



Washington

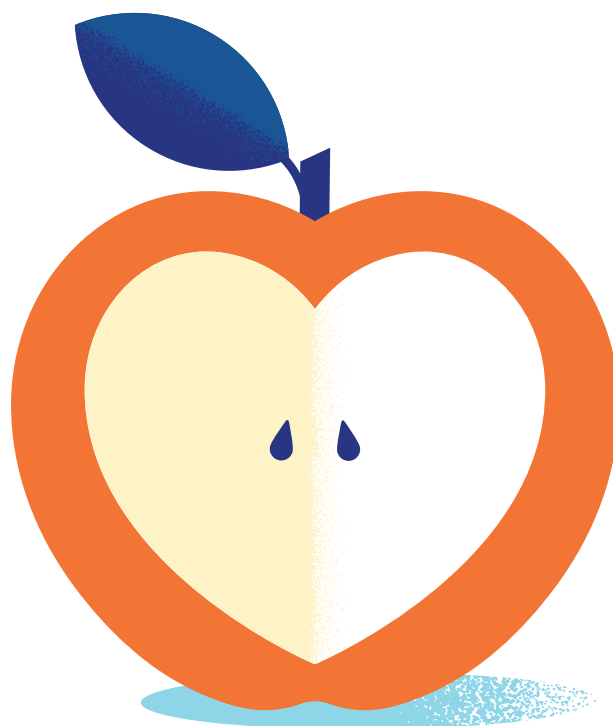
Make the most of your health plan

Getting Started Guide

Behavioral Health Services Only

Look inside for:

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United
Healthcare®
Community Plan





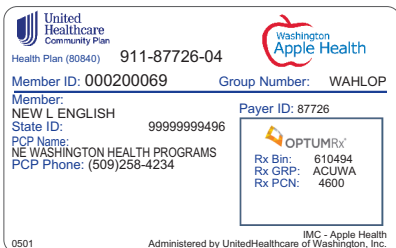
Simple for you. That's our promise.

Welcome to UnitedHealthcare Community Plan! We want you to have a great health care experience.

Your plan includes behavioral health benefits, such as mental health and treatment for substance use. There are no costs to you for covered benefits.

You will get a Welcome Call from our Member Services team soon. They will discuss your benefits, answer your questions, and help you complete a health assessment.

Bring these two cards when you get care.



This is your UnitedHealthcare Community Plan member ID card. If you did not get this card, please call us at **1-877-542-8997, TTY 711.**

You can also find your card on **myuhc.com/CommunityPlan** or on the UnitedHealthcare app.

This is your ProviderOne services card. If you did not get this card, contact Washington State Health Care Authority to request a replacement:

- Visit the ProviderOne client portal website at **waproviderone.org/client**
- Call **1-800-562-3022**, or
- Request a card online by selecting "Services Card" at **fortress.wa.gov/hca/p1contactus/home/client**.

Getting help

We make it easy to get the information you need.

We're here for you

Member Services can help you:

- Find a behavioral health provider
- Learn about covered benefits
- Get a new member ID card
- File a complaint or appeal
- Answer any questions you have
- Schedule an appointment

To reach Member Services, call **1-877-542-8997**, TTY **711**, 8 a.m.–5 p.m., Monday–Friday. If you need help in another language or need information in a different format, just let us know.

Get connected

- Visit our secure member website at **myuhc.com/CommunityPlan**. You can:
 - Find details on your benefits
 - Search for in-network providers
 - Get a copy of your UnitedHealthcare Community Plan member ID card
- Download the UnitedHealthcare mobile app. It's great for people on the go, and it has many of the same features as **myuhc.com/CommunityPlan**.
- Go to **UHCCP.com/wa/bhso**. This public website has basic information on benefits, network providers, and more.



Requesting plan information



Member Handbook

Details about benefits and how to get care. It also includes member rights and responsibilities, advance directives, how to file a complaint or appeal, and a Notice of Privacy Practices.



Provider Directory

A list of network doctors and hospitals in your area. Check the most up-to-date list of network providers on myuhc.com/CommunityPlan, select “Find care”.



Tell us about your health needs

To help you feel your best, we need to get to know you better. A short health assessment helps us learn about your health needs. It only takes a few minutes, so please complete it as soon as you can.

