



**UnitedHealthcare Connected
(Medicare-Medicaid Plan)
Flexible Benefits and Rewards and Incentives
Effective Jan. 1, 2017**

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Agenda:

- ✓ Introduction
- ✓ Benefits for all UnitedHealthcare Connected (Medicare-Medicaid Plan) members
- ✓ Benefits for members living in the community
- ✓ Benefits for members in a nursing facility
- ✓ Resources

Introduction

UnitedHealthcare Connected (Medicare-Medicaid Plan) is a federal-state partnership with the Centers for Medicare & Medicaid Services (CMS) and Texas Health and Human Services (HHS) in Harris County, Texas. This partnership was created to better serve individuals eligible for both Medicare and Medicaid.

In addition to standard benefits, UnitedHealthcare Connected (Medicare-Medicaid Plan) members also have available flexible benefits, rewards and incentives that are offered once per calendar year, Jan. 1 through Dec. 31, unless otherwise noted.

Some limitations and restrictions apply, and the services must be provided by in-network care providers.



**Benefits for All UnitedHealthcare Connected
(Medicare-Medicaid Plan) Members**

Alzheimer's Care Planning

Members who face challenges associated with Alzheimer's disease may be eligible for a consultation with a licensed professional. The session will address financial, legal, family and health issues for a member diagnosed with Alzheimer's disease.

Members may contact their case manager or call UnitedHealthcare Community Plan Customer Service at **800-256-6533** for assistance with determining eligibility and arranging a care planning session.



Extra Dental Services

We offer \$1,000 maximum annual dental benefits to cover:

- One routine exam and cleaning
- Full-mouth X-ray
- Scaling and root planing, if medically necessary

Members have access to discounted fees for non-covered services.

Members may contact their case manager or call UnitedHealthcare Community Plan Customer Service at **800-256-6533** for assistance in finding an in-network care provider, which is required for extra dental services.

Limitations:

Members must be ages 21 or older and not on a Medicaid waiver.



Extra Vision Services

We offer a maximum benefit of up to \$105 every two years for corrective eyeglass lenses or contact lenses to cover materials and options of:

- 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 lenses and frames. If a member chooses the contact lens program, the benefit will cover the fitting/evaluation fees and contacts.

Members may contact their case manager or call UnitedHealthcare Community Plan Customer Service at **800-256-6533** for assistance in finding an in-network provider, which is required for extra vision services.

Limitations:

- Members must be age 21 or older.
- Extra vision services cannot be used for a second or spare pair of glasses or contact lenses.



Health & Wellness – Weight Watchers®

Members can receive 10 passes to attend Weight Watchers® in-person meetings.

Members may contact their case manager or call UnitedHealthcare Community Plan Customer Service at **800-256-6533** for assistance in signing up for Weight Watchers.



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.

Members may contact their case manager or call UnitedHealthcare Community Plan Customer Service at **800-256-6533** to arrange a ride.

Limitations

- Non-emergent transportation assistance is limited to eight one-way trips per year.
- One-way trips of 75 miles or more require prior approval.



Benefits for Members Living in the Community

Assistance for Members with Asthma

Members who have been diagnosed with severe asthma will receive one hypoallergenic mattress cover and one hypoallergenic pillowcase per year.

Members may contact UnitedHealthcare Community Plan Customer Service at **800-256-6533** or their case manager for assistance in obtaining asthma-related items.

Limitations:

Requires documentation and referral from in-network care provider indicating diagnosis of severe asthma.



Incentive Gift Card

Members are eligible to receive one \$10 gift card after they have completed their annual well visit each year.

During their annual visit, the member asks their physician sign the gift card incentive form, which we mail to them. We include a postage-paid envelope along with the incentive form so the member can return the signed form to us. After the member completes their annual well visit and returns the signed form, we mail their gift card to them.



Infant Care Book

We mail a book such as “What to Expect the First Year” to the home address of our pregnant members.

Limitations:

Member must be pregnant or have just given birth.



Postpartum Home Visits

Two home health visits per year after the birth of the baby are available to assist members with services such as lactation, newborn care, postpartum depression, excessive bleeding, swelling, cramping, stitches, dizziness, safety concerns and reviewing follow-up care.

Members may contact their case manager or call UnitedHealthcare Community Plan Customer Service at **800-256-6533** for assistance in finding an in-network home health care provider.



liveandworkwell.com

Access to mental health and substance use self-help programs, interactive tools, educational resources and network care provider searches at liveandworkwell.com.

This site is also available in Spanish.

Members can register at the website or contact Customer Service at **800-256-6533** to request an access code.



Benefits for Members in a Nursing Facility

Nursing Facility Welcome Kit

Eligible members who enter a nursing facility will receive a welcome kit from their assigned Service Coordinator upon admission to an in-network facility.

Each kit includes:

- Gripper socks
- Shower cap
- Water bottle/coffee cup
- Lighted magnifier
- Reusable bag

Limitations:

Excludes members in a skilled nursing facility.



Resources

Resources



These services are subject to change. In the event of a change, a care provider notification will be posted to UHCommunityPlan.com > For Health Care Professionals > Texas > [Bulletins](#).



If your patient who is a UnitedHealthcare Connected (Medicare-Medicaid Plan) member has questions or needs assistance, they can call Member Customer Service at: **800-256-6533**.

If you have questions or need assistance, please call Customer Service for care providers at: **888-887-9003**.



Questions?

Thank you.

