Welcome to the community!

Make the most of your membership.

Thank you for choosing a path to better health with UnitedHealthcare Community Plan. We’re here for you from the start. We want you and your family to grow and stay healthy. We are here to help you and your ‘ohana live healthier lives because your quality of life is important to us.

UnitedHealthcare Community Plan takes pride in helping our members live healthier lives through a dedicated team right here in the islands of Hawai‘i.

UnitedHealthcare is a health benefits company making a difference in the lives of 37 million members nationwide, and we bring the resources and expertise to serve you across the islands. Our experienced care team understands how to help you on the right path to better health and to help guide you through your health care experience with care and compassion. We offer a few tips on how you can get the most out of your membership with UnitedHealthcare Community Plan.


**CHOOSE A PRIMARY CARE PROVIDER (PCP)**
Within 10 days of receiving your new member welcome kit, you must choose a PCP. If you do not choose one, we will assign you a PCP. You can change your PCP at any time during the year by calling Member Services.

- **WHAT IS A PCP?** Your primary care provider is called a PCP. Some PCP offices will have nurse practitioners, nurse midwives and physician assistants to help with your health care needs. They provide care with the help of your PCP. If you have complex health care needs, a specialist can be your PCP. We can also help you find a specialist. Some PCPs are part of large group practices or Federally Qualified Health Centers (FQHC). Others may be smaller, independent practices.

- **WHY DO YOU NEED A PCP?** Your PCP is the best person to start taking care of your health. Your PCP sees you for regular checkups or when you are sick. PCPs provide preventive care in addition to directing you to the best place for some of your medical problems.

**MAKE AN APPOINTMENT WITH YOUR PCP**
Some people think, “I don't need to see a primary care doctor if I'm not sick,” or “Only children need checkups.” The truth is everyone needs a checkup and preventive screenings. Simple tests during a visit with your PCP can reveal health problems, such as high blood pressure or diabetes, that may go unnoticed, leading to more serious issues later in life. So, make an appointment with your PCP for your annual physical as soon as you can. Regular tests and checkups with your doctor can protect your health.

**KNOW WHAT IS COVERED**
QUEST Integration with UnitedHealthcare Community Plan is a Medicaid managed care program that provides health care coverage to Medicaid-eligible Hawai‘i residents. With UnitedHealthcare Community Plan, you will receive all of your regular Medicaid benefits. Understanding your benefits would prepare you in the event that you may need to use your benefits in unforeseen situations such as an accident.

**OTHER SERVICES AVAILABLE**
In addition to your regular Medicaid benefits, UnitedHealthcare Community Plan offers a variety of services to help you manage your health. As our member, you can get:

- **MEMBER ORIENTATION AND WELCOME CALL.** Once you enroll, you will receive your member ID card and handbook in the mail. We will also welcome you with a phone call and invite you to attend a member orientation session.

- **24/7 NURSELINE AND ONLINE NURSE CHAT.** With our 24/7 NurseLine, you get answers and advice anytime — even in the middle of the night and on the weekends. Just call, or use our confidential online live Nurse Chat.

- **CUSTOMER SERVICE.** Our team is based right here in Hawai‘i.

- **PRESCRIPTION HOME DELIVERY.** If you want, you can have your prescriptions delivered right to your home.

- **QUARTERLY NEWSLETTERS.** We’ll send you a quarterly newsletter with frequent updates and information, tips and advice for developing healthy habits.

- **WEBSITE.** If you have access to a computer and the internet, register your member account online by going to myuhc.com/CommunityPlan. Our website provides information and tools for you to manage your health.

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