

Getting Started Guide

Make the most of your health plan.



Look inside for:

- Getting Help
- Benefits
- Extras
- Getting Care



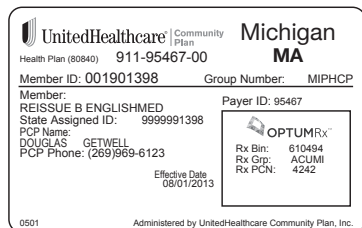
Simple for you. That's our promise.

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.

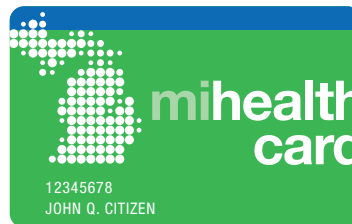


Important: Do you have your member ID cards?

You will need these two cards 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 **1-800-903-5253**, **TTY 711**.



This is your State of Michigan **mihealth** card. If you did not receive this card, contact the State of Michigan at **1-888-367-6557**.



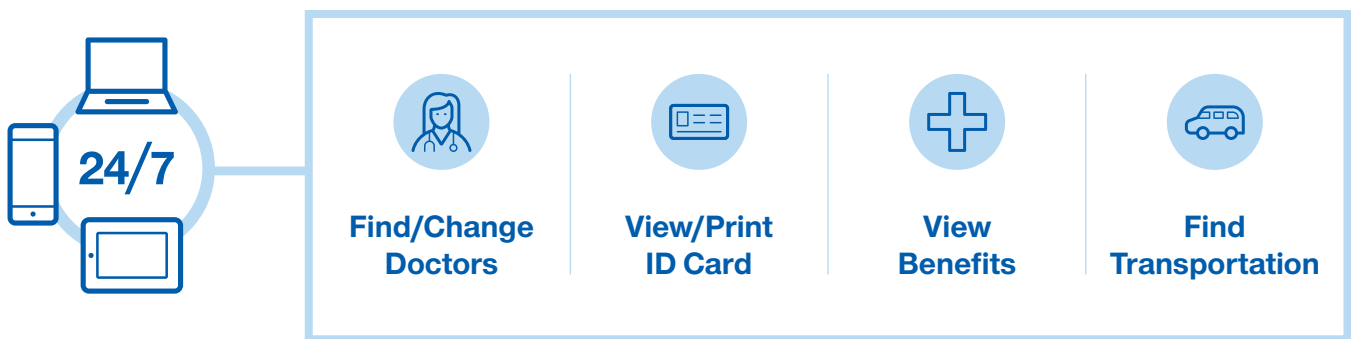
Getting Help

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:

Get connected.

Sign up for 24/7 access to your health plan at myuhc.com/CommunityPlan. It's fast, easy and secure.



Need more help? Call 1-800-903-5253, TTY 711, 8 a.m. – 5 p.m., Monday – Friday.

A member advocate can answer questions about your coverage, help find a doctor or help with an appointment.

Find more information.

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 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. You can also sign-up to receive text message reminders to help you stay healthy.
- **Follow us on Facebook at facebook.com/UnitedHealthcareCommunityPlan.** Find fun, interesting and useful information for you and your family.



1-800-903-5253, TTY 711



myuhc.com/CommunityPlan



Health4Me app



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
<p>Doctor Visits</p> <ul style="list-style-type: none">Annual Wellness VisitsWell-Child VisitsPrimary Care Provider (PCP) VisitsSpecialists Visits	<p>\$0 copay</p>
<p>Common Services</p> <ul style="list-style-type: none">Emergency and Urgent CareHospital ServicesImmunizationsLaboratory and X-ray ServicesPregnancy Care	<p>\$0 copay</p>
<p>Other Covered Services</p> <ul style="list-style-type: none">Care ManagementFamily PlanningHearing and Speech ServicesBehavioral Health and Substance Use TreatmentHospice CarePrescription DrugsTransportation ServicesVision Services	<p>\$0 copay</p>



Network providers.

You're covered for services provided by more than 20,000 doctors and specialists and 90 hospitals and facilities throughout Michigan. Find a list of these network doctors, clinics, pharmacies and specialists at **myuhc.com/CommunityPlan**. Or call a member advocate at **1-800-903-5253, TTY 711**.



Behavioral health and substance use treatment.

