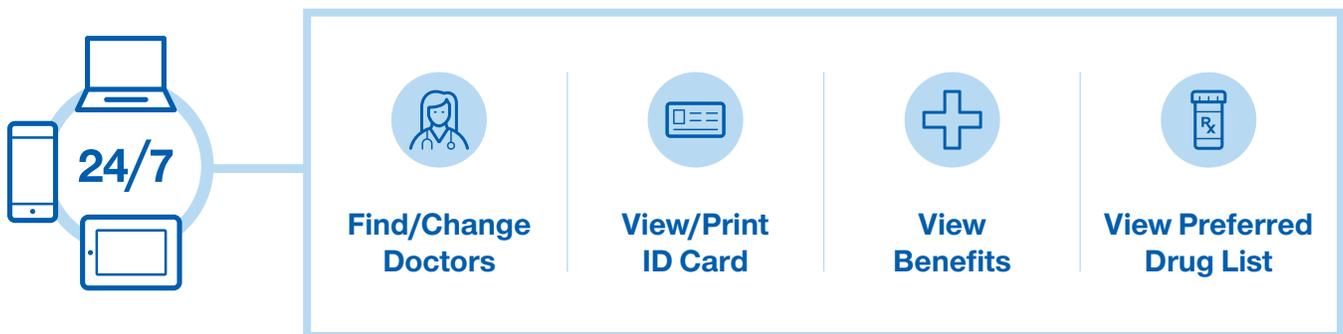


Medicaid Member Quick Reference Guide

We're proud to have you as a member of UnitedHealthcare Community Plan. We look forward to making your health care experience as easy as possible, **starting today**.

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 1-800-414-9025, TTY/PA Relay 711, 8 a.m. – 5 p.m., Monday, Tuesday, Thursday and Friday; 8 a.m. – 8 p.m., Wednesday.

Member Services can answer questions about your coverage, help find a doctor or help with an appointment.



Your member ID card.

Always carry it with you. It includes important health plan information on the front. It also has helpful UnitedHealthcare phone numbers on the back.

- After you sign up for medical benefits, the Department of Human Services will send you a Pennsylvania ACCESS ID card. Check your ACCESS card as soon as it comes in the mail. If the information on this card is wrong, call your case worker at the County Assistance Office.
- Be sure to show both your UnitedHealthcare Community Plan and Pennsylvania ACCESS ID cards when you get health care services.



Get connected.

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.
- **Follow us on Facebook at facebook.com/UnitedHealthcareCommunityPlan.** Keep up-to-date on local events and health plan news.



Your health assessment.

A Health Assessment is a short and easy survey that asks you simple questions about your lifestyle and health. When you fill it out and send it to us, we can get to know you better. And it helps us match you with the many benefits and services available to you.

You may fill out the Health Assessment at myuhc.com/CommunityPlan. Click on the Health Assessment button on the right side of the page, after you register and/or log in. Or call Member Services at **1-800-414-9025, TTY/PA Relay 711** to complete it by phone. It only takes a few minutes.



What's next.

We'll call to welcome you to our plan. As part of the call, we'll learn more about you and your health, answer questions about your coverage, and can connect you with local community resources helping with food, employment, education and more.



Simple for you. That's our promise.

Health care isn't always easy. But we'll make it as simple as possible for you. So, let us know if you need help with anything. And thank you for joining UnitedHealthcare Community Plan.



1-800-414-9025, TTY/PA Relay 711



myuhc.com/CommunityPlan



1-844-222-7341



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

Doctor Visits

- | | |
|----------------------------------|------------------------------------|
| Annual Wellness Visits | Primary Care Provider (PCP) Visits |
| Well-Child Visits (HealthCheck)* | Specialist Visits |

Common Services

- | | |
|------------------------------|---|
| Emergency and Urgent Care | Laboratory and X-ray Services |
| Health and Wellness Services | NurseLine |
| Hospital Services | Pregnancy Care |
| Immunizations | Prescriptions (a small copay may apply) |

Other Covered Services

- | | |
|-------------------|-----------------------|
| Care Management | Hearing Services |
| Dental Care | Nursing Home Services |
| Diabetes Supplies | Vision Services |
| Family Planning | |

**Well-child visits are a time for your PCP to answer your questions about how your child is growing and developing. They will also give the needed screenings like speech, hearing and lead tests, and immunizations during these visits. These visits should be done at least once a year, with younger children often needing to see their physicians more frequently.*

If you received a bill you aren't sure about please call Member Services at **1-800-414-9025**, **TTY/PA Relay 711**. See the next page for a list of some services that have a copay.



Keeping your benefits.

You must report changes that affect your Medicaid eligibility through your MyCompass account or by calling 1-877-395-8930. You may receive a renewal packet 60 days before your renewal date. If the renewal is not received by the date due, your coverage will end. You can access your MyCompass account online at **<https://www.compass.state.pa.us/compass.web/Public/CMPHome>**.

