



Washington

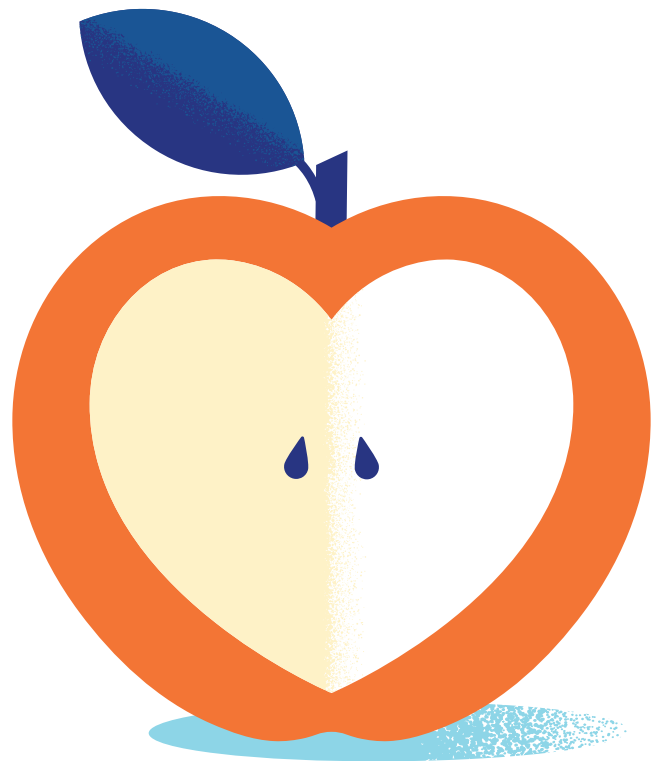
Make the most of your health plan

Getting Started Guide

Washington Apple Health
Managed Care

Look inside for:

- Getting help
- Benefits
- Getting care
- Extras
- Requesting plan materials
- Health assessment details
- Important numbers



United
Healthcare
Community Plan



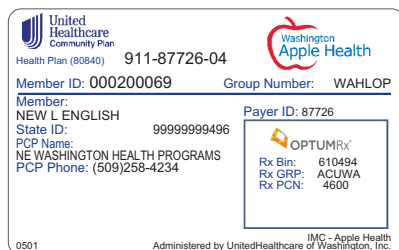
Simple for you. That's our promise.

Thank you for joining UnitedHealthcare Community Plan. We want you to 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.

Your plan gives you access to **physical and behavioral health benefits**. Behavioral health includes mental health and substance use disorder treatment services. There are no costs to you for covered benefits and services.

Do you have your member ID cards?

You will need these 2 cards when you get health care services.



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

This is your ProviderOne services card. If you did not receive this card, contact the Health Care Authority Customer Service at **1-800-562-3022**.

There are several ways to request a replacement:

- Visit the ProviderOne client portal website.
- Call the toll-free IVR line at **1-800-562-3022**, follow the prompts.
- Request a change online: Select the topic “Services Card.” hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/replace-my-services-card

Get connected

We make it easy to get the information you want and need.

- **Go to UHCommunityPlan.com/wa/medicaid/imc.** It has details on your benefits, network providers and much more.
- **Download the UnitedHealthcare mobile app.** It's designed for people on the go, and includes many of the same features as myuhc.com/CommunityPlan. Find it at the App Store or Google Play.
- **Request a free copy of your Member Handbook or Provider Directory by mail.** Complete the form attached to the envelope included in this packet. Tear off the form, place it in the postage paid envelope, and return to us.

Need more help? Call 1-877-542-8997, TTY 711, Monday–Friday, 8 a.m.–5 p.m. If you have any questions or need help with your health plan, our member advocates are here for you. You'll also find this Member Services number on the back of your member ID card.

