

Your plan benefits – Expanded benefits

Expanded benefits are extra goods or services we provide to you, free of charge. Call Member Services or your case manager to ask about getting expanded benefits.

Expanded benefits: Medical and long-term care			
Service	Description	Coverage/Limitations	Prior authorization
Over-the-Counter (OTC) Medications and Supplies	Allowance to purchase OTC products.	The Managed Care Plan shall provide a monthly OTC benefit limit of twenty-five dollars (\$25) per household.	No
Adult Additional Primary Care Services	Primary care provider visits.	Unlimited. For members ages 21 and older.	No
Durable Medical Equipment (DME) Services and Supplies	Automatic blood pressure monitor.	For members ages 21 and older.	No

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Service	Description	Coverage/Limitations	Prior authorization
Physical Therapy for Adults	Physical therapy evaluation; physical therapy re-evaluation; physical therapy treatment visit; application of casting or strapping; wheelchair evaluation and fitting by a physical therapist.	One evaluation per year; up to 7 therapy treatment units per week. For members ages 21 and older.	Yes
Occupational Therapy for Adults	Occupational therapy evaluation low to high complexity; occupational therapy re evaluation; occupational therapy treatment visit; application of casting or strapping; wheelchair evaluation and fitting by an occupational therapist.	One evaluation per year; up to 7 therapy treatment units per week. For members ages 21 and older.	Yes

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Service	Description	Coverage/Limitations	Prior authorization
Expanded benefits: Maternal health – Prenatal through postpartum			
Newborn Circumcision	Circumcision neonate.	One per lifetime. Your male baby is covered up to 28 days old.	No
Prenatal Services	Hospital grade breast pump; breast pump; antepartum management; postpartum care.	Max of 1 per year (rental, PA is required); 1 per 2 years (rental, no PA required); 14 visits for low- risk pregnancies and 18 visits for high-risk pregnancies; 3 visits within 90 days following delivery, and 1 well-woman visit between 90 days and 12 months following delivery in preparation to transition back to the primary care medical home. For members ages 21 and older.	No
Food Assistance	Medical nutrition group meals per diem.	New mothers returning home after giving birth to a newborn. Access to 14 home-delivered meals per year.	No

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Service	Description	Coverage/Limitations	Prior authorization
Food Assistance	Nutrition assistance meals per diem.	Maternity Journey rewards from \$50–75 for healthy food and meals for reaching specific milestones ending at 15 months post-delivery.	No
Lactation Consultation	Education and counseling.	Lactation education and counseling for expecting and new mothers before and after delivery.	No
Wellhop Virtual Support Group	Group video conversations.	Group video conversations with a trained facilitator and members at the same stage in pregnancy. Evidence-based information on pregnancy and postpartum, educational articles, videos, podcasts and more. For members ages 13 and older.	No

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Service	Description	Coverage/Limitations	Prior authorization
Peer Support Doula Program	Certified Behavioral Health (BH) and Substance Use Disorder (SUD) peer supports.	Access to certified BH and SUD peer supports who are trained and certified maternity peer doulas who support their pregnant peers living with SUD and SMI throughout the prenatal and postpartum processes to enhance health and well-being. For members ages 13 and older.	Notification only
Doula Program	Home visit for prenatal monitoring and assessment to include fetal heart rate, non-stress test, uterine monitoring, and gestational diabetes monitoring. Home visit for postnatal assessment and follow-up care. Home visit for newborn care and assessment. Unlisted home visit service or procedure.	Doulas are nonclinical support professionals providing emotional, informational and physical support before, during and after labor. They assist with relaxation techniques, breathing exercises, massages, positioning suggestions and other comfort measures, while providing education on childbirth options and pain management. Support provided before, during, and after pregnancy. For members ages 13 and older.	Notification only

