



UnitedHealthcare Connected (Medicare-Medicaid Plan)

Flexible Benefits and Rewards and Incentives

Effective Jan. 1, 2018

To help our members lead healthier lives, UnitedHealthcare Community Plan offers Flexible Benefits and Rewards and Incentives at no cost to UnitedHealthcare Connected (Medicare-Medicaid Plan) members who live in the community or in a nursing facility.

These benefits are outlined in the following chart. If your patient, who is a UnitedHealthcare Connected (Medicare-Medicaid Plan) member, has questions about any of these incentives, they can call Member Customer Service at **800-256-6533** or their case manager for assistance – unless there are separate instructions under the column “How It Works.”

If you have questions, please call Customer Service for care providers at **888-887-9003**. Thank you.

Flexible Benefit or Reward or Incentive	Description	How It Works	Eligible Members
Alzheimer’s Care Planning	A consultation is available with a licensed professional for individuals and families facing challenges associated with Alzheimer’s disease. The consultation will address financial, legal, family and health issues for a member diagnosed with Alzheimer’s disease.	The member’s case manager can assist them with determining eligibility and arranging a care planning session.	<ul style="list-style-type: none"> Community Nursing Facility
Assistance for Members Who Have Asthma or Chronic Obstructive Pulmonary Disease	Members who have been diagnosed with severe asthma or COPD will receive one hypoallergenic mattress cover and one hypoallergenic pillowcase per year. \$1,000 maximum annual benefit to cover the extra dental services:	The member’s case manager can assist them in obtaining the mattress cover and pillowcase. Documentation/referral from in-network care provider indicating diagnosis of severe asthma or COPD is required.	<ul style="list-style-type: none"> Community
Extra Dental Services	<ul style="list-style-type: none"> One routine exam and cleaning Full-mouth X-ray Scaling and root planing, if medically necessary Discounted fees are available to members for non-covered services.	The member’s case manager can assist them in finding an in-network dental care provider, which is required for extra dental services. Use dental billing codes: D0120, D0140, D0150, D0210, D0220, D0230, D0270, D0272, D0273, D0274, D0330, D1110, D2140, D2150, D2160, D2161, D2330, D2331, D2332, D2335, D2391, D2392, D2393, D2394, D4341, D4342, D7140, D7210, D7250, D9110	<ul style="list-style-type: none"> Community (ages 21 and older and not on a Medicaid waiver) Nursing Facility (ages 21 and older and not on a Medicaid waiver)
Extra Vision Services	Maximum benefit of up to \$105 every two years for corrective eyeglass lenses or contact lenses to cover material and member options of: <ul style="list-style-type: none"> Upgraded selection on types of frames and lenses Replacement frames and lenses, due to loss, theft, or damage Contact lenses provided in lieu of spectacle lens and frames. If member chooses the contact lens program, the benefit will cover the fitting/ evaluation fees and contacts. 	The member’s case manager can assist them in finding an in-network vision care provider, which is required for extra vision services. Extra vision services cannot be used for a second or spare pair of glasses or contact lenses. Use vision billing codes: V2500, V2501, V2502, V2503, V2510, V2511, V2512, V2513, V2520, V2521, V2522, V2523, V2530, V2531, and CPT® code 92310	<ul style="list-style-type: none"> Community (ages 21 and older) Nursing Facility (ages 21 and older)



Flexible Benefit or Reward or Incentive	Description	How It Works	Eligible Members
Health & Wellness – Weight Watchers®	Member receives 13 passes to attend Weight Watchers in-person meetings.	The member's case manager can assist them in signing up for Weight Watchers.	<ul style="list-style-type: none"> • Community • Nursing Facility
Help Getting A Ride	When the state of Texas Medical Transportation Program (MTP) or Medical Transportation Management (MTM) are not available, we can arrange non-emergent transportation to care providers such as doctors and pharmacies.	The member's case manager can help them arrange a ride, which is limited to eight one-way trips a year. One-way trips 75 miles or more require prior approval.	<ul style="list-style-type: none"> • Community • Nursing Facility
Incentive Gift Card	\$10 gift card	Members are eligible for one \$10 gift card and will receive an incentive gift card form with a postage-paid envelope to return the form to us. When the member has their annual well visit, they ask their physician to sign the form. After the member returns the signed form, we will mail them their gift card.	<ul style="list-style-type: none"> • Community
Infant Care Book	Gift of an infant care book is mailed to all pregnant members.	We mail a book such as "What to Expect the First Year" to the home address of our pregnant members.	<ul style="list-style-type: none"> • Community
liveandworkwell.com	Access to mental health and substance use self-help programs, interactive tools, educational resources and in-network care provider searches at liveandworkwell.com. This site is also available in Spanish.	The member can register on the website or contact Customer Service at 800-256-6533 for an access code.	<ul style="list-style-type: none"> • Community
MedicAlert®	Members who have been diagnosed with Alzheimer's, autism, or other developmental delay will receive a safe return individualized bracelet or necklace from MedicAlert. This nationwide wanderer's safety program assists in the safe and timely return of individuals who become lost or have a medical emergency. When a person is found, a citizen or law official calls the toll-free 24-hour emergency response number on the product and the individual's family or caregiver is contacted.	<p>The member's case manager can assist them in determining eligibility and arranging to receive the bracelet/necklace.</p> <p>Documentation/referral from in-network care provider indicating diagnosis of Alzheimer's, autism, or other developmental delay is required.</p>	<ul style="list-style-type: none"> • Community
Nursing Facility Welcome Kit	An eligible member who enters a nursing facility will receive a welcome kit upon admission to an in-network facility. At a minimum, each kit includes: <ul style="list-style-type: none"> • Gripper socks • Shower cap • Water bottle/coffee cup • Lighted magnifier • Reusable bag 	The member will receive a welcome kit directly from their assigned Service Coordinator at the nursing facility.	<ul style="list-style-type: none"> • Nursing Facility • Excludes members in a skilled nursing facility
Postpartum Home Visits	Home health visits are available after the birth of a baby to assist the member with services such as lactation, newborn care, postpartum depression, excessive bleeding, swelling, cramping, stitches, dizziness, safety concerns and reviewing follow-up care.	The member's case manager can assist them in finding an in-network home health care provider. Postpartum home visits are limited to two visits per year after a pregnancy. Use billing codes G0299 or G0300.	<ul style="list-style-type: none"> • Community