As our member, you are covered for mental health and substance use treatment. This includes services for evaluations, individual and group therapy sessions, as well as substance use screenings and treatments. Talk with your PCP if you think you might need these services. He or she can help you decide the right options for you.

Your member handbook outlines all your mental health and substance use benefits. You can also call a member advocate at **1-800-903-5253, TTY 711**.



Prescriptions.

In Michigan, all individuals with Medicaid have the same basic list of covered drugs. This means that your covered prescriptions will be matched to this list to ensure that you have the most effective drugs that you need at no cost to you.

UHC members can find additional drugs that include over-the-counter medicines for allergies and pain on our Preferred Drug List (PDL). Visit **myUHC.com** to find this information.



Transportation services or gas reimbursement.

If you do not have a ride to get medical care and services, we may provide transportation or gas reimbursement for you. Call **1-877-892-3995** or visit **www.member.logisticare.com** to request a ride.

Download the LogistiCare Trip Manager app to request trips and notify Logisticare when you are ready for your ride home. The app is available on iTunes and the Google Play store.



Dental Services. 1-800-642-3195

The State of Michigan Medicaid program, not UnitedHealthcare Community Plan, covers dental services. You can go to any dentist that accepts Medicaid and present your green mihealth card. Ask your doctor or call your DHS Case Worker for more details.



Pregnant Dental Services.

Dental service will be covered for members who are or become pregnant, during their pregnancy and postpartum period. Please contact your case worker to notify the State of your pregnancy. For services please call **1-800-903-5253, TTY 711**.





Extras from UnitedHealthcare

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



Get health support with mobile phone service at no cost to you.

As a UHC member or guardian of a UHC member, you may be eligible for mobile phone service through select Lifeline service providers under the federal Lifeline Assistance Program. Visit [UHCmyHealthline.com](https://www.uhcmyhealthline.com) to apply.



Quit For Life[®] program.

Coaching and online support to help you quit tobacco. Get assistance deciding which type of nicotine substitute or medication is right for you. All at no cost. If you are ready to quit, call **1-800-480-QUIT (7848)** for help.



Rewards for moms.

With Baby Blocks™, you earn great rewards for completing checkups on time during and after your pregnancy. Join at [UHCBabyBlocks.com](https://www.uhcbabyblocks.com).



Resources for parents.

Get healthy facts for kids, teens and parents at your fingertips. From health facts to helpful advice — even comfort when you're not sure what to do — KidsHealth and UnitedHealthcare Community Plan have you covered. Visit [UHCCommunityPlan.com/Mikids](https://www.uhccommunityplan.com/mikids) for videos, tips and more.



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](https://www.myuhc.com/CommunityPlan). Or call Member Services at **1-800-903-5253, TTY 711** to request a printed copy.



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 him or her. Each family member can have his or her own PCP, or you may all choose to see the same person. You will see your PCP for:

- Routine care, including yearly checkups.
- Coordinating your care with a specialist.
- Treatment for colds and flu.
- 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'd like, we can recommend someone for you.



Need help finding
a PCP? Call us at
1-800-903-5253,
TTY 711.



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 health concerns.



Urgent Care Clinics.

Network Urgent Care Clinics are a good option if 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 you have a health emergency when you are out of town or out of State, we will cover the costs. If you need non-emergency care while traveling outside the service area or when you are not in the State of Michigan, call your PCP or our Member Services department first. 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 section called Other Plan Details of your Member handbook. For assistance, please call Member Services at **1-800-903-5253, TTY 711.**



Nosotros hablamos su idioma.

Si usted habla un idioma que no sea el inglés, nosotros podemos proporcionarle materiales impresos traducidos. O podemos proporcionarle un intérprete para ayudarlo a entender los materiales. Usted encontrará más información acerca de nuestros Servicios de interpretación y de Asistencia lingüística en la sección de Otros detalles del plan de su Manual para Miembros. Para obtener ayuda, por favor llame a Servicios para Miembros al **1-800-903-5253, TTY 711.**

نحن نتحدث لغتك.



إذ كنت تتحدث لغة أخرى غير اللغة الإنجليزية نحن وفريقك مواد مترجم مطبوعة. لفوفلر لكم ترجمهم أو يرأس اعدلف يفهم هذهال مواد استجالي مز يد ملام عمل وللمتعت عل قب خدم التلترج موال مس اعلل غوي فلفي قسيم عن وتلف اصيل آخر لعل خطفلي كتيب الأعضاء لمل مس اعدة ير جي الاتصل بق س م خدمات الأعضاء لعل لرق م **1-800-903-5253** ال لهات فلن صي **711**.