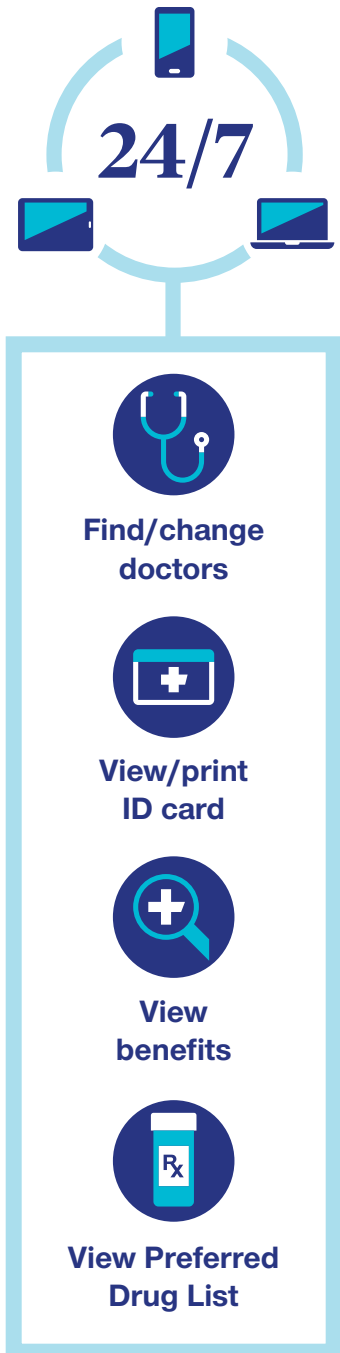
Complete your Health Assessment

A Health Assessment is a short and easy survey that asks you simple questions about your lifestyle and health. It helps us to get to know you better and match you with benefits and services. You should complete your Health Assessment within the first 30 days of becoming a member, or as soon as you can.

Complete one form for each person in your family who is a member of UnitedHealthcare Community Plan. You can use the Health Assessment form(s) included with this booklet. Or you can complete an online form at myuhc.com/CommunityPlan.

Need help completing your Health Assessment? Talk to Member Services at **1-877-542-8997, TTY 711.**

Fill out your Health Assessment and send it back to us in the return envelope included in this packet.



1-877-542-8997, TTY 711



myuhc.com/CommunityPlan






UnitedHealthcare 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. Or you can request a copy by calling Member Services at **1-877-542-8997**, TTY **711**, 8 a.m.–5 p.m., Monday–Friday.

Medical benefit	Your in-network cost
<p>Doctor and behavioral health visits</p>  <ul style="list-style-type: none"> Annual wellness visits (adult and child) Primary care provider (PCP) visits Specialists visits Behavioral health services Immunizations 	<p>\$0</p>
<p>Common services</p>  <ul style="list-style-type: none"> Emergency and urgent care Hospital services Laboratory and X-ray services Pregnancy care Prescriptions 	<p>\$0</p>
<p>Other covered services</p>  <ul style="list-style-type: none"> Care management Diabetes supplies Family planning Hearing services Nursing home services 	<p>\$0</p>

Dental benefits and **Transportation services** are provided through Apple Health using your ProviderOne services card. For more information, see page 6.



If you get a bill for covered services

Providers cannot bill you for covered services. If you get a bill you believe we should pay, call Member Services at **1-877-542-8997**, TTY **711**.

Getting care

Your Primary Care Provider (PCP)

See your PCP for routine care including wellness exams, vaccinations, coordinating care with a specialist, or treatment of colds and flu. You can also talk to your PCP about any behavioral health concerns. Your PCP is listed on your ID card. You can change your PCP by calling us at **1-877-542-8997, TTY 711**.

Behavioral health services

You can get a wide range of treatment and services for mental health and substance use disorder. You do not need a referral from your PCP. You can find a provider by searching the “Behavioral Health” tab at **myuhc.com/CommunityPlan**. Or call us at **1-877-542-8997, TTY 711**.

If you are experiencing a mental health crisis, it's important to get help right away. A mental health crisis is a moment when someone's behavior can put themselves or others in danger, especially if they do not get help. For the Crisis Helpline, see the back of your member ID card or the “Important Numbers” page in this Guide.

Schedule a wellness exam soon

Wellness exams with your PCP are important for good health.

- For adults, yearly wellness exams can help you address any medical or behavioral issues.
- For children, ages pre-school and up, yearly wellness exams are a time for your PCP to answer questions about how your child is growing and developing. They will also give the needed screenings, like speech and hearing tests, and immunizations during these visits.