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Service	Description	Coverage/Limitations	Prior authorization
OB HomeCare	At home remote patient monitoring for high risk pregnant members.		Yes
OB HomeCare SUD	Substance Use Disorder (SUD) treatment program.	Medication-Assisted Treatment (MAT) and substance abuse counseling through 6 weeks postpartum with transition to behavioral health provider.	No
Babyscripts and Healthy First Steps® Rewards	Member rewards for healthy baby milestones.	The program ends at 15 months post-delivery. Enrollees receive rewards at specific milestones, including gift cards and baby-related items ranging in value from \$10 to \$30. For members ages 13 and older.	No
Pregnancy Related Telehealth	Telehealth.	24 hour Telehealth for expecting mothers.	No

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Service	Description	Coverage/Limitations	Prior authorization
Postpartum Safety Check	Post-delivery care.	Telehealth screening for medical and behavioral health issues that may contribute to maternal morbidity, connecting members to treating physicians within 4-6 weeks following delivery.	No.
Diaper Starter Pack	Diaper assistance.	New mothers during the first 12 months, post-delivery. Maximum \$75 for diapers, one time per child. For members ages 13 and older.	No
Expanded benefits: Children and adolescents with a serious mental illness and/or substance use disorder			
Condition-Specific DME	Durable Medical Equipment.	DME and other supplies to help children manage their symptoms, like additional weighted blankets or enuresis alarms. Limited to \$100 annually. For members up to age 18.	No

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Service	Description	Coverage/Limitations	Prior authorization
Sensory Toys for Children Living With ADHD	Sensory toys.	Sensory toys can help children living with ADHD with their focus, relaxation and overall development. For members ages 6 to 14.	No
TAY (Transitional Age Youth) Flex Fund	Incidentals such as cash assistance for rental deposit(s), rent, utilities, moving expenses, etc.	Provides a maximum of \$250 per year to support the completion of necessary, required health care services through virtual connectivity, with the criteria that the enrollee must be in a n emerging health risk level or higher, and the support must help strengthen their natural system of care. For members ages 14 to 25.	Yes

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Service	Description	Coverage/Limitations	Prior authorization
Expanded benefits: Children with complex medical needs currently living in a skilled nursing facility			
Nursing Facility Transition Assistance Benefit	<p>UnitedHealthcare Community Plan offers a Nursing Facility Transition benefit to help families of children living in a nursing facility to bring their child home. The benefit will provide assistance to the children and their families to help overcome barriers preventing the child from living at home with their family.</p> <p>This benefit is available for individuals currently residing in a nursing facility and are either under 21 years old or under 30 years of age and have been living in a nursing facility before turning 21 years old.</p> <p>The Nursing Facility Transition benefit may include the following:</p> <ul style="list-style-type: none"> • Home renovations • Purchase of a generator to provide power medical equipment during outages • Home additions to give the child space for all necessary medical equipment and care needs • Addition of an accessible bathroom • Adaptations to or purchase of a vehicle equipped to meet the child’s transportation needs • Deposits to help with the transition (like rental security deposits or move-in fees) • Home repairs or services to ensure a healthy living space • Funding to help with moving costs <p>Eligible members may receive up to \$75,000 to assist with the transition home. This benefit is a once in a lifetime.</p> <p>You should talk to your case manager if you think this benefit can help. They can tell you more and help you figure out what to do next.</p> <p>If you need assistance with contacting your case manager, please call Member Services at 1-888-716-8787, TTY 711, from 8:00 a.m. to 7:00 p.m. Eastern time, Monday through Friday.</p>		

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Service	Description	Coverage/Limitations	Prior authorization
Expanded benefits: Enrollees in a home- and community-based (HCBS) setting, such as people with developmental disabilities, familial dysautonomia, or people in long-term care settings			
Assisted Living Facility/Adult Family Care Home – Bed Hold Days	Up to 30-day bed hold.	This benefit allows enrollees who are temporarily absent from their rehabilitation facility, assisted living facility or adult family care home to hold their bed for up to 30 days so the enrollee does not lose their placement in the facility. For members ages 18 and older.	Yes
Individual Therapy for Caregivers	Behavioral health therapy.	Up to 2 therapeutic behavioral services sessions per calendar year. For members ages 18 and older.	No

