HANDBOOK UPDATE!

We have made state-required changes to our UnitedHealthcare Connected® for MyCare Ohio (Medicare-Medicaid Plan) Member Handbook.

Mental Health and Substance Use Disorder Treatment Services (Page 68)
In addition to behavioral health treatment services that you currently receive, beginning January 1, 2018, additional behavioral health services may be available to you. New Services include:

- Assertive Community Treatment (ACT) for members 18 and older
- Intensive Home Based Treatment (IHBT). This service is for individuals 18 and under however in some circumstances may be available to members aged 18-21.
- Comprehensive addiction treatment, including residential and partial hospitalization services.

Services such as office visits, vaccinations (shots), blood tests and more may be provided by your behavioral health treatment provider. If you would like more information about these services, talk to your provider or call Member Services at 1-877-542-9236, TTY 711 8 a.m. – 8 p.m. local time, Monday – Friday.

Grievance and Appeals
Effective January 1, 2018, there will be changes to the way you appeal a decision UnitedHealthcare Connected® for MyCare Ohio made and the way you ask for a state hearing. There are also changes in the amount of time you can report a complaint, also known as a grievance, to the plan. The changes are on the next page.

UnitedHealthcare Connected for MyCare Ohio (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Ohio Medicaid to provide benefits of both programs to enrollees. This is not a complete list. The benefit information is a brief summary, not a complete description of benefits. For more information contact the plan or read the Member Handbook. Limitations, copays, and restrictions may apply. For more information, call UnitedHealthcare Connected for MyCare Ohio Member Services or read the UnitedHealthcare Connected for MyCare Ohio Member Handbook. Benefits, List of Covered Drugs, pharmacy and provider networks and/or copayments may change from time to time throughout the year and on January 1 of each year. Copays for prescription drugs may vary based on the level of Extra Help you receive. Please contact the plan for more details.
<table>
<thead>
<tr>
<th><strong>Grievance and Appeals Continued</strong></th>
<th>Before January 1, 2018</th>
<th>January 1, 2018 and after</th>
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<tbody>
<tr>
<td>How long do you have to appeal a decision UnitedHealthcare Connected® for MyCare Ohio made.</td>
<td>90 calendar days.</td>
<td>60 calendar days.</td>
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<tr>
<td>When will you receive a state hearing form.</td>
<td>You receive a hearing form at the time UnitedHealthcare Connected® for MyCare Ohio makes a decision on your request for a service.</td>
<td>You will only receive a state hearing form if UnitedHealthcare Connected® for MyCare Ohio do not change their decision as part of your appeal.</td>
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<td>When can you request a state hearing.</td>
<td>Hearings must be requested within 90 days of the date on the state hearing form sent by UnitedHealthcare Connected® for MyCare Ohio.</td>
<td>You must first follow UnitedHealthcare Connected® for MyCare Ohio appeal process before you can request a state hearing.</td>
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<tr>
<td>When can I report a complaint (also known as a grievance) to UnitedHealthcare Connected® for MyCare Ohio.</td>
<td>You have 90 days from the date you identify the issue causing the dissatisfaction to report the grievance to the UnitedHealthcare Connected® for MyCare Ohio.</td>
<td>You can file a grievance at any time.</td>
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UnitedHealthcare Community Plan of Ohio does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities.

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call 1-877-542-9236 (TTY 711) from 8 a.m. to 8 p.m. Monday through Friday (voicemail available 24 hours a day/7 days a week).

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Please call 1-877-542-9236. TTY 711.

ATENCIÓN: Si habla español (Spanish), tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-542-9236. TTY 711.

請注意：如果您說中文 (Chinese)。我們免費為您提供語言協助服務。請致電：1-877-542-9236。TTY 711.