



Make the most of your health plan

Getting Started Guide



Welcome

Thank you for joining UnitedHealthcare Community Plan. Whether you picked us as your health plan or the state of Michigan chose us on your behalf, we are happy to have you as a member of our community. We want to be sure you have all the information you need to make this the best health care experience possible. This guide will walk you through the important steps for getting started.

We speak your language

If you speak a language other than English, we can provide translated printed materials. Or we can provide an interpreter who can help you understand these materials. You'll find more information about Interpretive Services and Language Assistance in the section called Other Plan Details. Or call Member Services at **1-800-903-5253**, TTY **711**.

Nosotros hablamos su idioma Si usted habla un idioma que no sea el inglés, nosotros podemos proporcionarle materiales impresos traducidos. O podemos proporcionarle un intérprete para ayudarlo a entender los materiales. Usted encontrará más información acerca de nuestros Servicios de interpretación y de Asistencia lingüística en la sección de Otros detalles del plan de su Manual para Miembros. Para obtener ayuda, por favor llame a Servicios para Miembros al **1-800-903-5253**, TTY **711**.

نحن نتحدث لغتك.

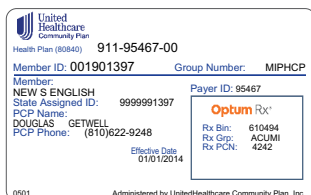
إنك تتحدث لغة أخرى غير اللغة الإنجليزية نحن نوفر لك مواد مترجم مطبوعة. أو نوفر لك مترجمًا أو يفسر في فهم هذه المواد. ست تجد مزيد من المعلومات على موقعنا على الإنترنت. أو يمكنك الاتصال بخدمات الأعضاء على الرقم **1-800-903-5253** لهاتفتين ص 711.

**United
Healthcare
Community Plan**

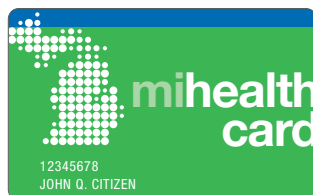
Your Medical Member ID

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

- Your PCP is listed on the front of your card. (If you didn't choose a PCP when you enrolled, we selected one of our network providers for you.)
- Show this ID card every time you get medical care or get a prescription filled.
- You can view your member ID card or print it anytime at myuhc.com/CommunityPlan.



This is your UnitedHealthcare Community Plan member ID card. If you have not received this card, please call us at **1-800-903-5253, TTY 711**.

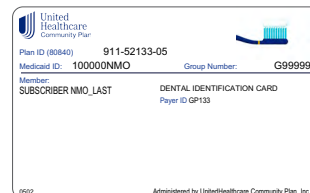


This is your State of Michigan mihealth card. If you did not receive this card, contact the State of Michigan at **1-888-367-6557**.

Your Dental Member ID

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

- Be sure to show your UnitedHealthcare Community Plan Dental ID card when you get dental services
- We offer dental coverage to all members ages 21 and older.



UnitedHealthcare Health Risk Assessment

We'll call to welcome you to our plan. As part of the call, we'll learn more about you and your health, and answer questions about your coverage. You can always call Member Services at **1-800-903-5253, TTY 711**, to complete the health assessment by phone. It only takes a few minutes.



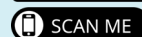
Network providers

You're covered for services provided by more than 20,000 doctors and specialists, and 90 hospitals and facilities throughout Michigan. Find a list of these network doctors, dentists, clinics, pharmacies and specialists at myuhc.com/CommunityPlan. Or call a member advocate at **1-800-903-5253, TTY 711**.



Information on your plan

Find details about covered benefits and special programs available to you in your member handbook. You can always view it online at myuhc.com/CommunityPlan. You can also call Member Services for help at **1-800-903-5253, TTY 711**.



Sign up and stay connected

Sign up for 24 hours a day, 7 days a week access to your health plan at myuhc.com/CommunityPlan. It's fast, easy and secure. Use your computer, tablet or mobile phone.



Go digital

- **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.




- **Stay connected via text message.** We've made it easy for you to get the health plan information you want and need. Get important notifications, reminders and more sent to your mobile device. All you have to do is choose the types of messages you'd like to get at myuhc.com/communityplan.