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Service	Description	Coverage/Limitations	Prior authorization
Nursing Facility to Community Setting Transition Assistance	Transition assistance.	We support enrollees transitioning to a community setting by providing home essentials like furniture, safety equipment or assistance to secure housing. Up to a maximum of \$5,000 per enrollee per lifetime. For members ages 18 and older.	Yes
Caregiver Transportation	Transportation.	Caregivers of enrollees in an HCBS setting can access 4 one-way trips to visit an enrollee residing in an assisted living or nursing facility. For members ages 18 and older.	Yes

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Service	Description	Coverage/Limitations	Prior authorization
Careforth for Caregivers	Caregiver support.	Careforth coaches design a person-centered program for each enrollee after completing an assessment that evaluates the knowledge, skills and needs of the caregiver and the enrollee's health risks and behavioral challenges. Caregivers of enrollees in an HCBS setting have access to clinical recommendations and caregiver support services and coaching. For members ages 18 and older.	No
Massage Therapy	Massage therapy to enhance health and well being.	Hot and cold pack therapy. Neuromuscular therapy. 15-minute massage, including mobilization, manipulation, manual lymphatic drainage, manual traction, 1 or more regions, 15-minute massage, including effleurage, petrissage and tapotement. For members ages 21 and older.	Yes

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Service	Description	Coverage/Limitations	Prior authorization
Nutritional Counseling	Visits with a dietician to help with a nutrition plan and healthy eating habits.	A comprehensive approach to medical nutrition therapy (MNT) services, provided by registered dietitians or other qualified health care professionals. This program evaluates an enrollee’s nutritional status and develops personalized nutrition plans while educating them on healthy eating habits. Three MNT visits per year, no more than 1 unit per day. For members ages 21 and older.	Yes
Acupuncture	A non-traditional pain management alternative.	One or more needles, without electrical stimulation, initial 15 minutes of personal one-on-one contact with the patient. Additional 15 minutes of personal one-on-one contact with the patient, with reinsertion of needles. One or more needles, with electrical stimulation, initial 15 minutes of personal one-on-one contact with the patient. For members ages 21 and older.	Yes

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Service	Description	Coverage/Limitations	Prior authorization
Expanded benefits: General expanded benefits			
Waived Copayments	No copays for certain services.	For members ages 21 and older, no copays for chiropractor services, community behavioral health services, home health services, hospital outpatient services, federally qualified health center visits, independent laboratory services, non-emergency transportation services, nurse practitioner services, optometrist services, physician and physician assistant services, podiatrist services, portable X-ray services, rural health clinic visits and use of the hospital emergency department for non-emergency service.	N/A
Chiropractic Services	A non-traditional pain management alternative involving spine manipulation.	<p>Unlimited with prior authorization.</p> <p>For members ages 21 and older.</p> <p>This benefit removes chiropractic limits for services covered under MMA plan benefits.</p>	Yes

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Service	Description	Coverage/Limitations	Prior authorization
Outpatient Hospital Services	No limits for: PET scan, pharmacy services, professional, PT/OT therapy, radiology services, routine dental services, sleep studies, speech therapy, sterilization services, supplies – med surg, therapeutic radiology, therapeutic, transplant, treatment/OBS room services, and urgent care services.	Unlimited with prior authorization. For members ages 21 and older.	Yes
Assessment/Evaluation Services – Behavioral	Various assessment, evaluation and testing codes.	Unlimited. For members ages 21 and older.	No
Behavioral Health Medical Services (Drug Screening)	Behavioral health medical services (alcohol and other drug screening specimen collection).	Unlimited. For members ages 21 and older.	No
Behavioral Health Medical Services (Medication Management)	Medication management.	Unlimited. For members ages 21 and older.	No
Behavioral Health Medical Services (Verbal Interaction)	Behavioral health medical services (verbal interaction), mental health/substance abuse.	Unlimited. For members ages 21 and older.	No

