Getting Started Guide

Make the most of your health plan.

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.

IMPORTANT: Do you have your member ID cards?

You will need to show these cards when you get health care services:

**Medicaid**

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<thead>
<tr>
<th>Member/Nombre del Miembro:</th>
<th>DHS14</th>
<th>Payer ID/ID del Pagador:</th>
<th>DHS14</th>
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<tbody>
<tr>
<td>PCP Name/Nombre del PCP:</td>
<td>SUBSCRIBER M BROWN</td>
<td>PCP Phone/Teléfono del PCP:</td>
<td>(999)999-9999</td>
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<tr>
<td>Rx PCN:</td>
<td>4444</td>
<td>Rx Grp:</td>
<td>ACUIA</td>
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<td>Rx Bin:</td>
<td>610494</td>
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**hawk-i**

Your member ID card holds a lot of important information. If you have not received this card, call us at **1-800-464-9484, TTY 711**.

This is your State of Iowa Medical Assistance Program Card.* If you did not receive this card, call **1-800-338-8366, TTY 711**.

* NOTE: **hawk-i** members will not receive an Eligibility Card from the State of Iowa.

Watch our Getting Started videos.

They’re less than two minutes long, and full of helpful information. Go to **UHCWelcomeIA.com**.
Member Advocate.
If you have any questions or need help with your health plan, our member advocates are here for you. Call for help with any of the following:

Need help?
Call 1-800-464-9484, TTY 711, Monday through Friday 7:30 a.m. to 6:00 p.m.

Get connected.
We make it easy to get the information you want and need.

- Register at myuhc.com/CommunityPlan. This is your secure member website. See your covered benefits, search for providers, view your member handbook, search the Preferred Drug List and much more.

- Download the UnitedHealthcare Health4Me® mobile app. It’s designed for people on the go, and includes many of the same features as the member website. Find it at the App Store or Google Play.

- Follow us on Facebook at facebook.com/UnitedHealthcareCommunityPlan. Find fun, useful and interesting information for you and your family.
There are no costs to you for most benefits and services. View your member handbook or visit myuhc.com/CommunityPlan for full details.

### MEDICAL BENEFITS

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<tr>
<th>DOCTOR VISITS</th>
<th>YOUR IN-NETWORK COST</th>
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<tbody>
<tr>
<td>Annual Wellness Visits</td>
<td>$0 copay</td>
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<tr>
<td>Well-Child Visits</td>
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<tr>
<td>Primary Care Provider (PCP) Visits</td>
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<tr>
<td>Specialist Visits</td>
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<tr>
<td>Emergency and Urgent Care</td>
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A copay may be charged if you go to the ER for non-emergency treatment. See handbook for details.

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<thead>
<tr>
<th>COMMON SERVICES</th>
<th>YOUR IN-NETWORK COST</th>
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<tbody>
<tr>
<td>Hospital Services</td>
<td>$0 copay</td>
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<tr>
<td>Immunizations</td>
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<tr>
<td>Laboratory and X-ray Services</td>
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<tr>
<td>NurseLine</td>
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<tr>
<td>Pregnancy Care</td>
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<tr>
<td>Prescriptions</td>
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<thead>
<tr>
<th>OTHER COVERED SERVICES</th>
<th>YOUR IN-NETWORK COST</th>
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<tbody>
<tr>
<td>Care Management</td>
<td>$0 copay</td>
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<tr>
<td>Diabetes Supplies</td>
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<td>Family Planning</td>
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<td>Hearing Services</td>
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<td>Behavioral Health and Substance Use Disorder Services</td>
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<tr>
<td>Nursing Home Services</td>
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<tr>
<td>Vision Services</td>
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**Network providers.**

You’re covered for services provided by network providers. Find a list of these network doctors, clinics, pharmacies and specialists at myuhc.com/CommunityPlan. Or call a member advocate.
Prescriptions.
You are covered for prescription drugs, with no copays. When you have a prescription filled, be sure to check that:

- Your prescribed drug is included on the Preferred Drug List (PDL).*
- It’s written by a network provider.*
- It’s filled at a network pharmacy.*
- You show your member ID card when you have it filled.

