE CITY UT 84131



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Your benefits start:

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NEW ENGLISH
124 ANY STREET
ANYTOWN LA 99999-9999

Welcome

Welcome to UnitedHealthcare Community Plan. Here is your new member ID card for the Indiana PathWays for Aging (PathWays) program. Your enrollment start date is listed on the top right side of this page. Your member ID card gives you access to all of your health benefits.

This letter includes a brief introduction to your PathWays program. You will also receive a Getting Started Guide in the mail. This guide will help you become familiar with UnitedHealthcare Community Plan. Soon after you enroll in the UnitedHealthcare Community Plan and PathWays program, you will also receive an introductory call from your PathWays Care Coordinator.

Our goal is to support the choices that are important to you. We help you live as independently as possible, for as long as possible. This includes health care, medicine, and medical equipment or supplies. It is also about helping you with things like food, safety, clothing, phone, transportation, and social activities.

Indiana PathWays for Aging program overview

Indiana PathWays for Aging is an Indiana health coverage program for Hoosiers aged 60 and older who are eligible for Medicaid. Research shows that most older adults — 75% or more — want to age at home and in their communities. Indiana PathWays for Aging makes it possible for Hoosiers to age their way. A nursing home might be the right choice for some individuals. PathWays offers more choices that allow individuals to get nursing facility level of care at home or in a community setting, while living independently.

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1-800-832-4643, TTY 711



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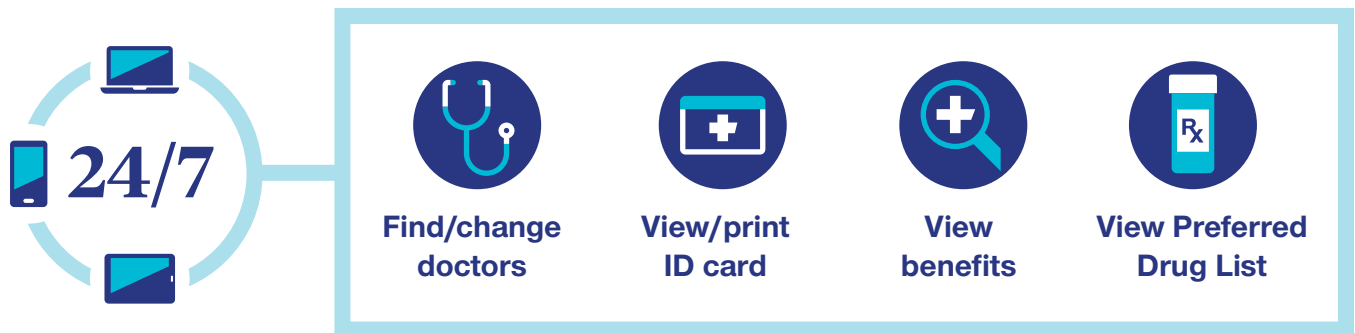


UnitedHealthcare app

Getting started

Get connected

Register now at myuhc.com/CommunityPlan for 24/7 web access to your health plan account. This fast, easy, and secure website keeps all of your health information in one place. Use your computer, tablet, or mobile phone to connect. If you want to learn more about using the internet, we can help. We even offer a free smartphone with unlimited talk, text, and data.



Need more help? Call 1-800-832-4643, TTY 711, 8 a.m.–8 p.m. EST, Monday–Friday. Member Services can answer questions about your coverage, help find a doctor, or help with an appointment.



Member Services

We are pleased to serve you as a PathWays member. Member Services can answer questions, help you find providers, get materials sent out in the format or language you want, and connect you with resources in your community. Call Member Services to connect with us. That phone number is listed at the bottom of each page on this letter. You can also find it listed on the back of your member ID card.

We are open 8 a.m.–8 p.m. ET, Monday–Friday. If you need urgent assistance after hours, call Member Services and talk to a nurse. Our NurseLine is available 24 hours a day, seven days a week.



Information on your plan

You can find a complete description of the benefits and services included in your plan in the UnitedHealthcare Community Plan Member Handbook. You can find the handbook online at myuhc.com/CommunityPlan. If you would like a copy of the Member Handbook mailed to you, call Member Services to request one.



1-800-832-4643, TTY 711



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Complete your Health Needs Screening

A Health Needs Screening (HNS) is a short survey that asks you questions about your lifestyle and health. It helps us to get to know you better and match you with benefits and services. You can share how you want us to support you. You should complete your HNS within the first 30 days of becoming a member or as soon as you can. It only takes a few minutes, and you may choose an item from our Member Rewards Catalog after completing it. Call Member Services today to get started. We will also reach out to you to complete this important screening.



