

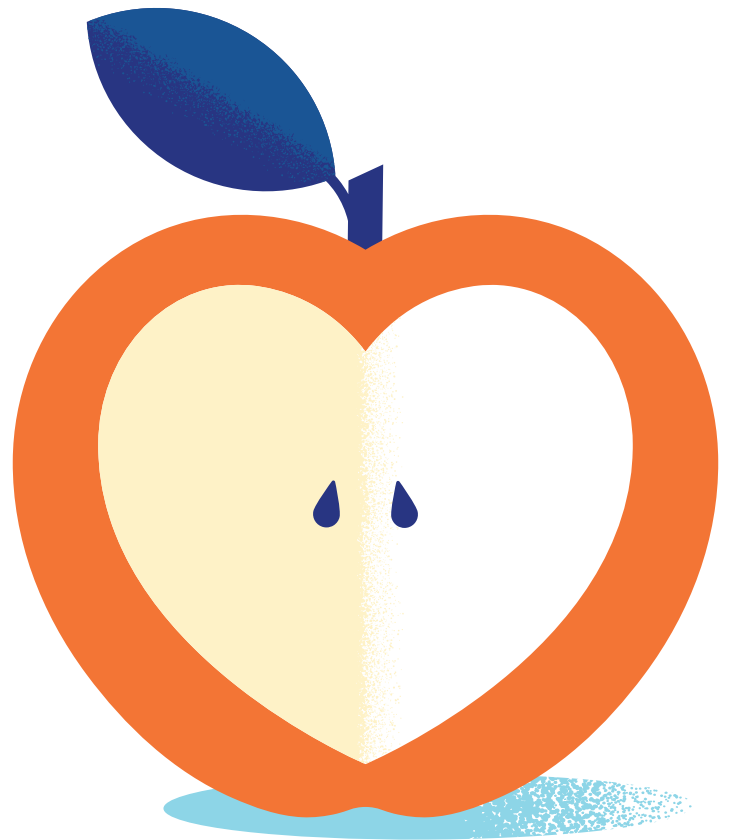


Make the most of your health plan

Getting Started Guide

Look inside for:

- Getting help
- Benefits
- Extras
- Getting care







Simple for you. That's our promise.

Thank you for joining UnitedHealthcare Community Plan. We want to be sure you have all the information you need to make this the best health care experience possible. This guide will walk you through the important steps for getting started.

Do you have your member ID card?

You will need this card when you get health care services.

 UnitedHealthcare Community Plan Health Plan (80840) 911-87726-04	
Member ID: 999999999	Group Number: OHPHCP
Member: SUBSCRIBER BROWN MMIS: 999999999999	Payer ID: 87726
PCP Name: DR. PROVIDER BROWN PCP Phone: (999)999-9999	 Rx Bin: 610494 Rx Grp: ACUOH Rx PCN: 9999
DOB: 99/99/9999	
0501	OH - Medicaid Administered by UnitedHealthcare Community Plan of Ohio, Inc.

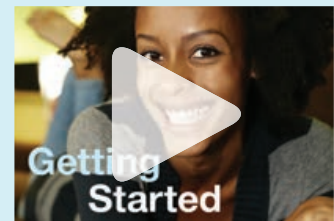
This is your UnitedHealthcare Community Plan member ID card. If you have not received this card, please call us at **1-800-895-2017**, TTY **711**.

Your ID card lists the name and telephone number of your primary care provider (PCP). Your PCP will treat you for most of your health care needs. If you do not want the PCP listed on your ID card, you must call UnitedHealthcare Community Plan Member Services to change your PCP. Your PCP must be part of UnitedHealthcare Community Plan's provider network.

Get connected

Sign up for 24/7 access to your health plan at myuhc.com/CommunityPlan. It's fast, easy and secure. Use your computer, tablet or mobile phone.

- **Going online.** Register at myuhc.com/CommunityPlan or UHCCommunityPlan.com. This is your secure member website.
- **Downloading the UnitedHealthcare mobile app.** Find it at the App Store or Google Play.
- **Follow us on Facebook** at facebook.com/UnitedHealthcareCommunityPlan. Keep up on local events and health plan news.



Watch our Getting Started videos

They're less than 2 minutes long, and full of helpful information. Go to UHCWelcomeOH.com.



