

# Getting Started Guide

# Make the most of your health plan.



Look inside for:

- Getting Help
- Benefits
- Extras
- Getting Care





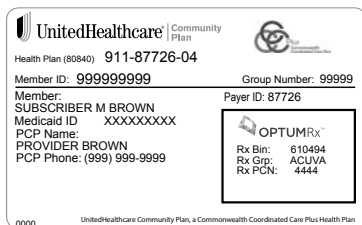
# Simple for you. That's our promise.

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.

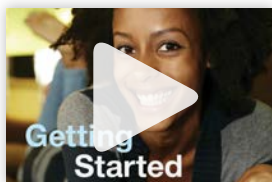


## IMPORTANT: Do you have your member ID card?

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



This is your UnitedHealthcare Community Plan member ID card. If you have not received this card, please call us at **1-866-622-7982, TTY 711**.



## Watch our Getting Started videos.

They're less than two minutes long, and full of helpful information. Go to **UHCWelcomeVA.com**.



# GETTING HELP



## Member Services.

If you have any questions or need help with your health plan, our **Member Services** is here for you. Call for help with any of the following:



## Your Care Coordinator.

Your Care Coordinator is a service included with your health plan at no extra cost.

### What is a Care Coordinator?

Your Care Coordinator is a personal assistant who can help you do many things, including:

- Make a plan to take care of your health needs.
- Get community-based services.
- Make doctor appointments.

### When should I contact my Care Coordinator?

Call your Care Coordinator at **1-866-622-7982** if you need help or have questions about your health care.



## Get connected.

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

- **Register at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan).** This is your secure member website. See your covered benefits, search for providers, view your member handbook 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](https://facebook.com/UnitedHealthcareCommunityPlan).** Find fun, useful and interesting information for you and your family.



1-866-622-7982, TTY 711



[myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan)



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# YOUR BENEFITS

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

MEDICAL BENEFITS	YOUR IN-NETWORK COST
<b>DOCTOR VISITS</b> Annual Wellness Visits Well-Child Visits Primary Care Provider (PCP) Visits Specialist Visits	<b>\$0 copay</b>
<b>COMMON SERVICES</b> Emergency and Urgent Care Hospital Services Immunizations Laboratory and X-ray Services Pregnancy Care	<b>\$0 copay</b>
<b>OTHER COVERED SERVICES</b> Care Management Diabetes Supplies Family Planning Hearing Services Mental Health and Substance Use Treatment	<b>\$0 copay</b>



## 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 call Member Services at **1-866-622-7982, TTY 711**.



# YOUR BENEFITS

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



## MyHealthLine free cellphone program.

Being able to connect directly with you is essential to supporting your health improvement goals. To support open communication, we will provide our free cellphone program, MyHealthLine, to all eligible members. MyHealthLine provides 350 minutes per month and unlimited texting. By providing a cellphone pre-programmed with UnitedHealthcare contacts, members can quickly and easily reach us to discuss benefit questions or for NurseLine support.



## Weight Watchers.

We will provide 10 Weight Watchers meeting vouchers annually to qualified members who are 10 years of age and older. Members will learn valuable skills about healthy eating and weight loss. Reviews are coordinated through the individual's Care Coordinator and require approval.



## 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](http://UHCBabyBlocks.com).



## See your member handbook.

Find details about covered benefits and special programs available to you in your member handbook. You can always view it online at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan).



1-866-622-7982, TTY 711



[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)



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# YOUR BENEFITS



## Prescriptions.

You are covered for prescription drugs. See the member handbook for information about coverage for generic and brand-name drugs.

Be sure:

- Your prescription 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](https://myuhc.com/CommunityPlan). Or call Member Services at **1-866-622-7982, TTY 711**.



## Vision services.

Vision services, including one routine eye exam per year and one pair of prescription eyeglasses every two years.



## Transportation.

Transportation may be provided if you have no other means of transportation and need to go to a physician or a health care facility for a covered service. For urgent or non-emergency medical appointments, call the reservation line at **1-866-622-7982, TTY 711**.

**Liberty phone:**  
1-855-855-9080

**Liberty TTY:**  
1-855-762-6236

**MTM phone:**  
1-888-258-0521

Call to schedule transportation or for transportation assistance. To arrange non-urgent transportation, please call three days in advance.

- MTM will service the Tidewater, Western/Charlottesville and Northern/Winchester regions.
- Liberty will service the Southwest, Roanoke/Alleghany and Central regions.

Please make reservations at least three days in advance.

Available 8 a.m. to 8 p.m. Eastern Time, Monday through Friday only.



## Dental care.

Dental services are provided through the Smiles for Children program.

If you have any questions about your dental coverage through Smiles for Children, you can reach DentaQuest Member Services at 1-888-912-3456, Monday through Friday, 8 a.m. – 6 p.m. EST. The TTY/TDD number is 1-800-466-7566. Additional information is provided at:

[https://www.coverva.org/programs\\_smiles.cfm](https://www.coverva.org/programs_smiles.cfm).

If you are an adult age 21 and older, you are provided certain extra, preventive dental benefits including two exams/cleanings and one set of X-rays each year. For details, call Member Services at **1-866-622-7982, 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.
- Information for accessing medical services.
- Managing medical problems.
- 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  
**1-866-622-7982,**  
**TTY 711.**



1-866-622-7982, TTY 711



[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)



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## Guide to getting 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.



### 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 Member Services at **1-866-622-7982, TTY 711.**



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