Your member ID card

Your member ID card includes important health plan information. The providers you see will ask to see this card at each visit. Our phone number is listed on the back of your member ID card. You can also visit myuhc.com/CommunityPlan or download the UnitedHealthcare mobile app. You can use the digital member ID card on any smartphone.



Find a doctor

If you do not choose a Primary Medical Provider (PMP), we will assign one for you. You have the freedom to change your PMP at any time. You can find a provider online at myuhc.com/CommunityPlan or by calling Member Services. You can also find specialists, dental, hearing, and vision providers, as well as places like hospitals, pharmacies, and labs. We can email or mail you a provider directory upon your request.



Working with your Care Coordinator

As a PathWays member, you will have one person who is your main point of contact. This is your Care Coordinator. This person will:

- Listen to you
- Support your choices as you live life your way
- Help you live as independently as possible, for as long as possible
- Explain and help you with your Medicaid and Medicare benefits
- Work with you to understand and use waiver services as needed
- Work with other people who help you, with your permission

Your Care Coordinator will reach out during your first few weeks as a PathWays member to meet you.



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If you get a medical bill

You should not be asked to pay for any services that are covered under the PathWays program. Some members have patient/waiver liability. If you are using a waiver, we will send you a summary each month. If you get a bill that you believe we should pay, please call Member Services. We can address questions about any charges. We will support you in managing a medical bill sent in error.



Your personal safety

UnitedHealthcare is committed to your personal safety. If you have reason to believe that you or someone else is in danger, it should be reported immediately.

What is an endangered adult?

Indiana considers an endangered adult to be a person who is at least 18 years of age who has experienced or is experiencing abuse, neglect, or exploitation.

- Abuse: physical, sexual, emotional, or psychological actions or threats of actions that directly influence you or another person
- Neglect: self-neglect, lack of food, clothing, shelter, or medical care
- Exploitation: unauthorized use of your money, property, or employment information

Please read the **Personal safety** section of your Member Handbook. It has more information. This includes how to make a report. It also explains what we must do when we learn about abuse, neglect, self-neglect, and exploitation.



Get help in your community

When you are not worried about meeting your basic needs, it is easier to take care of your health. We want you to have peace of mind as you live life your way. Examples are getting healthy food, stable housing, feeling safe, options if you don't drive, getting a phone or clothing, and enjoying social activities. Call Member Services and ask to connect with your Care Coordinator.



Getting information in other formats

We offer our member materials in other formats. This includes Braille, large print, or audio files. We can also send you information in your language. Reach out to Member Services or talk to your Care Coordinator to let us know about your preferences.





Advance directives

It is your right to choose the medical care you receive. This includes life-saving measures in an emergency.

Advance directives are instructions you give about your future medical care. These are important if you cannot speak or make decisions for yourself. These instructions help your family and providers understand your wishes. They protect your right to accept or refuse medical or surgical treatment. With advance directives, you can:

- Let everyone know if you would or would not like to use life-support machines
- Let everyone know if you would like to be an organ donor
- Give someone else permission to say yes or no to medical treatments

Advance directives are only used if you cannot speak or make decisions for yourself. It does not take away your right to make a different choice if you later become able to speak or make medical decisions for yourself. You can make an advance directive by:

- Talking to your doctor and family
- Choosing someone to speak or decide for you, known as a health care representative
- Creating a Power of Attorney or Living Will

Your Care Coordinator will talk to you about advance directives. We can provide resources and forms to share your choices. Read more about advance directives in your Member Handbook.



Your benefits

A general overview of your benefits is provided below. Full details can be found in your Member Handbook. You can find your Member Handbook online at myuhc.com/CommunityPlan. You can also request a copy by calling Member Services. We are open 8 a.m.–8 p.m. ET, Monday–Friday. If you need urgent assistance after hours, call Member Services and talk to a nurse. Our NurseLine is available 24 hours a day, seven days a week.



Doctor visits

- Behavioral health services
- Immunizations and preventive health services
- Specialist visits
- Wellness exams and PMP visits



Common services

- Behavioral health services
- Immunizations and preventive health services
- Specialist visits
- Wellness exams and PMP visits



Other covered services

- Dental care
- Hearing services
- Informal helper support
- Vision exams



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Getting care



Make an appointment with your PMP

See your PMP for routine care, including wellness exams, vaccinations, sharing information about the specialists you see, or treatment of colds and flu. You can also talk to your PMP about any behavioral health concerns.



Behavioral health services

You can get many treatments and services for mental health or drug and alcohol use. You do not need a referral from your PMP. You can find a behavioral health provider by searching on the **Behavioral Health** tab at myuhc.com/CommunityPlan or calling Member Services.

If you are experiencing a mental health crisis, it's important to get help right away. A mental health crisis is a moment when someone's behavior can put themselves or others in danger, especially if they don't get help. The crisis line is available 24 hours a day/seven days a week at **1-800-832-4643**, TTY **711**. It is also important to get follow-up care after a crisis. This includes support after you have been hospitalized. Please contact us if you need us to help you make an appointment.



