

UNITEDHEALTHCARE COMMUNITY PLAN
PO BOX 31349
SALT LAKE CITY UT 84131-0349



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Your benefits start:

>000001 0000000 003115
NEW ENGLISH
124 ANY STREET
ANYTOWN LA 99999-9999

Welcome

Join RMHP on your journey to better health. Rocky Mountain Health Plans (RMHP) wants to help our members on their path to living their healthy best. **To help you navigate your health care, review the important information found in this document.**

Access to health care coverage is important for people of all ages. As a member of **Child Health Plan Plus, commonly called CHP+,** you or your child(ren) can receive care from any of the RMHP-participating providers.

Get connected

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

The diagram features a central circle with a laptop and a smartphone icon, containing the text "24/7". A line extends from this circle to a larger rectangular box containing four circular icons, each with a corresponding text label below it: a stethoscope icon for "Find/change doctors", a card with a plus sign icon for "View/print ID card", a magnifying glass with a plus sign icon for "View benefits", and a pill bottle icon for "View preferred drug list".

Need more help? Call 1-877-668-5947, TTY 711, 8 a.m.–5 p.m., Monday–Friday. Member Services can answer questions about your coverage, help find a doctor or help with an appointment. Para asistencia en español llame al **1-877-668-5947.**

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Getting started



Your RMHP member ID card

You should keep your or your child(ren)'s RMHP member ID card in a safe and secure place. Be sure to bring the member ID card with you to all of your or your child(ren)'s health care appointments as well. If you need a new member ID card, you can contact Member Services or you can print one from your secure member website at myuhc.com/CommunityPlan.

Your **CHP+ copay**, if applicable, is any copay amount that you will owe for certain services. Your ID card tells you what copay level you are assigned per your plan. Copays are amounts you pay at the time you or your child(ren) receive medical care and prescription drugs.

Important tip: Copay amounts can change based on any changes to your income. Pregnant women on CHP+ do not have copays. Please see the copay chart on page 3 for your copay level amounts. Member Services is here to help if you have questions about your copays.



We speak your language

If you speak a language other than English, we can provide translated printed materials. Or we can provide a telephonic interpreter to help translate materials sent to you.

You can also get this new member ID card document in other formats, such as Braille, large print or audio CD at no cost and within 5 business days. To arrange for an interpreter, translation services, **call Member Services at 1-877-668-5947, TTY 711.**

Si necesita ayuda con la información en este documento incluida la traducción oral/escrita, un formato diferente (como letra grande), o un archivo de audio, podemos ayudarlo sin costo. Puede obtener ayuda llamando Rocky Mountain Health Plans (RMHP) al **1-877-668-5947** o State Retransmisión **711** para personas con discapacidad auditiva o del habla.



Welcome call

We'll call you to welcome you to your plan. As part of the call, we'll learn more about you and your health, and answer questions about your coverage. If we miss you, please watch for a "Sorry We Missed You" letter that will provide information of how you can contact Member Services so we can connect and learn about your health needs.



1-877-668-5947, TTY 711



myuhc.com/CommunityPlan



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Your services and copay amounts

This is not an all-inclusive list of services and copay amounts, for more information on copayments and covered services, see the CHP+ Member Handbook. The amount of your copayments is based on your family size and income level.

Service	Copay level		
	No copay	Low copay	High copay
Ambulance	You pay nothing	You pay nothing	\$15.00 per trip
Emergency Care	You pay nothing	\$3.00 per visit	\$30.00 per visit
Inpatient Services (Includes alcohol and substance abuse, hospital, mental health and therapy services)	You pay nothing	You pay nothing	\$20.00 per admission
Laboratory and X-rays	You pay nothing	You pay nothing	\$5.00 per visit
Office Visits	You pay nothing	You pay nothing	\$5.00 per visit
Outpatient Services (Includes alcohol and substance abuse, hospital, mental health and therapy services)	You pay nothing	You pay nothing	\$5.00 per visit
Prescription Drugs	You pay nothing	You pay nothing	\$3.00 Generic per fill \$10.00 Brand Name per fill
Urgent Care/ After Hours	You pay nothing	\$1.00 per visit	\$20.00 per visit
Vision	You pay nothing	You pay nothing	\$5.00 per visit
Maternity Care (Includes prenatal, delivery/inpatient well baby care, and prescription drugs)	You pay nothing		



1-877-668-5947, TTY 711



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Getting care

Know your options

There are different options to get the care you or your child(ren) need based on the situation.