- Younger children, babies and toddlers, need more frequent visits.

Prescriptions

The list of covered prescription drugs is called the Preferred Drug List or PDL. The PDL is created and reviewed regularly by the Washington State Health Care Authority. Prescription drugs on the PDL are covered at no cost to you.

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 on the preferred drug list (PDL) posted on our website at **myuhc.com/CommunityPlan**. This list will tell you which drugs are covered by your plan.
- Fill your prescriptions at one of the pharmacies in our network. You can find a list of these pharmacies on our website.
- Show your member ID card at the pharmacy when you get your prescriptions filled. This confirms your eligibility and helps the pharmacy in processing your claim.

If you have questions about your prescription drugs, ask your doctor. You can also call Member Services at **1-877-542-8997, TTY 711**.



Getting care

NurseLine

When you are sick or injured, 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 nurse can give you information to help you decide. Call the NurseLine at **1-877-543-3409**, TTY **711**, any time, 24 hours a day, 7 days a week.

UnitedHealthcare Doctor Chat app

If you have a non-emergency problem, skip the wait of the ER and urgent care and chat with a doctor in minutes. With the UnitedHealthcare Doctor Chat app, you can connect to a doctor wherever you are. And there's no cost to you. Download the Doctor Chat app from the App Store or Google Play™ today.

Emergency care and urgent care

Emergency care is for chest pain, bleeding that won't stop, trouble breathing, severe allergic rashes or the feeling you might hurt someone or yourself. Call 911 or go to the nearest emergency room if you are having a life-threatening emergency. Don't wait.

Urgent care clinics are a good option if you have an illness or injury that needs quick attention. This may include minor sprains or strains, minor cuts, sore throats, minor burns, rash, fever or infection.

Transportation

Non-emergency transportation available for Apple Health members through the Washington Health Care Authority (HCA). Transportation may be authorized if you have no other means to access medical care. A list of brokers who can arrange transportation can be found at **hca.wa.gov/transportation-help**.

Vision exams

Eye exams are covered by UnitedHealthcare. Search for a vision care center near you at **MarchVisionCare.com** or call Member Services at **1-877-542-8997**, TTY **711**.

Eyeglasses and fitting services are available for members 20 and under through Apple Health coverage using your ProviderOne services card. Call HCA Customer Service at **1-800-562-3022**, or see the "Eyewear Supplier" listing at **<https://fortress.wa.gov/hca/p1findaprovider/>**.

Dental care

Dental benefits are covered by Apple Health using your ProviderOne services card. For more information, call HCA Customer Service at **1-800-562-3022** or go on-line to **hca.wa.gov/dental-services**. To find a dental provider that accepts Apple Health, go to **DentistLink.org**.





Extras from UnitedHealthcare

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

Quit For Life® program – Smoking cessation

Coaching and online support to help you quit tobacco. Get help deciding which type of nicotine substitute or medication is right for you. **1-866-QUIT-4-Life (1-866-784-8454).**

Member Rewards*

Eligible members who complete recommended services may get rewarded with gift cards* for:

- Getting your kids to their well-child examination
- Taking simple steps to manage your diabetes
- Completing recommended screenings

Extra pregnancy support and rewards for moms

Our Healthy First Steps program can help both you and your baby get the care you need and deserve. With Healthy First Steps, you'll earn great rewards for completing checkups on time during and after your pregnancy. Join at **UHCHealthyFirstSteps.com**. Breast pumps are available at no cost for eligible members.

Support for complex conditions

We offer one-on-one support for qualifying members with complex health conditions, such as asthma, diabetes or other chronic conditions. Call us to learn more, **1-877-542-8997, TTY 711.**

Boys & Girls Club youth programs

Boys & Girls Clubs provide a free annual membership for youth members at participating clubs. It includes after-school programs, mentoring and homework assistance.

Sports physicals

Sports physical exams are covered.