Benefits

Benefits covered by UnitedHealthcare Community Plan.

Benefit	Coverage
Bariatric surgery*	Covered.
Dental services for pregnant members, during and after pregnancy	Covered.
Durable Medical Equipment (DME) items like walkers, wheelchairs and customized equipment*	Covered.
Emergency transportation and hospital billed ambulance services to and from the nursing facility or enrollees' homes	Covered.
End Stage Renal Disease services*	Covered.
Hearing and speech services	Covered.
Home Health services*	Covered.
Hospice care	Covered.
Hospitalization in a semi-private room (when medically necessary)*	Covered.
Intermittent or short-term restorative or rehabilitative services in a nursing facility up to 45 days	Covered.
Lab tests and X-rays	Covered.
Medical supplies*	Covered.
Office visits — including physical exams and preventive health screening	Covered.

Benefit	Coverage
Outpatient surgery*	Covered.
Physical, speech, language and occupational therapy	Covered.
Podiatry services	Covered.
Prescription drugs	Covered.
Prosthetics and orthotics*	Covered.
Restorative or rehabilitative services not in a nursing facility	Covered.
Services by a chiropractor	Covered.
Services by a hearing aid dealer	Covered.
Surgery, anesthesia and related services*	Covered.
Telehealth/Telemedicine	Covered.
Transplants*	Covered.
Visits to specialists (when your PCP sends you)	Covered.
Weight reduction care*	Covered.
Well-baby and well-child visits — including immunizations or shots	Covered.

** Your provider may need to work with UnitedHealthcare Community Plan to obtain approval in advance to receiving the item and/or service.*

You are covered for these “self-referral” services without being sent by your PCP.

Benefit	Coverage
Certified nurse-midwife services	Covered.
Certified pediatric and family nurse practitioner services	Covered.
Eye exams, certain frames and lenses (every 24 months)	Covered.
Family planning services at any family planning clinic	Covered.
Immunizations or treatment of a communicable disease at any health department	Covered.
Maternal Infant Health Program (MIHP) services at any health department, or MIHP Provider	Covered.
Obstetrical care with any UnitedHealthcare Community Plan OB/GYN (prenatal and postnatal care) or certified nurse midwife	Covered.
Pediatrician visits by children under the age of 18 to any UnitedHealthcare Community Plan pediatrician	Covered.
Replacement frames and lenses (every 12 months – Children may have two replacement pairs if lost or broken)	Covered.
Services at any adolescent health center	Covered.
Outpatient mental health services	Covered.
Transportation services	Covered.
Well-woman care from any UnitedHealthcare Community Plan OB/GYN	Covered.

These services are not covered through UnitedHealthcare Community Plan because Michigan Medicaid does not cover them.

- Elective abortions (as defined by Medicaid).
- Experimental procedures, treatment plans or medications.
- Elective or cosmetic surgery, unless medically necessary.
- Services for treatment of infertility.

Services that may be covered by Michigan Medicaid.

These services *may be covered* through Michigan Medicaid:

- Dental Services. Pregnant members are now covered by UnitedHealthcare Community Plan.
- Services available through the intermediate school district.
- Inpatient hospital psychiatric services.
- Intermittent or short-term restorative or rehabilitative services (in a nursing facility) after 45 days.
- Custodial care in a nursing facility.
- Outpatient partial hospitalization psychiatric services.
- Long-term outpatient mental health services.
- Substance-abuse services including:
 - Screening and assessment.
 - Detoxification.
 - Intense outpatient counseling and other outpatient services.
 - Methadone treatment.
- Services including therapies provided to persons with developmental disabilities which are billed through Community Mental Health Service Program (CMHSP) providers or Intermediate School Districts.
- Home and community-based waiver program services.
- Personal care or home help services.
- Traumatic Brain Injury Program services.
- Transportation for services not covered by UnitedHealthcare Community Plan.
 - If you live in Wayne, Oakland or Macomb County and need a ride for dental, substance abuse and some mental health services, call 1-866-569-1902, 8 a.m. – 5 p.m., Monday – Friday.
 - If you live in any other county, call your local DHS office to get a ride for dental, substance abuse and some mental health services.