What you need to do:

1. Fill out one Health Assessment form for each person in your family who is a member of UnitedHealthcare Community Plan.
2. You can use the form(s) included with this booklet, or you can complete an online form at myuhc.com/CommunityPlan.
3. Send your completed Health Assessment back to us in the return envelope included in this packet.

For help with your Health Assessment, call Member Services at **1-877-542-8997**, TTY **711**.

How to get these materials

Phone – Call Member Services at **1-877-542-8997**, TTY **711**, to request a free copy of materials by mail.

Online – Go to myuhc.com/CommunityPlan, UHCCP.com/wa/bhso, or the **UnitedHealthcare mobile app**.

Mail – Complete the form attached to the envelope included in this packet. Tear off the form, place it in the envelope, seal it and return to us.

Your covered benefits

Covered benefits are provided at no cost to you. You must use doctors and hospitals in our network, which means they have agreed to care for our Apple Health members.

American Indian/Alaska Native members can get behavioral health care at Indian Health Care Providers (IHCPs) even if the provider is not in our network.

Some benefits might need a referral from your Primary Care Provider or they might need to ask for approval before you can get care.

Overview of your covered benefits	Your cost
Mental health treatment Evaluation and assessment Therapy – Individual, family and group Peer support Outpatient, residential and inpatient treatment Medication management Care management	\$0
Substance Use Disorder (SUD) treatment Assessment Therapy – Individual, family and group Peer support Outpatient, residential and inpatient treatment Withdrawal management (detoxification) Care coordination	\$0
Hospital care Inpatient mental health services Outpatient mental health services	\$0
Medication for Opioid Use Disorder (MOUD)	\$0
Crisis services	\$0

Your covered benefits continue on the next page



Member Services
1-877-542-8997, TTY 711



myuhc.com/CommunityPlan



UnitedHealthcare app

Overview of your covered benefits	Your cost
Problem gambling disorder treatment interventions	\$0
Emergency and urgent care for behavioral health	\$0
Medical transportation* Emergency Non-emergency	\$0

*Transportation is covered directly by Apple Health using your ProviderOne services card.

Additional behavioral health services, such as personal care services, sobering services, alcohol/drug school, may be available through limited General Funds-State (GFS) dollars. The services vary by region and must be medically necessary. To access these services, please speak with your behavioral health provider.

What about my physical health care benefits?

This behavioral health plan covers mental health and substance use disorder treatment services. You receive your physical health services some other way, such as Medicare, Apple Health without a managed care plan, private health insurance, or Indian Health Centers.

What about prescriptions?

Behavioral health prescriptions are not covered under your BHSO plan. Prescriptions are covered as part of your physical health benefit. Members with Medicare Part D coverage will get their prescription coverage through their Medicare Part D plan. Contact your physical health care plan for information on prescription coverage.

Providers cannot bill you for covered benefits. If you get a bill, call Member Services at **1-877-542-8997, TTY 711.**

Getting care

Behavioral health care

You can get help for mental health and substance use disorder. You don't need a referral from your PCP. Find a provider by searching the "Find care" tab at myuhc.com/CommunityPlan or call Member Services at **1-877-542-8997**, TTY **711**.

Crisis Services

If you are experiencing a behavioral health crisis, it's important to get help right away. A behavioral health crisis is a moment when someone's behavior can put themselves or others in danger, especially if they do not get help. Crisis Line phone numbers are listed on your member ID card and on the "Important Numbers" page in this Guide. **For a behavioral health emergency, call 911 or go to the nearest emergency room.**

24/7 NurseLine

When you are sick or hurt, you might not know if you should go to the emergency room, visit urgent care, make a doctor appointment or treat yourself at home. An experienced nurse can help you decide. Call the NurseLine at **1-877-543-3409**, TTY **711**, anytime 24/7.

Emergency care and urgent care

- **Emergency care:** If you feel you might hurt someone or yourself, call **911** or go to the nearest emergency room right away.
- **Urgent care:** If you have a behavioral health problem that needs care right away, but your life is not in danger, go to urgent care. Find an urgent care clinic on the "Find care" tab at myuhc.com/CommunityPlan.