Transportation

You get unlimited rides to medical appointments. We also offer other transportation options, like getting to the pharmacy, grocery store or a food bank, non-medical appointments, or gym. You can schedule transportation by calling Member Services at **1-800-832-4643**, TTY **711**. Say transportation as the reason for your call. We are ready to support your transportation needs.



Prescriptions

The list of covered prescription drugs is called the Preferred Drug List (PDL). Medications on the PDL are covered. Some medications will require your doctor's office to get prior approval. Here are some tips:

- Look to make sure your medication is listed on the PDL
- Show your member ID card at the pharmacy counter when you pick up your prescription



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Discrimination is against the law. UnitedHealthcare Community Plan of Indiana complies with applicable federal civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, age, disability, religion, or sex.

UnitedHealthcare Community Plan of Indiana provides free auxiliary aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified American Sign Language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

UnitedHealthcare Community Plan of Indiana provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, please call Member Services at **1-800-832-4643**, TTY **711**, 8 a.m.–8 p.m. EST, Monday–Friday.

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by **UnitedHealthcare Community Plan of Indiana**. You can file a complaint and ask for help filing a complaint in person or by mail, phone, fax, or email at:

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

Email: UHC_Civil_Rights@uhc.com

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

Online: hhs.gov/civil-rights/filing-a-complaint/index.html

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

By phone: **1-800-368-1019** (TDD **1-800-537-7697**)

ATTENTION: If you speak English language assistance services, free of charge, are available to you. Call **1-800-832-4643, TTY 711**.

ATENCIÓN: Si habla español (Spanish), tiene a su disposición servicios de asistencia gratuitos en su idioma. Llame al **1-800-832-4643, TTY 711**.

注意：如果您說中文 (Chinese)，您可獲得免費語言協助服務。請致電 **1-800-832-4643，聽障專線 (TTY) 711**。

HINWEIS: Wenn du Deutsch (German) sprichst, stehen dir kostenlose Sprachdienste zur Verfügung. Anrufe unter **1-800-832-4643, TTY 711**.

Attention: Vann du Pennsylvania Deitsh (Pennsylvania Dutch) shvetsht, dann kansht du hilf greeya funn ebbah es deitsh shvetzt, un's kosht dich nix. **Call 1-800-832-4643, TTY 711**.

သတိမူရန်- သင်သည် မြန်မာ (Burmese) စကားပြောတတ်လျှင်၊ ဘာသာစကားအကူအညီအား အခမဲ့ရယူနိုင်ပါသည်။ ခေါ်ဆိုရန် **1-800-832-4643, TTY 711**။

تنبيه: إذا كنت تتحدث العربية (Arabic)، فنتوفر لك خدمات المساعدة اللغوية مجاناً. اتصل على الرقم **2464-383-800-1**، الهاتف النصي **TTY 711**.

참고: 한국어(Korean)를 구사하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. **1-800-832-4643(TTY는 711)번으로 문의하십시오.**

LƯU Ý: Nếu quý vị nói tiếng Việt (Vietnamese), chúng tôi có dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Gọi số **1-800-832-4643, TTY 711**.

ATTENTION : si vous parlez français (French), vous pouvez obtenir une assistance linguistique gratuite. Appelez le **1-800-832-4643, TTY 711**.

注意：日本語 (Japanese) をお話しになる場合は、言語支援サービスを無料でご利用いただけます。電話番号 **1-800-832-4643、または TTY 711** までご連絡ください。

LET OP: Als u Nederlands (Dutch) spreekt, kunt u gratis gebruikmaken van taalhelpdiensten. Bel **1-800-832-4643, TTY 711**.

ATENSYON: Kung nagsasalita ka ng Tagalog (Tagalog), may magagamit kang mga serbisyo na pantulong sa wika na walang bayad. Tumawag sa **1-800-832-4643, TTY 711**.

ВНИМАНИЕ: Если Вы говорите по-русски (Russian), Вы можете бесплатно воспользоваться помощью переводчика. Позвоните: **1-800-832-4643, TTY 711**.

ਸਾਵਧਾਨ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ (Punjabi) ਬੋਲਦੇ ਹੋ ਤਾਂ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫ਼ਤ ਉਪਲਬਧ ਹਨ। **1-800-832-4643, TTY 711 ਤੇ ਕਾਲ ਕਰੋ।**

ध्यान दें: यदि आप हिंदी (Hindi) बोलते हैं, तो आपके लिए निःशुल्क भाषा सहायता सेवाएं उपलब्ध हैं। **1-800-832-4643, TTY 711 पर कॉल करें।**