In-Network Cost

Copayments

Some services may require a copay of \$1 to \$3. There are NO copays for members who are under 18 years of age, pregnant or in a nursing home. See your member handbook for details.

Covered Benefit	Adult Copayment
Chiropractor Services	\$1
Diabetic Supplies and Equipment	\$1 limit to \$3 max
Durable Medical Equipment, Purchase	\$1 limit to \$3 max
Hearing Aids and Batteries	\$1 limit to \$3 max
Hearing Exams	\$1
Inpatient Hospitalization (acute)	\$3 per day, up to \$21 maximum per stay
X-Rays	\$1
Orthopedic Shoes	\$1 limit to \$3 max
Outpatient Surgery (ambulatory surgical center or short-procedure unit)	\$3
Pain Management Services	\$1
Pap Smears and Pelvic Exams	\$1
Podiatry Care (medically necessary)	\$1
Prescription Drugs	Brand: \$3, Generic: \$1
Prosthetics and Orthotics	\$1 limit to \$3 max
Radiology Scans (MRI, MRA, PET)	\$1
Rehabilitation (inpatient hospital)	\$3 per day, up to \$21 maximum per stay
Rehabilitation (outpatient occupational, and physical and speech therapy)	\$1
Specialty Physician Services	\$1
Tobacco Cessation Products	Brand: \$3, Generic: \$1



1-800-414-9025, TTY/PA Relay 711



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Prescriptions.

We work with Optum Rx to provide your prescription coverage. Your plan covers prescription drugs and refills. You may have a copay of \$1.00 for generic drugs, and \$3.00 for brand name drugs. See your member handbook for details.

Be sure:

- Your prescribed drug is included on the Preferred Drug List (PDL).*
- It's written by a network provider.*
- It's filled at a network pharmacy.*
- You show your member ID card when you have it filled.

**Find network providers, pharmacists and a copy of the PDL at myuhc.com/CommunityPlan. Or you can call a member advocate.*



Dental care.

Your plan covers dental check-ups, cleaning, X-rays, and fillings. Find a network dentist at myuhc.com/CommunityPlan or call Member Services at **1-800-414-9025, TTY/PA Relay 711**.



Vision services.

Coverage includes eye exam, and prescription eyeglasses or daily wear contacts from a network provider. Find one online at myuhc.com/CommunityPlan or call Member Services at **1-800-414-9025, TTY/PA Relay 711**.



Mental health/chemical dependence.

Mental health and drug/alcohol treatment services are provided by the state of Pennsylvania, not UnitedHealthcare. Where to go for these services will depend on which county you live in. Talk to your Primary Care Provider (PCP) if you think you might need mental health services. They can help you decide the right options for you.

To learn more, see your member handbook or call Member Services at **1-800-414-9025, TTY/PA Relay 711** or visit <http://www.healthchoices.pa.gov/info/about/behavioral/index.htm>.



Transportation.

If you need a ride to your doctor's appointment, your county Medical Assistance Transportation Program (MATP) can help. Just call the MATP office in your county to schedule a ride. If you can't find your county MATP number, just call Member Services at **1-800-414-9025, TTY/PA Relay 711**. See your member handbook for more information or visit <http://matp.pa.gov/>.



Extras from UnitedHealthcare

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



No-cost GED testing.

When you pass the general equivalency diploma (GED) test, you can improve your future — and your health. To help you further your education and achieve your goals, we will pay the GED testing fee. Learn more by calling Member Services at **1-800-414-9025, TTY/PA Relay 711.**



NurseLine.

You may not know if you should go to the emergency room, visit an urgent care center, make a doctor appointment or treat at home. An experienced NurseLine nurse can help you decide. Call the toll-free NurseLine number 24 hours a day, 7 days a week. Call us at **1-844-222-7341, TTY/PA Relay 711.**



Rewards for moms.

With Healthy First Steps® pregnant women and new mothers get extra help to stay healthy and have a healthy baby. Members earn great rewards for completing checkups on time during and after pregnancy. It includes prenatal, postpartum and well-child care (up to 15 months). Join at **UHCHealthyFirstSteps.com** or call **1-800-599-5985** for more information.



Special Needs Unit.

Our Special Needs Unit case managers help members who have physical, emotional or behavioral conditions, complex or chronic illnesses or other special needs. A case manager can help you access care and connect you to community resources. Call **1-877-844-8844, TTY/PA Relay 711.**



On My Way.

As a teen or young adult, you know that “adulting” is hard. UnitedHealthcare OMW is available to help with independence. This “gameified” tool can help with ideas and resources including education, employment, and money. Register at **<https://www.uhcomw.com>**.



Lifeline program.

