



Idaho Medicaid Plus – June 2025

Make the most of your health plan

Getting Started Guide



United
Healthcare®
Community Plan



Simple for you. That's our promise.

Thank you for joining UnitedHealthcare Community Plan and the Idaho Medicaid Plus program. We are your health plan. We work with you and your doctor to understand your health care needs.

At UnitedHealthcare, we offer services and benefits that significantly enhance the health and wellbeing of all Idahoans. Our commitment is to connect you with the care you need, precisely when and where you need it. With our Medicaid Plus plan, you'll have access to trusted care coordinators, ensuring a seamless and simplified healthcare experience.

We make sure you get the most appropriate care based on your personal needs and to help you navigate health care. We want to be sure you have all the information you need to feel supported as you live life your way. This guide will walk you through the important steps for getting started.



Health Needs Screening

Members new to the Idaho Medicaid Plus program and UnitedHealthcare must complete a Health Needs Screening.

Someone will reach out very soon. You can also call us at **1-866-785-1628** to get started. TTY users may dial **711**.

Member handbook

You can get your member handbook online at uhc.com/communityplan/idaho. You can download it to your computer, laptop, or tablet. We can also email or mail it to you. Your member handbook covers many topics including:

- Your benefits and coverage (medical, behavioral health, pharmacy)
- Free programs and services that we offer
- Member resources
- Staying safe where you live
- Helping you with non-medical needs
- Sharing information with UnitedHealthcare
- Managing Medicare and Medicaid benefits
- Member rights and responsibilities
- Appeals and grievances
- Getting information in other formats

Finding providers

All Idaho Medicaid Plus members must have a Primary Care Provider (PCP). Your PCP will work with you and is your primary contact when making medical decisions. Your PCP will also make referrals and help you with prior authorizations (PA) for services when required. Please let your PCP know about all other providers that you see.

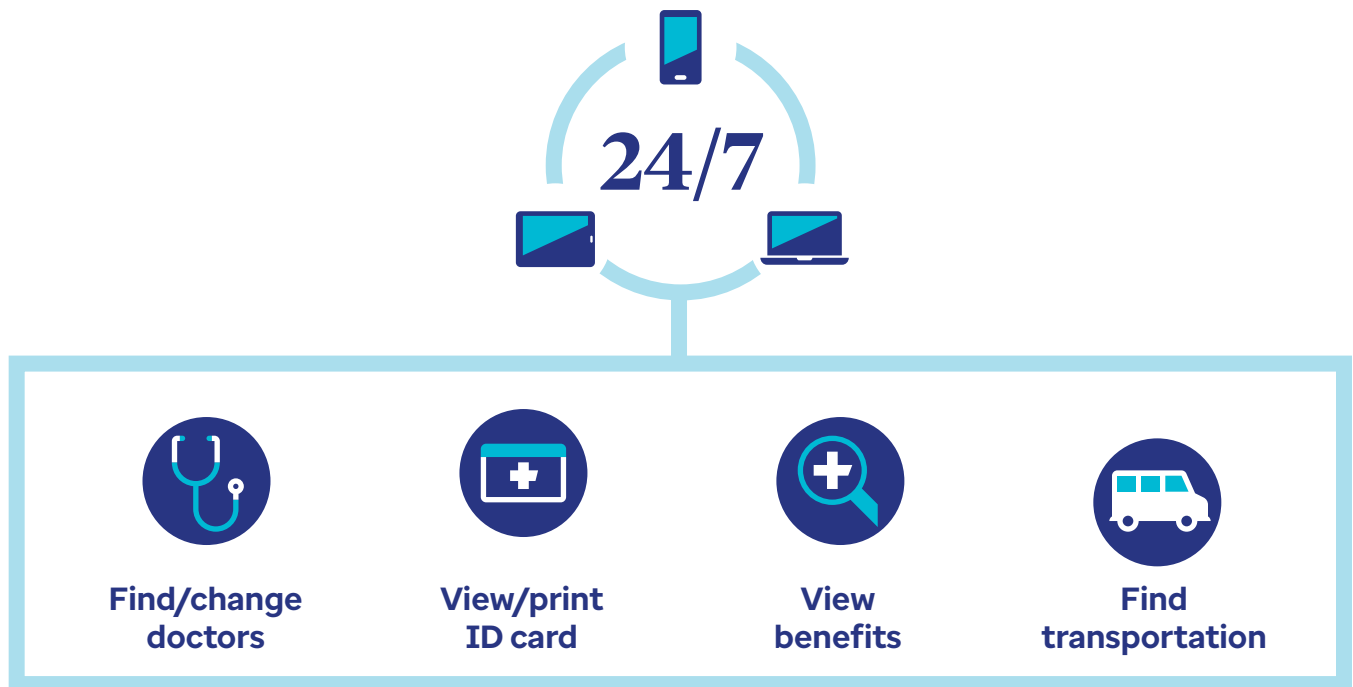
Your PCP is chosen through your primary Medicare insurance provider. Picking a PCP is important. They should be someone you seek for most of your health care needs. They know you well and understand your medical history.