UnitedHealthcare OMW™ (UnitedHealthcare On My Way)

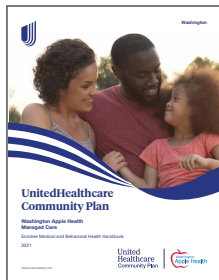
An engaging, interactive program that helps prepare young people for real-world situations that lie ahead. **uhcOMW.com**

* Reward programs may be subject to certain state and federal restrictions, including a limit on the total dollar amount you may receive from your participation in the program and any other UnitedHealthcare and its affiliates' programs in which you participate.



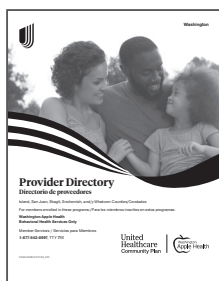
Requesting plan materials

The following materials include important details about your health plan:



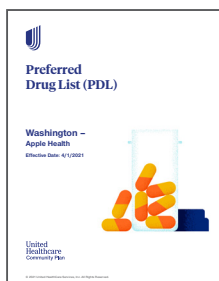
Your member handbook

Your Member Handbook is full of details about your health plan benefits and services. It also tells about your member rights and responsibilities, advance directives and how to file a grievance or appeal.



Network provider directory

You're covered for services provided by network providers. Most services provided by out-of-network providers require prior authorization. The list can change throughout the year, but you can always see the most up-to-date listing of network providers by using "Find-a-Doctor" on myuhc.com/CommunityPlan.



Preferred Drug List (PDL)

This list includes the prescription medicines covered by your health plan. The PDL is created and reviewed regularly by the Washington State Health Care Authority. Prescription drugs on the PDL are covered at no cost to you.

How to find these materials



- **Going online.** Register at myuhc.com/CommunityPlan. This is your secure member website. You can also find this information at UHCCommunityPlan.com/wa/medicaid/imc.
- **Contacting Member Services.** Call toll-free **1-877-542-8997**, TTY **711** to request a free copy of materials by mail.
- **Requesting by 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.
- **Downloading the UnitedHealthcare mobile app.** Find it at the App Store or Google Play.

Important numbers

Emergency 911

Member Services 1-877-542-8997, TTY 711
8 a.m.–5 p.m., Monday–Friday

Crisis Lines

Available 24 hours a day, 7 days a week

- King County 1-866-427-4747 or 206-461-3222
- Pierce County, Beacon Health Options 1-800-576-7764
- North Sound Counties 1-800-584-3578
Island, San Juan, Snohomish, Skagit and Whatcom
- 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

NurseLine 1-877-543-3409, TTY 711
Available 24 hours a day, 7 days a week

UnitedHealthcare Fraud and Abuse Hotline 1-844-359-7736

Washington Medicaid Fraud Hotline 1-360-586-8888

Washington Health Care Authority (HCA)

Dental 1-800-562-3022
Transportation hca.wa.gov/transportation-help

Washington Healthplanfinder 1-855-923-4633, TTY/TDD 1-855-627-9604
Renew eligibility, change address or phone number

Additional resources

- **Washington Recovery Help Line:** 24-hour crisis intervention and referral line
Call 1-866-789-1511, TTY 206-461-3219,
email recovery@crisisclinic.org, or visit warecoveryhelpline.org.
- **Substance Use Disorder Helpline:** Call 1-855-780-5955 or visit liveandworkwell.com/recovery
- **Teen Link:** Teens can connect with teens during specific hours
Call 1-866-833-6546, email teenlink@crisisclinic.org, or visit teenlink.org
- **National Suicide Prevention Lifeline:**
Call 1-800-273-8255, TTY 1-800-799-4889





UnitedHealthcare Community Plan complies with all Federal civil rights laws that relate to healthcare services. UnitedHealthcare Community Plan offers healthcare services to all members without regard to race, color, national origin, age, disability, or sex. UnitedHealthcare Community Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. This includes gender identity, pregnancy and sex stereotyping.

UnitedHealthcare Community Plan also complies with applicable state laws and does not discriminate on the basis of creed, gender, gender expression or identity, sexual orientation, marital status, religion, honorably discharged veteran or military status, or the use of a trained dog guide or service animal by a person with a disability.

If you think you were treated unfairly because of your sex, age, race, color, disability or national origin, you can send a complaint to:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608, Salt Lake City, UTAH 84130
UHC_Civil_Rights@uhc.com

You can call or write us about a complaint at any time. We will let you know we received your complaint within two business days. We will try to take care of your complaint right away. We will resolve your complaint within 45 calendar days and tell you how it was resolved.