Telehealth (Behavioral health virtual care)

Telehealth lets you visit with a behavioral health provider on-line using your phone or computer, just like a video call. It helps you get care without going to the provider's office.

Telehealth is a covered benefit. You can get care from any of these telehealth providers:

Bright Heart Health: Mental health, opioid abuse, substance use disorder, eating disorders, medication for opioid use disorder, and chronic pain management.

- **1-800-892-2695**
- **brighthearthealth.com**

Eleanor Health: Substance use disorder treatment.

- **eleanorhealth.com**

BoulderCare: Substance use disorder treatment.

- **boulder.care**

Charlie Health: A personalized Intensive Outpatient Program for youth.

- **1-866-508-7084**
- **charliehealth.com**

Transportation

Non-emergency medical transportation is covered by Washington State Health Care Authority. If you need a ride to get medical care, transportation can be arranged. Find a list of providers (brokers) at hca.wa.gov/transportation-help. Emergency transportation is also covered.





Additional resources

UnitedHealthcare Community Plan and Washington State offer additional resources to support your behavioral health.

AbleTo

Use the self-care app for emotional health tools like meditations and breathing exercises. Visit ableto.com/begin. Use your UnitedHealthcare Community Plan member ID number as your access code.

Live and Work Well

Life has its challenges. We all need help sometimes. Support is here for you, whether you're feeling stressed, anxious or want to manage substance use.

Answer a few questions and we'll show you the top benefits and resources available for you, based on your needs. Support is available for yourself or a family member. To explore behavioral health, relationship, work life and healthy living resources, visit:

liveandworkwell.com/en/member/uhcwa

UnitedHealthcare OMW™ (On My Way)

This program helps young adults learn life skills for independent living. Visit uhcOMW.com.

Find Help In Your Community

Find local help with groceries, housing, employment and more at Optum.findhelp.com or go to the Health & Wellness tab at myuhc.com/CommunityPlan.

Get help from a Behavioral Health Advocate

A Behavioral Health Advocate is someone who can help you for free and keep your information private. They can assist if you have problems with behavioral health care, like complaints or appeals.

A Behavioral Health Advocate is not part of UnitedHealthcare Community Plan and has experience with behavioral health, either personally or through a family member.

You can contact a Behavioral Health Advocate by calling **1-800-366-3103** or emailing info@obhadvocacy.org.



Substance Use Helpline is just a phone call away

Our helpline is anonymous, confidential and always available. Call **1-855-780-5955**.

Dealing with substance use can be frightening and overwhelming. You may feel worried and helpless. You're not alone. Millions of others are also coping with this issue. Substance use is not a sign of weakness. It's a treatable disease. And we're here to help.

Our helpline is:

- Anonymous
- Confidential
- Always available

\$0

Available at
no cost to you.

The helpline is staffed with highly trained and licensed recovery advocates. They will talk with you about your concerns and needs. They can educate and guide you. The recovery advocate can refer you to a substance use treatment professional who will develop a treatment plan. Substance use disorder treatment is a covered benefit, and there is no cost to you.

When to seek professional help

How do you know it is time to seek care for yourself or a loved one? There are many signs that say it's time to get help:

- Weight loss or decline of appearance
- Mood swings or mysterious change in personality
- Neglecting responsibilities
- Abrupt changes in behavior

Try Hazelden's Virtual Family Program



It's available free of charge to anyone concerned about a loved one's drug or alcohol use, no matter where you live. Whether your loved one is in active addiction, seeking treatment or in recovery, you and your family can benefit from this full-day, online program. It includes educational videos, handouts on the disease of addiction, peer feedback and support, coping skills and Q&A with counselors. Visit hazeldenbettyford.org/treatment/family-children/family-program.



Member Services
1-877-542-8997, TTY 711



myuhc.com/CommunityPlan



UnitedHealthcare app

Learn about care coordination and support programs

UnitedHealthcare Community Plan provides behavioral health care management and care coordination services. Our care managers work with your doctor and/or other agencies to help you find and access necessary services and supports to meet your needs. You or your caregiver may call **1-877-542-8997**, TTY **711**, to request care coordination.

