



We have made updates to your health plan ID card

You can see any participating provider for your primary and specialty care. That's why UnitedHealthcare Community Plan of KY has removed the PCP name and phone number from your ID card. We will still assign you to a Primary Care Provider to help you achieve your health goals, but you do not have to use that provider. You can find UnitedHealthcare Community Plan of Kentucky participating providers by calling Member Services **(1-866-293-1796)** by telephone or through our online website at **myuhc.com/CommunityPlan** and using "Provider Lookup" search tool.

Health Plan (80840)	911-87726-04
Member ID: 000100009	Group Number: KYXXX
Member: NEW M ENGLISH	Payer ID: 87726
Medicaid ID: A999999991	
	Rx Bin: 023880 Rx Grp: KYMD1 Rx PCN: KYPROD1
0501	UnitedHealthcare Community Plan Administered by UnitedHealthcare of Kentucky Ltd

In an emergency go to nearest emergency room or call 911.		Printed: 02/01/2023
This card does not guarantee coverage. To verify benefits or to find a provider, visit the website myuhc.com/communityplan or call.		
For Members:	866-293-1796	TTY 711
NurseLine:	800-985-3856	TTY 711
Behavioral Health Crisis Line:	855-789-1977	TTY 711
For Providers:	UHCprovider.com	866-633-4449
Medical Claims:	PO Box 5270, Kingston, NY, 12402-5270	
For Dental Providers:	uhcdental.com	877-897-4941
For Pharmacy:	Member & Provider Assistance 24/7: 800-210-7628	
Prior Authorization:	8AM-7PM ET: 844-336-2676	

You can change your assigned PCP within 90 days from the date you receive your ID card. Just call Member Services. After that, you can change your PCP up to one time each year without giving a reason for the change.

If you want to change your PCP more than once a year, you can change at any time if you have a good reason (good cause). For example, you may have good cause if you:

- Disagree with your treatment plan
- Your PCP moves to a different location that is not convenient for you
- You have trouble communicating with your PCP because of a language barrier or another communication issue
- Your PCP is not able to meet your special needs

Call Member Services to learn more about how you can change your PCP.
1-866-293-1796