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. Dept. of Health and Human Services.

Online:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Complaint forms are available at

<http://www.hhs.gov/ocr/office/file/index.html>

Phone:

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

Mail:

U.S. Dept. of Health and Human Services
200 Independence Avenue SW, Room 509F, HHH Building
Washington, D.C. 20201

If you need help with your complaint, please call **1-877-542-8997**, TTY **711**.

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call **1-877-542-8997**, TTY **711**, 8 a.m. – 5 p.m., Monday – Friday.

English:

If the enclosed information is not in your primary language, please call UnitedHealthcare Community Plan at **1-877-542-8997, TTY 711.**

Hmong:

Yog cov ntaub ntawv no tsis yog sau ua koj hom lus, thov hu rau UnitedHealthcare Community Plan ntawm 1-877-542-8997, TTY 711.

Samoan:

Afai o fa'amatalaga ua tuuina atu e le'o tusia i lau gagana masani, fa'amolemole fa'afesoota'i mai le vaega a le UnitedHealthcare Community Plan ile telefoni 1-877-542-8997, TTY 711.

Russian:

Если прилагаемая информация представлена не на Вашем родном языке, позвоните представителю UnitedHealthcare Community Plan по тел. 1-877-542-8997, телетайп 711.

Ukrainian:

Якщо інформацію, що додається, подано не Вашою рідною мовою, зателефонуйте представнику UnitedHealthcare Community Plan за телефоном 1-877-542-8997, телетайп 711.

Korean:

동봉한 안내 자료가 귀하의 모국어로 준비되어 있지 않으면 1-877-542-8997, TTY 711로 UnitedHealthcare Community Plan에 전화하십시오.

Romanian:

Dacă informațiile alăturate nu sunt în limba dumneavoastră principală, vă rugăm să sunați la UnitedHealthcare Community Plan, la numărul 1-877-542-8997, TTY 711.

Amharic:

ተያይዞ ያለው መረጃ በቋንቋዎ ካልሆነ፣ እባክዎ በሚከተለው ስልክ ቁጥር ወደ UnitedHealthcare Community Plan ይደውሉ፡-1-877-542-8997፣ መስማት ለተሳናቸው/TTY: 711

Tigrinya:

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Spanish:

Si la información adjunta no está en su lengua materna, llame a UnitedHealthcare Community Plan al 1-877-542-8997, TTY 711.

Lao:

ຖ້າຂໍ້ມູນທີ່ຕິດຄັດມານີ້ບໍ່ແມ່ນພາສາຕົນຕໍ່ຂອງທ່ານ, ກະລຸນາໂທຫາ UnitedHealthcare Community Plan ທີ່ຈຸດ
1-877-542-8997, TTY:711.

Vietnamese:

Nếu ngôn ngữ trong thông tin đính kèm này không phải là ngôn ngữ chính của quý vị, xin gọi cho
Unitedhealthcare Community Plan theo số 1-877-542-8997, TTY 711.

Traditional Chinese:

若隨附資訊的語言不屬於您主要使用語言，請致電 UnitedHealthcare Community Plan，電話號碼
為 1-877-542-8997（聽障專線 (TTY) 為 711）

Khmer:

ប្រសិនបើព័ត៌មានដែលភ្ជាប់មកនេះមិនមែនជាភាសាដើមរបស់លោកអ្នកសូមទាក់ទង UnitedHealthcare Community Plan ឬ
លេខ 1-877-542-8997 ឬរូមរក្សាទុក TTY: 711 ។

Tagalog:

Kung ang nakalaking impormasyon ay wala sa iyong pangunahing wika, mangyaring tumawag sa
UnitedHealthcare Community Plan sa 1-877-542-8997, TTY 711.

Farsi:

در صورت اینکه اطلاعات پیوست به زبان اولیه شما نمیباشد، لطفاً با UnitedHealthcare Community Plan با این شماره تماس حاصل
نمایید: 1-877-542-8997 وسیله ارتباطی برای ناشنویان TTY: 711