Finding providers who participate in the Idaho Medicaid Plus program is easy. We have tools and support so that you can find:

- Mental health providers
- Specialists
- Hearing providers
- Places like hospitals, pharmacies, and labs

For personal support, call us at **1-866-785-1628**. TTY users may dial **711**. We can help you get to our website so that you can choose a provider. We can email you a list of provider options. We can also send a list in the mail.





Need more help? Call 1-866-785-1628, TTY 711, 8 a.m.–6 p.m. Mountain Time, Monday–Friday. Member Services can answer questions about your coverage, help find a doctor or help with an appointment.

Connect with us

You have a main point of contact at UnitedHealthcare. This is your Care Coordinator. Someone will reach out very soon. You can also call us at **1-866-785-1628** to get started. TTY users may dial **711**.

Your Care Coordinator listens to you. Their priority is to give you peace of mind. They will support you as you live life your way. They share options about programs and services that you choose. We:

- Gather details that help us understand how you want to work with us
 - Collect your health needs screening and other assessments
 - Support you as you live as independently as possible, for as long as possible
 - Share options that address needs like personal safety, food, phone, medicine, transportation, housing, clothing, work, volunteering, or finances
 - Help you get needed health care and extra support when you need it
 - Provide support for the friends and family who help you
 - Help you coordinate services supplied through a waiver or other health coverage, like Medicare
-

Advance directives

Advance directives are instructions you give about your future medical care in case there is a time you can't speak or make decisions for yourself. Having an advance directive in place will not take away your right to decide your current health care choices. The advance directive also allows you to name a person to make decisions about your health care. They help your family and physician understand your wishes. With advance directives, you can:

- Let your doctor know if you would or would not like to use life-support machines
- Let your doctor know if you would like to be an organ donor
- Give someone else permission to say "yes" or "no" to your medical treatments

Advance directives are only used if you can't speak for yourself. It does not take away your right to make a different choice if you later become able to speak for yourself. You can make an advance directive by:

- Talking to your doctor and family
- Choosing someone to speak or decide for you, known as a health care representative
- Creating a power of attorney and/or living will

The legal documents that you can use to give instructions in advance in these situations are advance directives. There are different types of advance directives and different names for them. Living will and power of attorney for healthcare documents are examples of advance directives.

For Idaho state statutes regarding advance directives, the Medical Consent and Natural Death Act, please visit the following websites: legislature.idaho.gov/statutesrules/idstat/title39/t39ch45/sect39-4510.

If the State of Idaho makes any changes to the advance directive laws, United Healthcare will provide updates within 90 days of the law going into effect. United Healthcare is not required to implement an advance directive if, as a matter of conscience, UHC of Idaho cannot implement an advance directive and state law allows any healthcare provider or any agent of the provider to conscientiously object. You can also talk to us if you need support. We can answer questions, send you forms, and help you find resources. Our Member Services phone number is listed at the bottom of this page. This phone number is also on the back of your member ID card.