Services may include:

- Help with care and benefit issues
- Connecting you with community resources
- Coordinating care with your doctors
- Helping solve problems that make it hard to get care
- Assessing your health needs and helping you set goals
- Talking to you on the phone and arranging home visits when needed
- Teaching self-care skills and providing health education to manage symptoms



To connect with a support program or care coordination, call Member Services at **1-877-542-8997**, TTY **711**.



Mental Health Advance Directives

A mental health advance directive is a legal written document that describes what you want to happen if your mental health problems become so severe that you need help from others. This might be when your judgment is impaired and/or you are unable to communicate effectively.

It can inform others about what treatment you want or don't want, and it can identify a person to whom you have given the authority to make decisions on your behalf.

UnitedHealthcare Community Plan, your behavioral health care provider, or your Behavioral Health Advocate can also help you complete the form.

For a Mental Health Advance Directive form and more information go to **[washingtonlawhelp.org/resource/mental-health-advance-directives](https://www.washingtonlawhelp.org/resource/mental-health-advance-directives)**.

Not happy with your provider, UnitedHealthcare or any part of your care?

Complaints

You have the right to file a complaint (grievance) if you are not happy.

- Call Member Services and say, “I want to file a grievance.”
- Explain your complaint.
- We’ll review your complaint and send you a letter within 45 days with the outcome.



Appeals

If your provider asked us for approval for your care and we denied it, you can ask us to look at the decision again if you disagree. This is called an appeal.

To file an appeal:

- Call Member Services and say, “I want to file an appeal”.
- Explain the care that wasn’t approved.
- We’ll contact your provider for more information.
- You’ll usually get a decision letter within 14 days. If we need more time, we’ll let you know.

To file an expedited (quick) appeal:

For medical or behavioral health care, you can ask for an expedited appeal.

- Call Member Services and say, “I want to file an expedited appeal”.
- Explain why you need a quick decision.
- We’ll review your request and decide within 3 days, and send a letter within 5 days.

If your appeal is denied

- Member Services can tell you how to request a review by an Administrative Law Judge and other options for getting the care approved.

Detailed information about grievances and appeals can be found in your Member Handbook at myuhc.com/CommunityPlan.

To file a grievance or an appeal:

- Call Member Services at **1-877-542-8997**, TTY **711**.
- Write us at:
**UnitedHealthcare Community Plan
Grievances and Appeals**
P.O. Box 31364
Salt Lake City, UT 84131-0364
- Fax us: **1-801-994-1082**
- Go on-line to myuhc.com/CommunityPlan.



Discrimination is against the law. The company complies with applicable federal civil rights laws and does not discriminate, exclude people, or treat them differently based on race, color, national origin, age, disability, sex, sexual orientation or gender identity.

If you believe you were treated in a discriminatory way by us, you can send a grievance to our Civil Rights Coordinator.

Email: **UHC_Civil_Rights@uhc.com**

Mail: Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608, Salt Lake City, UT 84130

If you need help with your complaint, please call **1-877-542-8997**, TTY **711**, 8 a.m.–5 p.m., Monday–Friday.

You can also file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

Online: **<https://www.hhs.gov/civil-rights/filing-a-complaint/index.html>**

Phone: Toll-free 1-800-368-1019, 800-537-7697 (TDD)

Mail: U.S. Department of Health and Human Services
200 Independence Ave SW, HHH Building, Room 509F
Washington, D.C. 20201

We provide free auxiliary 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)

We also provide 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, please call Member Services at **1-877-542-8997**, TTY **711**, 8 a.m.–5 p.m., Monday–Friday.

This notice is available at

<https://www.uhc.com/legal/nondiscrimination-and-language-assistance-notice>.

1-877-542-8997, TTY 711

English: ATTENTION: Translation and other language assistance services are available at no cost to you. If you need help, please call the number above.

Spanish: ATENCIÓN: La traducción y los servicios de asistencia de otros idiomas se encuentran disponibles sin costo alguno para usted. Si necesita ayuda, llame al número que se indica arriba.

Amharic: ማሳሰቢያ፡- የትርጉም እና ሌሎች የቋንቋ ድጋፍ አገልግሎቶችን ያለ ምንም ወጪ ማግኘት ይቻላል። እርዳታ ከፈለጉ እባክዎ ከላይ ባለው ቁጥር ይደውሉ።

Arabic: تنبيه: تتوفر خدمات الترجمة وخدمات المساعدة اللغوية الأخرى لك مجانًا. إذا كنت بحاجة إلى المساعدة، يُرجى الاتصال بالرقم أعلاه.

