



January 1, 2017

Dear UnitedHealthcare Community Plan Member:

Welcome to UnitedHealthcare Community Plan. As a new member of our plan, you now have access to all our health plan has to offer. To help you get started with your new health plan, we've provided the following helpful information.

Your AHCCCS benefits have not changed. You have access to the same covered services as you did with Maricopa Health Plan.

You will get a new member packet and member ID card in the mail. The packet has useful information about our plan including how to view a member handbook or provider directory online at UHCommunityPlan.com. You can also request a printed copy by calling Member Services at 1-800-348-4058.

Use your ID card any time you get health services. Present it to your doctor and your pharmacy.

Doctors and other Health Providers

While we have most of the doctors and other providers that Maricopa Health Plan had, there may be different providers (doctors, pharmacies, etc.) that we use that Maricopa Health Plan did not use. You will need to use the network providers that we have for UnitedHealthcare Community Plan. We have our own network of doctors and facilities to provide medical and behavioral healthcare. You can search our provider network on our web site at UHCommunityPlan.com. If you are utilizing a doctor not in our network, we will give you 90 days to find a doctor in our network.

Prescriptions (Drugs)

UnitedHealthcare Community Plan knows you need your medicine. The pharmacy you currently use may change. CVS and Basha's are not in our network, but there are many others you can use. You can use Walgreen's, Walmart, Safeway, Fry's, and many others. If you are using a pharmacy that's not in our network, you can contact your pharmacy to have them change your prescription to a pharmacy that is in our network. You can find a list of all our network pharmacies on UHCommunityPlan.com.

Your pharmacy will need your AHCCCS ID and the following information to fill your prescription. This information will be on the ID card you receive in the mail.

- Name of Processor: OptumRx
- Bank Identification Number (BIN): 610494

- Submitted Group (Group): ACUAZ
- Processor Control Number (PCN): 9999

Lab Services

UnitedHealthcare Community Plan uses LabCorp to provide laboratory services. When you need lab services, your doctor should send you to a LabCorp lab. You can also locate LabCorp sites by using our web site, UHCcommunityplan.com or labcorp.com.

Dental Care

UnitedHealthcare Community Plan has its own dental network. You can find a network dentist on our web site UHCcommunityplan.com or on myUHC.com.

Non-emergency Medical Transportation

UnitedHealthcare Community Plan uses Medical Transportation Brokerage of Arizona (MTBA) to provide non-emergency medical transportation. Transportation is for members without any other means to get to a covered appointment. If you have a car or someone to take you, please use this transportation. If you have no transportation and need assistance, contact MTBA at 1-888-700-6822.

Durable Medical Equipment (DME)

UnitedHealthcare Community Plan uses Preferred Homecare to provide DME services. These services include wheelchairs, incontinence supplies, ventilator supplies, nutrition supplements and home infusion medications. To make sure your DME needs continue without interruption, contact Preferred Homecare at 1-800-636-2123. They can work with your provider to meet your DME needs.

Member Services can assist with any of the above searches and can be reached Monday through Friday, 8 a.m. to 5 p.m. at 1-800-348-4058.

Thank you for choosing UnitedHealthcare Community Plan. We are happy to have the opportunity to be your health plan.