Your personal safety

UnitedHealthcare is committed to your personal safety. If you or someone else is in danger, it should be reported immediately. We must report the same issue when we learn about it.

Talk to your Care Coordinator

If you or another adult is experiencing or has experienced abuse, neglect, exploitation, unexpected death, or any of the following:

- Injury
- Threat or attempt of suicide
- Unusual hospitalization or admission to a nursing facility due to significant change in health or mental status
- Missing person
- Lack of support or supervision that may place you or another adult in danger
- Medication errors
- Unsafe housing that may cause a threat to your health
- Suspected or witnessed criminal activity by staff, family, friend, or police arrest
- Major disturbance or threat to your public safety
- Instance of being held against your will

UnitedHealthcare is committed to your safety. All information is confidential.

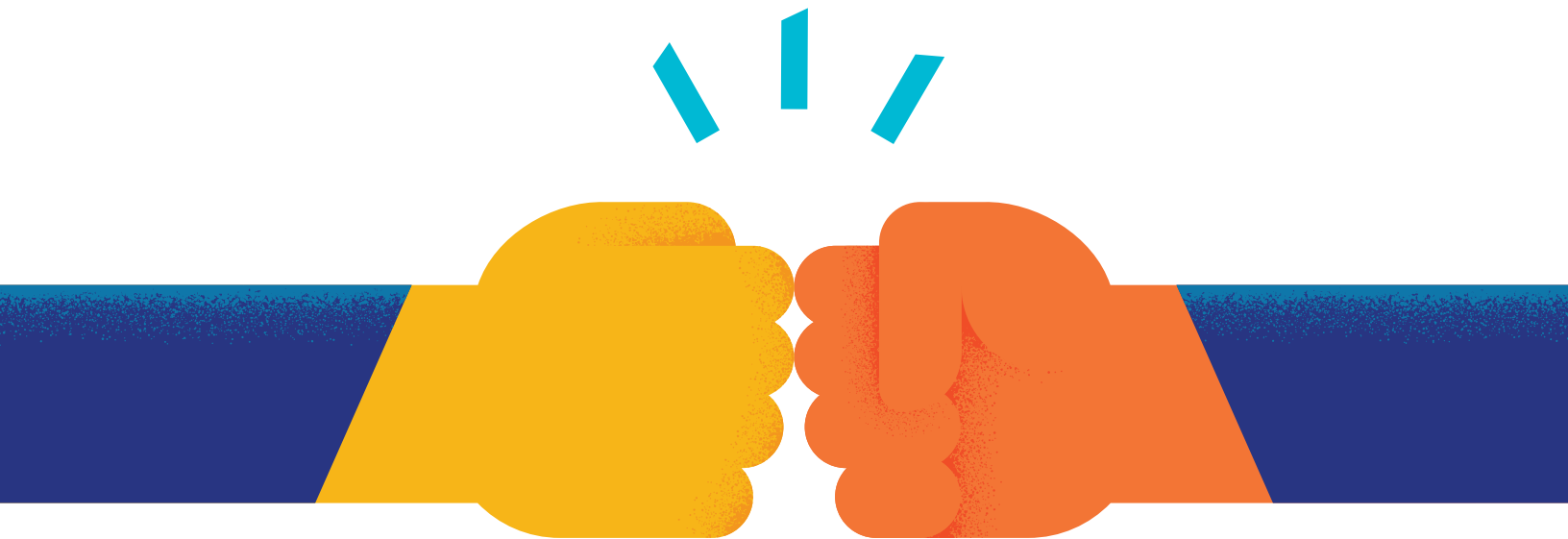
Materials in other formats

We offer materials in other languages and formats. This includes large print and braille. Call Member Services to let us know how you want to get information.



See your member handbook

You can learn more about the Idaho Medicaid Plus program in your member handbook. You can always view it online at uhc.com/communityplan/idaho. We can also send you a member handbook.



1-866-785-1628, TTY 711



uhc.com/communityplan/idaho



UnitedHealthcare app