Find/change doctors



View/print ID card



View benefits



View preferred drug list

Need more help? Call 1-800-895-2017, TTY 711. Member Services Representatives can answer questions about your coverage, help find a doctor or help with an appointment.



1-800-895-2017, TTY 711



myuhc.com/CommunityPlan or UHCCommunityPlan.com





UnitedHealthcare app



Your benefits

There are no costs to you for most benefits and services. See your member handbook or visit myuhc.com/CommunityPlan or UHCCommunityPlan.com for full details or to see your member handbook.

Medical benefit	Your in-network cost
<p>Doctor visits</p>  <ul style="list-style-type: none"> Annual wellness visits Well-child visits (HealthCheck) Primary care provider (PCP) visits Specialists visits 	<p>\$0</p>
<p>Common services</p>  <ul style="list-style-type: none"> Emergency and urgent care Hospital services Immunizations Laboratory and X-ray services Pregnancy care 	<p>\$0</p>
<p>Other covered services</p>  <ul style="list-style-type: none"> Mental health and substance use treatment Care management Diabetes supplies Hearing services Nursing home services 	<p>\$0</p>

As a UnitedHealthcare Community Plan member, you will continue to receive all medically necessary Medicaid-covered services at no cost to you except for the services that require a copay.

Care management

Members who need extra help get a personal Care Manager. The Care Manager is there for you throughout your medical journey. They will:

- Work with you to develop a plan of care that meets your individual needs
- Coordinate with family members, caregivers and health care providers
- Help get additional services or support you may need

Highly skilled care provider network

Your current doctor is probably already in our network — which means you'll have a doctor who already knows you.

Dental care

Checkups and cleanings are covered.

Exams and cleanings every 6 months help keep teeth and gums strong and healthy. If you obtain prior approval for a dental problem that needs to be fixed, that's covered as well.

Prescriptions

You are covered for prescription drugs, with no copays. Call us or ask your provider if you have questions about your prescription drugs.

Your plan now allows you to get a 90-day supply of select medications at the retail pharmacy. With a 90-day supply, you won't need to get a refill every month. Talk with your doctor to see if your medications are included in benefit; your doctor can write you a new prescription for a 90-day supply of the same medication you are taking now. For more information, speak with your doctor, pharmacist or call Member Services at **1-800-895-2017, TTY 711**.

UnitedHealthcare has built a pharmacy network to make getting your prescriptions easier. Your plan covers a long list of prescription medicines.

For certain prescriptions, you may need prior approval. Prior approval means we need to give permission before you get a specific drug. We'll let you know if you need prior approval from us for any of your prescriptions. If you have a prescription to fill, be sure to:

- Check that your prescribed drug is written by a network provider* and is on the preferred drug list (PDL), posted on our website at **myuhc.com/CommunityPlan**. This list will tell you which drugs are covered by your plan.
- Fill your prescriptions at one of the pharmacies in our network. You can find a list of these pharmacies on our website.
- Show your member ID card at the pharmacy when you get your prescriptions filled. This confirms your eligibility and helps the pharmacy in processing your claim.

* Find network providers, pharmacies and a copy of the PDL at **myuhc.com/CommunityPlan** or **UHCommunityPlan.com**. Or call a Member Advocate.





Extras from UnitedHealthcare

Be sure to make use of all the extras you get as a UnitedHealthcare member.

Vision

You'll get the care, eyeglasses and treatment that let you see life more clearly. Benefits include:

- Annual eye exams
- Glasses and \$150 toward contact lenses
- You also can choose from an expanded selection of frames

Transportation

Need a ride? If you must travel 30 miles or more from your home to receive ongoing health care services, we'll provide transportation at no cost to you. Our plan also provides up to 30 one way or 15 round trip rides to medical appointments and other needed services. Mileage reimbursement is also available for members or their representatives that prefer to use their own vehicle. Unlimited trips for pregnancy, prenatal, post-partum, WIC appointments, NICU and children (younger than age 1) well visits. Advance notification waived. Stand-alone pharmacy trips allowed. Rides are available to:

- Dental and vision appointments
- Pharmacies
- Women, infants and children (WIC) visits
- Job and Family Services offices for benefits redetermination