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Service	Description	Coverage/Limitations	Prior authorization
Behavioral Health Screening Services	Behavioral health screening services.	Unlimited. For members ages 21 and older.	No
Medication-Assisted Treatment Services	Alcohol and/or drug services; methadone administration and/or service (provision of the drug by a licensed program).	Unlimited. For members ages 21 and older.	No
Speech Therapy	Various assessment, evaluation and testing codes.	One evaluation per year, up to 7 therapy treatment units per week. One evaluation per year, up to 4 30-minute AAC fitting adjustment and training sessions per year. For members ages 21 and older.	Yes
Therapy/ Psychotherapy (Group)	Group therapy, brief group medical therapy.	Unlimited. For members ages 21 and older.	No
Therapy/ Psychotherapy (Individual/ Family)	Individual and family therapy, brief individual psychotherapy, training and educational services related to the care and treatment of patient's disabling mental health problems per session (45 minutes or more).	Unlimited. For members ages 21 and older.	No

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Service	Description	Coverage/Limitations	Prior authorization
<p>PDN – Careforth, Transportation and Community Setting Transitions</p>	<p>Transition assistance.</p>	<p>We support enrollees transitioning to a community setting by providing home essentials like furniture, safety equipment or assistance to secure housing, up to a maximum of \$10,000 per enrollee per lifetime. Requires prior authorization.</p> <p>Caregivers of enrollees in an HCBS setting can access 4 one-way trips to visit an enrollee residing in an assisted living or nursing facility. Careforth coaches design a person-centered program for each enrollee after completing an assessment that evaluates the knowledge, skills and needs of the caregiver and the enrollee’s health risks and behavioral challenges. Caregivers of enrollees in an HCBS setting have access to clinical recommendations and caregiver support services and coaching.</p> <p>For members ages 18 and older.</p>	<p>Yes</p>

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Service	Description	Coverage/Limitations	Prior authorization
Expanded benefits – Pathways to prosperity			
Housing Assistance	Services that support a member in the preparation for and transition into housing.	Assistance to all enrollees seeking safe and stable housing.	No
Housing Assistance	Peer support promoting skills for coping with and managing symptoms while utilizing natural resources and the preservation and enhancement of community living skills with the assistance of a peer support specialist.	Peer support to promote skills to support coping and managing housing needs.	No
Housing Assistance	Incidentals such as cash assistance for rental deposit(s), rent, utilities, moving expenses, etc.	Covering one-time incidentals like shut-off notices, moving expenses, rental deposits, utilities, etc.	No
Food Assistance	Medical nutrition group meals per diem; not otherwise specified.	Enrollees diagnosed with SMI who are discharged from a hospital or facility, access to 14 home-delivered meals per year.	No

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Service	Description	Coverage/Limitations	Prior authorization
Food Assistance	Medical nutrition group meals per diem; not otherwise specified.	<p>Enrollees with a primary diagnosis of congestive heart failure (CHF), diabetes, chronic obstructive pulmonary disease (COPD), cancer and recently discharged from a hospital stay.</p> <p>Access to 14 home-delivered meals per year.</p>	No
Non-Medical Transportation	Gas reward card – No public transportation after employment.	<p>Gas reward card (\$50) after job secured in geographies where public transportation is unavailable.</p> <p>For adults 18 and older.</p>	No
Tutoring, Vocational Training, and/or Job Readiness	GED Program.	<p>GEDWorks: GED testing, education advisors, study frameworks and exam preparation.</p> <p>Study materials and testing available in English and Spanish.</p> <p>For members ages 18 and older.</p>	No