- **Download the UnitedHealthcare 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. You can also sign up to receive text message reminders to help you stay healthy.




- **Follow us on Facebook at facebook.com/UnitedHealthcareCommunityPlan.** Find fun, useful and interesting information for you and your family.







Find/change doctors



View/print ID card



View benefits



View Preferred Drug List



How to contact us

Member Portal: myuhc.com/CommunityPlan

Website: www.uhccp.com/michigan

Member Services: **1-800-903-5253, TTY 711**





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.

Doctor visits

Annual wellness visits
Well-child visits

Primary care provider
(PCP) visits

Specialist visits
Mental health visits

Common services

Emergency and urgent care
Health and wellness services
Hospital services

Immunizations
Laboratory and X-ray services

Pregnancy care including
dental coverage
Prescriptions

Other covered services

Care management
Diabetes supplies
Family planning
Hearing services
Home health services
Vision care

Bariatric surgery
Durable medical
equipment (DME)
Hospice care
Outpatient surgeries
Physical and speech therapy

Podiatry care
Service by a chiropractor
Telehealth/telemedicine
Maternal infant health
program (MIHP)
Transportation

Dental services

Dental checkups	Tooth extractions	Crowns
Teeth cleaning	Dentures and partial dentures	Sealants
X-rays	Periodontal Treatment	Transportation to dental checkups and services
Fillings	Root Canal Therapy	

Healthy Kids Dental

The Healthy Kids Dental program is offered statewide to those who get Medicaid and are ages 0 through 20 years. You will be enrolled automatically. The two plans available are Blue Cross Blue Shield of Michigan and Delta Dental of Michigan. You will get an identification card from the dental plan. It will have the phone number for your plan. You can call your dental plan for help in finding a dentist:

- Blue Cross Blue Shield **1-800-936-0935**
- Delta Dental **1-866-696-7441**

Prescriptions

We work with Optum Rx to provide your prescription coverage. Your plan covers a long list of prescription medicines and refills.

Be sure to check your member handbook to see about coverage for generic and brand-name drugs. For certain prescriptions, you may need prior approval. Prior approval means we need to give permission before you get a specific drug. We'll let you know if you need prior approval from us for any of your prescriptions.

If you have a prescription to fill, be sure to:

- Check that your prescribed drug is included on the Preferred Drug List (PDL)*
- Fill your prescriptions at one of the pharmacies in our network*
- Show your member ID card at the pharmacy when you get your prescriptions filled
- Ask your PCP if you have questions about your prescription drugs

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



Your benefits continued

Behavioral health and substance use treatment

As our member, you are covered for mental health and substance use treatment. This includes services for evaluations, individual and group therapy sessions, as well as substance use screenings and treatments. Talk with your PCP if you think you might need these services. They can help you decide the right options for you.

How to find a behavioral health provider:

- myuhc.com/CommunityPlan (Find-a-Doctor).
- Or call us. We can help. **1-800-903-5253**, TTY **711**

Vision services

Eye exams, frames and prescription lenses are covered when you see a participating provider. For more information on vision coverage, see your member handbook.

Transportation services or gas reimbursement

If you do not have a ride to get medical care and services, we provide transportation or gas reimbursement for you. Call **1-877-892-3995** or visit modivcare.com/ to request a ride.

You can also download the Modivcare App.

The Modivcare app gives you the flexibility to schedule a non-emergency medical ride whenever and wherever you like, directly from a smartphone or tablet.

All you need to do is search for **Modivcare App** on Google Play® or the Apple App Store® and download it to your smartphone or tablet. Have your valid email address handy. Qualified members can book and manage trips as soon as the app is downloaded to their device.

With the app you can:

- Book a trip
- Book mileage reimbursement trip
- Change a scheduled trip
- Cancel a trip
- See where your driver is



Pregnancy care

Prenatal care, postpartum care and dental services are covered when you are expecting. There are also the following programs that are available to help you have a healthy pregnancy:

- Doula Services
- Maternal Infant Health Program (MIHP)
- Healthy First Steps Program—earn free rewards
- Stop Smoking Program

For more information on these benefits, see your member handbook.

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 their own PCP, or you may all choose to see the same person. Your PCP is available to assist you 24 hours a day, 7 days a week for:

- Routine care, including yearly checkups
- Coordinating your care with a specialist
- Treatment for colds and flu
- Other health concerns

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.