Healthy Rewards

Special rewards for maintaining healthy behaviors. Earn great gifts for you or your child by doing things like:

- Completing well-child exams
- Getting lab tests
- Recording the family's health activities

Websites offer 24/7 access to plan details

Go to myuhc.com/CommunityPlan or UHCCommunityPlan.com to sign up for web access to your account. These websites keep all of your health information in one place. In addition to plan details, the sites include useful tools that can help you:

- Find a provider or pharmacy
- Search for a medicine in the Preferred Drug List
- Get benefit details
- Download a new member handbook
- Print a new member ID card

Getting care



Your primary care provider

We call the main doctor you see a primary care provider, or PCP. When you see the same PCP over time, it's easier to develop a relationship with them. Each family member can have their own PCP, or you may all choose to see the same person. Your PCP is available to assist you 24 hours a day, 7 days a week for:

- Routine care, including yearly checkups
- Coordinating your care with a specialist
- Treatment for colds and flu
- Other health concerns



Change your PCP at any time

It's important to have a PCP you like and trust. You can change your PCP at any time online or simply by calling us. If you like, we can recommend someone for you.



Schedule a wellness exam soon

A yearly wellness exam with your PCP is important for good health. These visits are fully covered. Schedule your visit within the first 30 days of joining your health plan.



We're here for you

Visit myuhc.com/CommunityPlan or call **1-800-895-2017**, TTY **711**, 7 a.m.–7 p.m., Monday–Friday. We are also ready to help you:

- Get a printed copy of your member handbook, provider directory or any other information on our website
- Get a new ID card
- Change the PCP on your ID card
- Make appointments with your providers
- Schedule transportation
- Answer any other questions about your health plan



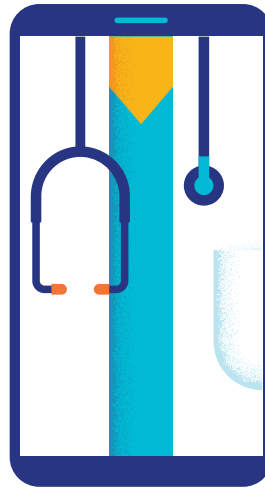
1-800-895-2017, TTY 711



myuhc.com/CommunityPlan or
UHCommunityPlan.com



UnitedHealthcare app



Guide to getting care

NurseLine

NurseLine gives you 24/7 telephone access to experienced registered nurses. They can give you information, support and education for any health-related question or concern. Call **1-800-542-8630**.

Your primary care provider (PCP)

This is the person you should see for most of your care. This includes checkups, treatments, vaccinations, minor injuries and other health concerns.

Urgent care clinics

Network urgent care clinics are a good option if your PCP is not available, and you have an illness or injury that needs quick attention. This could include sprains or strains, minor cuts needing stitches, sore throat, minor burns, rash, fever or infection of any kind.

Emergency care

This level of care is for chest pain, bleeding that won't stop, trouble breathing, severe allergic rashes or the feeling that you might hurt someone or yourself. If it's an emergency, **call 911 or go to the nearest emergency room (ER)**.

UnitedHealthcare app

UnitedHealthcare Community Plan has a new member app. It's called UnitedHealthcare app. The app is available for Apple® or Android® tablets and smartphones. UnitedHealthcare app makes it easy to:

- Find a doctor, ER or urgent care center near you
- View your ID card
- Read your handbook
- Learn about your benefits
- Contact Member Services

Download the free UnitedHealthcare app today. Use it to connect with your health plan wherever you are, whenever you want.

We speak your language

If you speak a language other than English, we can provide translated printed materials. Or we can provide a telephonic interpreter to help translate materials sent to you. You can also get this handbook in other formats, such as Braille, large print or audio CD. To arrange for an interpreter, translation services, call Member Services at **1-800-895-2017, TTY 711**.



Network providers

You're covered for services provided by network providers. Find a list of these network doctors, dentists, clinics, pharmacies and specialists at **myuhc.com/CommunityPlan** or **UHCCommunityPlan.com**.