Burmese: သတိမူရန်- သင့်အတွက် အခကြေးငွေ ကုန်ကျမှု မရှိဘဲ ဘာသာပြန်ဆိုခြင်းနှင့် အခြားသော ဘာသာစကား အကူအညီ ဝန်ဆောင်မှုများကို ရယူနိုင်ပါသည်။ အကူအညီလိုအပ်ပါက အထက်ပါဖုန်းနံပါတ်ကို ခေါ်ဆိုပါ။

Cambodian: យកចិត្តទុកដាក់៖ ការបកប្រែ និងសេវាជំនួយផ្នែកភាសាផ្សេងទៀត គឺអាចរកបានដោយឥតគិតថ្លៃសម្រាប់អ្នក។ ប្រសិនបើអ្នកត្រូវការជំនួយ សូមហៅទូរសព្ទមកលេខខាងលើ។

Chinese: 注意：您可以免費獲得翻譯及其他語言協助服務。如果您需要協助，請致電上列電話號碼。

Korean: 참고: 번역 및 기타 언어 지원 서비스를 무료로 제공해 드립니다. 도움이 필요하시면 위에 명시된 번호로 전화해 주십시오.

Laotian: ເຊີນຊາບ: ມີບໍລິການຊ່ວຍເຫຼືອໃນການແປພາສາ ແລະ ພາສາອື່ນໆໃຫ້ແກ່ທ່ານໂດຍບໍ່ມີຄ່າໃຊ້ຈ່າຍໃດໆ. ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອ, ກະລຸນາໃບຫາເບີຂ້າງເທິງ.

Oromo: FUULEFFANNAA: Tajaajiloonni hiikkaa fi deeggarsa afaanii biroon kaffaltii tokko malee isiniif kennamu. Gargaarsa yoo barbaaddan, lakkoofsa armaan ol jiruun bilbilaa.

Persian: توجه: خدمات ترجمه و سایر کمک‌های زبانی به صورت رایگان در اختیار شما قرار دارد. اگر به کمک نیاز دارید، با شماره بالا تماس بگیرید.

Punjabi: ਅਨੁਵਾਦ ਅਤੇ ਹੋਰ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਤੁਹਾਡੇ ਲਈ ਕਿਸੇ ਖਰਚ ਦੇ ਬਿਨਾਂ ਉਪਲਬਧ ਹੁੰਦੀਆਂ ਹਨ। ਜੇ ਤੁਹਾਨੂੰ ਮਦਦ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਉਪਰੋਕਤ ਨੰਬਰ 'ਤੇ ਕਾਲ ਕਰੋ।

Romanian: ATENȚIE: Sunt disponibile gratuit servicii de traducere și alte servicii de asistență lingvistică. Dacă aveți nevoie de ajutor, vă rugăm să apelați numărul de mai sus.

Russian: ВНИМАНИЕ! Услуги перевода, а также другие услуги языковой поддержки предоставляются бесплатно. Если вам требуется помощь, пожалуйста, позвоните по указанному выше номеру.

Somali: Turjumaada iyo adeegyada kale ee kaalmada luuqadda waxaad ku heleysaa lacag la'aan. Haddii aad u baahan tahay adigu caawimaad, fadlan wac lambarka kor kuqoran.

Swahili: ANGALIA: Tafsiri na huduma zingine za usaidizi wa lugha zinapatikana bila gharama kwako. Ikiwa unahitaji msaada, tafadhali piga simu kwa nambari iliyo hapo juu.

Tagalog: ATENSYON: Ang pagsasalin at iba pang mga serbisyong tulong sa wika ay magagamit mo nang walang bayad. Kung kailangan mo ng tulong, mangyaring tawagan ang numero sa itaas.

Tigrigna: ኣቓል:- ናይ ትርጉምን ካልእ ናይ ቋንቋ ኣገዝ ኣገልግሎታትን ብዘይ ዝኾነ ወጻኢታት ይወሃበኩም። ኣገዝ ምስ እትደልዩ በዚ ኣብ ላዕሊ ዘሎ ቁጽሪ ደውሉ።

Ukrainian: УБАГА! Послуги перекладу та інші послуги мовної підтримки надаються вам безкоштовно. Якщо вам потрібна допомога, будь ласка, зателефонуйте за вказаним вище номером.