Call Member Services if you'd like help setting up your PCP visit.

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 online or simply by calling us. If you like, we can recommend someone for you.



Where to get care

Your primary care provider (PCP)

This is the person you should see for most of your care. This includes checkups, treatments, vaccinations, minor injuries and health concerns.

Urgent care clinics

Network urgent care clinics are a good option if 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 you have a health emergency when you are out of town or out of State, we will cover the costs. If you need non-emergency care while traveling outside the service area or when you are not in the State of Michigan, call your PCP or our Member Services department first. If it's an emergency, call 911 or go to the nearest emergency room.

Telehealth/telemedicine services

24/7 access to doctors by phone or video. This is just like seeing your doctor in the office. They can diagnose, treat and prescribe medicine, if needed. Call your provider to see if they offer telehealth services.

UHC Doctor Chat

As a UnitedHealthcare Community Plan member, you can video chat with a real doctor from your phone, tablet or computer with UHC Doctor Chat.

Need to see a doctor but can't leave your house? Have a sick child and don't want to wait for an appointment? Talk to a doctor in seconds with UHC Doctor Chat. Get the answers, treatment and follow-up care you need, when you need it.

UHC Doctor Chat is available at no cost 24 hours a day, 7 days a week. Download the app today.



Recommended care

A preventive health visit can help you see how healthy you are now and help find any health issues before they become more serious. You and your primary care provider (PCP) can then work together to choose the care that may be right for you. Recommended preventive care services may include the following¹:



Diabetic members

- HbA1c testing (blood sugar test)
- Retinal eye exam
- Kidney health test (urine and blood test)
- Blood pressure screening

Women

- Mammogram (ages 50-74)
- Cervical cancer screening (ages 21-64)
- Chlamydia screening (ages 16-24)

Children

- 6 or more well child visits prior to 15 months of age
- 2 or more well child visits between 15-30 months of age
- Lead Screening 1 before 1 year and 1 before 2 years
- All require immunizations before age 2

Pregnant woman

- Prenatal visit in first trimester postpartum visit between 7-84 after your delivery
- Dental exam and regular cleanings

All Members

- Annual well visit
- Blood pressure screening
- Flu shot
- Height, weight and body mass index (BMI)

Men

- Prostate cancer screening (ages 55-69)

¹ This is a list of suggested screenings. Coverage for these screenings (including how often they are covered) may vary. If you have questions about your specific benefits or coverage details, please call Member Services.



Extras from UnitedHealthcare

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



Quit smoking support

Michigan Tobacco Quitline:

Get help quitting smoking at no cost (toll-free).

1-800-784-8669, TTY 711

michigan.quitlogix.org/en-US



Healthy First Steps

We want you to have a healthy pregnancy and a healthy baby. That's why we have a special program for you and your baby. It's called Healthy First Steps®. To sign up, visit **UHCHealthyFirstSteps.com** or call **1-800-599-5985**. We're available Monday–Friday, 8 a.m.–5 p.m. You can also earn rewards for seeing your pregnancy care provider



Live and Work Well

Find mental health and substance abuse resources at **LiveandWorkWell.com**.



Get health support with mobile phone service at NO COST to you

As a UnitedHealthcare member or guardian of a UnitedHealthcare member, you may be eligible for mobile phone service through **Assurance Wireless**.

Assurance Wireless Unlimited monthly plan:

- FREE Unlimited High-Speed Data
- FREE Unlimited Minutes
- FREE Unlimited Texts
- FREE 10GB Mobile Hotspot Data (Up to 4G LTE speed)
- Plus FREE Android Smartphone

This government service is supported by the Affordable Connectivity Plan, successor to the Emergency Broadband Benefit Program.

Your rights and responsibilities

As a member of UnitedHealthcare Community Plan of Michigan you have specific rights and responsibilities related to your health care and any decisions you can make regarding your health care. For a full listing of your rights and responsibilities, see your member handbook.

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 of Michigan.



Need more help?

Need more help? Call **1-800-903-5253**, TTY **711**, 8 a.m.–5 p.m., Monday–Friday. A member advocate can answer questions about your coverage, help find a doctor or help with an appointment.