Don't forget

Visit myuhc.com/CommunityPlan or UHCCommunityPlan.com to view your member handbook. It includes a lot of important information about your health plan, like:

- Covered services and how to get them
- How to view the list of covered prescription drugs
- HealthCheck services for members age 20 and younger
- Behavioral health and substance abuse services
- How to find providers in our network (you must receive services from network providers)
- Emergency services (you have the right to use any hospital or other medical setting for emergency services)
- How to tell us you're unhappy with a decision we made
- Your membership rights and responsibilities
- Advance directives
- Who is eligible for Medicaid managed care plan membership

You can also visit myuhc.com/CommunityPlan or UHCCommunityPlan.com to view our searchable online provider directory. It lists all the providers in our network.

To get the member handbook, provider directory and or the advanced directive in paper form at no cost to you, follow the directions on the request postcard to tell us if you would like the member handbook, provider directory, or advanced directive mailed to you. Make sure you mail the request postcard for the item or items you would like to receive. There is no postage necessary. The materials you asked for will be mailed to you.



See your member handbook

You'll find more details about your covered benefits in your member handbook. You can always view it online at myuhc.com/CommunityPlan or UHCCommunityPlan.com.



1-800-895-2017, TTY 711



myuhc.com/CommunityPlan or
UHCCommunityPlan.com



UnitedHealthcare app



We provide services at no cost to help you communicate with us. Such as, letters in other languages or large print, auxiliary aids and services, or you can ask for an interpreter. To ask for help, please call **1-800-895-2017 (TTY 711)** from 7 a.m. to 7 p.m. EST Monday through Friday. (voicemail available 24 hours per day/7 days a week).

Ofrecemos servicios gratuitos para ayudarle a comunicarse con nosotros, como cartas en otros idiomas o en letra grande, ayuda y servicios auxiliares, o bien puede solicitar un intérprete. Para solicitar ayuda, llame al **1-800-895-2017 (TTY 711)**, de 7 a. m. a 7 p. m., hora del este, de lunes a viernes (correo de voz disponible las 24 horas del día, los 7 días de la semana).

نحن نقدم لك خدمات مجانية لمساعدتك على التواصل معنا؛ مثل، توفير الخطابات بلغات أخرى أو بحروف كبيرة، أو المساعدات والخدمات المساعدة، أو يمكن لك أن تطلب الاستعانة بمترجم فوري. لطلب المساعدة، اتصل على الرقم **1-800-895-2017 (الهاتف النصي 711)** من الساعة 7:00 صباحًا إلى 7:00 مساءً بتوقيت شرق الولايات المتحدة من يوم الإثنين حتى الجمعة. (تتوفر خدمة البريد الصوتي على مدار الساعة وطوال أيام الأسبوع).

Waxaan bixinaa adeegyo aan lacag ku fadhin si aan kaaga caawino inaad nala soo xiriirtid inaga. Sida, waraaqo ku qoran luqado kale ama daabacan, kaaliyeyaasha iyo adeegyada naafada, ama waxaad codsan kartaa turjubaan. Si aad u codsato caawimaad, fadlan wac **1-800-895-2017 (TTY 711)** laga bilaabo 7 subaxnimo ilaa 7 galabnimo. Isniinta ilaa Jimcaha Waqtiga Caadiga ee Bariga (EST) (fariin codeedka waxaa la heli karaa 24 saacadood maalintiiba/7 maalmood Isbuuciiba).

हामीसँग सञ्चार/सम्पर्क गर्नमा मद्दत पुऱ्याउन हामी तपाईंलाई निःशुल्क सेवाहरू प्रदान गर्छौं। जस्तै, अन्य भाषामा वा ठूला अक्षरमा छापिएका पत्रहरू, सहायक सामग्री तथ सेवाहरू वा तपाईंले दोभाषेको लागि अनुरोध गर्न सक्नुहुन्छ। सहयोग माग्नुका लागि, कृपया सोमबारदेखि शुक्रबार बिहान 7 बजेदेखि साँझ 7 बजेसम्म **1-800-895-2017 (TTY 711)** मा फोन गर्नुहोस् (भ्वाइसमेल दिनमा 24 घण्टा/हप्तामा 7 दिन नै उपलब्ध छ)।

Business Card



1-800-895-2017, TTY 711



myuhc.com/CommunityPlan or
UHCommunityPlan.com



UnitedHealthcare app

Learn more

Call 1-800-895-2017, TTY 711
myuhc.com/CommunityPlan or UHCommunityPlan.com