Vietnamese: CHÚ Ý: Dịch vụ dịch thuật và hỗ trợ ngôn ngữ khác được cung cấp cho quý vị miễn phí. Nếu quý vị cần trợ giúp, vui lòng gọi số ở trên.

Kosraean: MWE AHK KAHLWEMYE: Asr kahsruh in kas in lweng kuh luhngas e wacngihn molo nuh sum. Efihn kom enenuh kahsruh, nuhnakmuhnas pahngon numbu se sihmlac luhng nge.

Marshallese: KŌJJELĀ: Jipañ ko ikkijien ukook ilo peba im kajin ko jet rej belloko ilo ejjelok wōḡāān ñan eok. Ñe kwōj aikuj jipañ, jouj im kall e nōmba eo itulōñ.

Palauan: ATTENTION: Ngeseu er a oidel a tekoi me a bebil er a tekoi a ngar er ngii el diak el ocheraol. A lsekum kousbech a ngeseu, momekedong er tia el dengua el ngar er eou.

Pohnpeian: MEHN KAPEHSE: Sawas en kawehwe oh soangen sahpis teikan ohng ekei lokaia kak koda me ke sohte pain pwain. Mah ke anahne sawas, menlau eker nempe me sansal pah.

Chuukese: ESINESIN: Angangen chiaku me aninnis non kapasen fonu ese nifinifin mei kawor non an ese kamo ngonuk. Ika epwe wor chon anisuk, kose mochen kokkori ena nampa asan.

Yapese: MARANG'AG: Pilyeg e thin nge ayuw ko boch e sabethin e kubaaq ni dariy pulwon. Faanra bt'uf e ayuw rom, wenig ngom mu denguwa nag e pii numba ni baaray nga lang.

Important numbers and resources

Emergency

911

Member Services

1-877-542-8997, TTY 711

8 a.m.–5 p.m., Monday–Friday

Washington State Health Care Authority

Customer Service: **1-800-562-3022**

Dental: **1-800-562-3022**

Transportation: **hca.wa.gov/transportation-help**

Crisis Lines

Available 24 hours a day, 7 days a week

King county

1-866-427-4747

Pierce county

1-800-576-7764

Island, San Juan, Snohomish, Skagit and Whatcom counties

1-800-584-3578

Clallam, Jefferson and Kitsap counties

1-888-910-0416

Thurston and Mason counties

1-800-270-0041

Cowlitz, Grays Harbor, Lewis, Pacific and Wahkiakum counties

1-800-803-8833

Asotin, Benton, Columbia, Franklin, Garfield, Kittitas, Walla Walla, Whitman and Yakima counties

1-888-544-9986

Chelan, Douglas, Grant and Okanogan counties

1-800-852-2923

Clark, Klickitat and Skamania counties

1-800-626-8137

Adams, Ferry, Lincoln, Pend Oreille, Spokane and Stevens counties

1-877-266-1818

UnitedHealthcare NurseLine

Available 24 hours a day, 7 days a week

1-877-543-3409, TTY 711

Teen Link

Teens can connect with teens 6 p.m.–10 p.m.

1-866-833-6546

Email: **teenlink@crisisclinic.org**

teenlink.org

National Suicide Prevention Lifeline

24/7 immediate help with a mental health
crisis or thoughts of suicide

Call or text 988

988lifeline.org

Washington Recovery Help Line

24-hour crisis intervention and referral line
for substance use, problem gambling or
behavioral health support.

Email: **recovery@crisisclinic.org**

warecoveryhelpline.org

Substance Use Disorder Helpline

1-855-780-5955

liveandworkwell.com/recovery

UnitedHealthcare Fraud and Abuse Hotline

1-844-359-7736

Washington Medicaid Fraud Control Unit

MFCUreferrals@atg.wa.gov

Washington Healthplanfinder

Renew eligibility, change address or
phone number

1-855-923-4633, TTY/TDD 1-855-627-9604

wahealthplanfinder.org



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