Eligible members can get enrollment support in the Lifeline program which provides monthly discounts on telephone or Internet service. Learn more at **lifelinesupport.org**.



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 them. Each family member can have his or her own PCP, or you may all choose to see the same person.

See your PCP for:

- Routine care, including yearly checkups.
- Coordinating your care with a specialist.
- Treatment for colds and flu.
- Referrals for non-emergency services.
- Information for accessing medical services.
- Managing medical problems.
- Other health concerns.

Need help finding a PCP? Call us at **1-800-414-9025, TTY/PA Relay 711**. You can also search for providers on **myuhc.com/CommunityPlan**.



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 like, we can recommend someone for you. You can also change your PCP online at **myuhc.com/CommunityPlan**.



Appointment Standards.

- Your PCP should see you within 10 business days of when you call for a routine appointment.
- If you have an urgent medical condition, your provider should see you within 24 hours of when you call for an appointment.
- If you have an emergency, the provider must see you immediately or refer you to an emergency room.





Other Information



Urgent Care Clinics.

Network Urgent Care Clinics are a good option if your primary care provider is not available, and 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 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 a telephonic or video interpreter to help translate materials sent to you. You can also get this handbook in other formats, such as Braille, large print or audio CD. To learn more call Member Services at **1-800-414-9025, TTY/PA Relay 711.**



See your member handbook.

You'll find more details about your covered benefits in your member handbook. You'll also find other important information including:

- How to submit a complaint or an appeal.
- Member Rights and Responsibilities.
- How to submit a claim for covered services.

You can always view it online at **myuhc.com/CommunityPlan**. Or request a copy of the member handbook to be mailed to you by calling Member Services at **1-800-414-9025, TTY/PA Relay 711.**



Join our Advisory Committee.

As a member or caregiver to a member of UnitedHealthcare Community Plan, your input is important to us. That's why we are inviting you to join our Community Health Education Advisory Committee.

Meetings are held 4 times a year. If you would like to join, call us at **1-800-414-9025, TTY/PA Relay 711.**



1-800-414-9025, TTY/PA Relay 711



myuhc.com/CommunityPlan



1-844-222-7341



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UnitedHealthcare Community Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

UnitedHealthcare Community Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

UnitedHealthcare Community Plan provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

UnitedHealthcare Community Plan provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact UnitedHealthcare Community Plan at **1-800-414-9025, TTY/PA Relay 711**.

If you believe that UnitedHealthcare Community Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation, you can file a complaint with:

UnitedHealthcare Community Plan
P.O. Box 30608
Salt Lake City, UT 84131-0364

The Bureau of Equal Opportunity
Room 223, Health and Welfare Building
P.O. Box 2675
Harrisburg, PA 17105-2675
Phone: **717-787-1127, TTY/PA Relay 711**
Fax: **717-772-4366**, or
Email: **RA-PWBEOAO@pa.gov**

You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, UnitedHealthcare Community Plan and the Bureau of Equal Opportunity are available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 1-800-537-7697 (TDD)

Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call: **1-800-414-9025, TTY/PA Relay: 711.**

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-414-9025, TTY/PA RELAY: 711.**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните по телефону **1-800-414-9025, TTY/PA RELAY: 711.**

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-800-414-9025, TTY/PA RELAY: 711**。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-414-9025, TTY/PA RELAY: 711.**

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-414-9025, TTY/PA RELAY: 711**

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरु निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् **1-800-414-9025, TTY/PA RELAY: 711** ।

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-414-9025, TTY/PA RELAY: 711** 번으로 전화해 주십시오.

សូមចាប់អារម្មណ៍ ៖ ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ សេវាជំនួយផ្នែកភាសាឥតគិតថ្លៃ គឺអាចមានសម្រាប់បំរើជូនអ្នក ។ ចូរទូរស័ព្ទទៅលេខ **1-800-414-9025, TTY/PA RELAY: 711** ។

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-414-9025, TTY/PA RELAY: 711.**

သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် **1-800-414-9025, TTY/PA RELAY: 711** သို့ ခေါ်ဆိုပါ။

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-800-414-9025, TTY/PA RELAY: 711.**

ATENÇÃO: se fala português, encontram-se disponíveis serviços linguísticos gratuitos. Ligue para **1-800-414-9025, TTY/PA RELAY: 711.**

কে য য কর ি: আপাি যদি বাংলায় কথা বলে, তাহলে আপাির জমি য বিাি খরচে ভাষা সহায়তা পরিষেবা উপবে আচে। **1-800-414-9025, TTY/PA RELAY: 711** ি বলে ফোি কর ি।

KUJDES: Nëse flisni shqip, për ju ka në dispozicion shërbime falas të ndihmës gjuhësore. Telefononi në **1-800-414-9025, TTY/PA RELAY: 711.**

सूचना: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક
1-800-414-9025, TTY/PA RELAY: 711.