* Find network providers, pharmacies and a copy of the PDL at myuhc.com/CommunityPlan. Or call a member advocate.

Behavioral health and substance use disorder services.
Talk to your Primary Care Provider (PCP) if you think you might need behavioral health services, or if you need help with a substance use problem. Your PCP can help you decide the right options for you.

If you need help finding a network provider who specializes in these services, call a member advocate at 1-800-464-9484, TTY 711, Monday through Friday from 7:30 a.m. to 6:00 p.m.

Your health assessment.
A Health Assessment is a short and easy survey that asks you simple questions about your lifestyle and health. When you fill it out and send it to us, we can get to know you better. And it helps us match you with the many benefits and services available to you.

You may fill out the Health Assessment at myuhc.com/CommunityPlan. Click on the Health Assessment button on the right side of the page, after you register and/or log in. Or call a member advocate at 1-800-464-9484, TTY 711, to complete it by phone. It only takes a few minutes.

Vision services.
You are covered for eye exams and eye glasses or contacts. Search for network providers at myuhc.com/CommunityPlan, or call us. We can help you find an eye doctor in your area.

Transportation.
If you have a doctor appointment and have no way to get there, you may be eligible for non-emergency transportation with MTM. Call a member advocate at 1-800-464-9484, TTY 711 to learn more. Additional transportation services may be provided for Home and Community-Based Services (HCBS) Waiver Members. Please call a member advocate or your Case Manager for benefit details.
No-cost smartphones and service plans.
We want you to stay connected with easy and dependable access to health care services. If you qualify for our MyHealthLine program, you can get a smartphone and a monthly service plan at no cost. (Or you can get a service plan for your current phone.) Plus you get extras just for being a member of UnitedHealthcare Community Plan. To learn more, visit UHCmyhealthline.com.

Rewards for moms.
With Baby Blocks™, you earn great rewards for completing checkups on time during and after your pregnancy. When you join, you get a gift card or cool gear for your baby. Then earn up to seven more rewards with doctor visits during pregnancy and your baby’s first 15 months. Join at UHCBabyBlocks.com.

Weight Watchers®.
We offer enrollment in the Weight Watchers program for qualified members. Members will receive vouchers to attend official Weight Watchers meetings where they will learn valuable skills about healthy eating and weight loss.

Extra support with Case Management.
If you are a member of our Long-Term Services and Support program (LTSS), UnitedHealthcare Community Plan will assign you a Case Manager. You will receive a phone call that will let you know the name of your Case Manager and how to reach this person. Your Case Manager is your main contact person and is the first person you should go to if you have any questions about your services. Your Case Manager will provide support and education and will assist you with coordinating services. They will work with you and your care providers to ensure you receive timely access to care with the right provider, at the right time, at the right place of service.

View your member handbook.
Learn how your health plan works. The handbook answers many questions. You can view your Member Handbook at myuhc.com/CommunityPlan. Please take time to review it. If you would like a printed copy of the Member Handbook, please call a member advocate at 1-800-464-9484, TTY 711.
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.

See your PCP for:
• Routine care, including yearly checkups.
• Coordinating your care with a specialist.
• Treatment for colds and flu.
• Referrals for non-emergency services.
• Other health concerns.

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.

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 simply by calling us. If you like, we can recommend someone for you.

Need help finding a PCP? Call us at 1-800-464-9484, TTY 711.
Where to get care.

**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.

**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. Interpreter services are available. Call 1-800-464-9484, TTY 711.

**Urgent Care Clinics.**
Network Urgent Care Clinics are a good option if your Primary Care Provider 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.

**We speak your language.**
If you speak a language other than English, we can provide translated printed materials. Or we can provide an interpreter who can help you understand these materials. You’ll find more information about Interpretive Services and Language Assistance in the member handbook. Or call a member advocate at 1-800-464-9484, TTY 711.