Your Primary Care Provider (PCP)

Your Primary Care Provider, also called a PCP, is the doctor you see for most care, like checkups, treatments, vaccinations, minor injuries, and other health concerns. Call your or your child(ren)'s PCP first, even after hours.

Important tip: Annual checkups are important for good health. Make an appointment with your or your child(ren)'s PCP if any of you have not had a visit in the past year.

If you are on CHP+ because you are pregnant, you may get most or all of your care through a prenatal provider, such as an OB/GYN or Certified Nurse Midwife. Please let all medical providers know that you are pregnant before they provide care.



Urgent care

Urgent care is for non-emergent but serious illness or injuries that need medical care. These can include fevers, flu symptoms, minor cuts, or minor burns.



Emergencies

Go to the Emergency Room if your or your child(ren)'s condition is life-threatening or a doctor states to go. You and your child(ren) should go to the Emergency Room if symptoms of chest pain, trouble breathing, severe allergic reactions or severe bleeding are present.



Behavioral health services

Behavioral health is an important part of overall health. If there are any changes in mood or behavior, or if alcohol or drugs are being used, talk to a provider. RMHP can help you or your child(ren) understand behavioral health benefits and find a provider that can help.



Dental care

Dental health can affect an entire body. It's important to take advantage of preventive services. Call DentaQuest at 855-225-1729 to learn more about dental benefits and find a dentist, or visit [dentaquest.com](https://www.dentaquest.com) and select **Find a Provider/Medicare/Medicaid/Colorado/Find a Dentist**.



1-877-668-5947, TTY 711



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Getting care (continued)



Crisis help

Crisis help is available at no cost to you 24 hours a day. If you're dealing with an emotional issue, having family or relationship problems, or struggling at work or school, free, confidential support is only a phone call away. Call 1-844-493-TALK (8255), or text "TALK" to 38255.



Find a doctor

Find a doctor using our online provider directory. Visit myuhc.com/CommunityPlan and select Find a Doctor, then follow the screen directions to find providers close to you or you can sign in to the secure member website to search for providers in your area.

The Provider Directory can be downloaded or you can call Member Services to request a copy be sent to you for you or your child(ren) at no cost.



Talk with a doctor now

With CirrusMD for RMHP, eligible members can connect with a doctor at no cost through a computer or mobile device. Message, share photos and video chat to get the answers about your health questions. CirrusMD doctors are available 24/7. This service is completely free to RMHP regional organization (Regional Accountable Entity – "RAE 1"), PRIME, CHP+ and Medicare members. Download the CirrusMD app on the App Store or Google Play.

Learn more at CirrusMD.com/RMHP.



Help with your care

RMHP has Care Coordinators and nurses that can:

- Work with your or your child(ren)'s doctors to get the care needed
- Explain covered services
- Help connect to services with community partners, for you or your child(ren)
- Connect you with pregnancy-related services and supports

Our Care Management team can work with your or your child(ren)'s providers to help understand and manage conditions like diabetes, cancer, or heart disease. Call us to speak with a Care Coordinator, Monday–Friday, 8 a.m.–5 p.m., **1-877-668-5947**, TTY **711**.

If you call after hours, you can leave a secure voicemail message. Your call will be returned the next business day.



1-877-668-5947, TTY 711



myuhc.com/CommunityPlan



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Understand your resources



Find helpful documents

Information and many documents can be found at myuhc.com/CommunityPlan. Sign in to your secure member website to get your CHP+ plan details and member information.

- **CHP+ Member Handbook.** This handbook has information about covered services and costs, helpful phone numbers, member rights and responsibilities and tips for staying healthy.
- A **Provider Directory** to help find a doctor
- The **RMHP PRIME/CHP+ formulary.** This is a list of medications that are covered under the RMHP CHP+ plan.

Call Member Services and ask for a printed copy of materials at no cost within 5 business days.



Gain access with MyUHC

MyUHC is your secure member website that can give answers to most questions. The secure member website offers 24/7 access to plan details.

Register now: Go to myuhc.com/CommunityPlan to sign up for web access to your account. This secure website keeps all of your health information in one place.

UnitedHealthcare® app

RMHP has a new member app. It's called UnitedHealthcare app. The app is available for Apple® or Android® tablets and smartphones. UnitedHealthcare makes it easy to:

- Find a doctor, ER or urgent care center near you
- View your ID card
- Take your Health Assessment
- Read your handbook
- Learn about your benefits
- Contact Member Services

Go to the **App Store** on your iPhone or **Google Play** on your Android. Use your member ID card information to register. Or log-in with your **myuhc.com** username and password.



1-877-668-5947, TTY 711



myuhc.com/CommunityPlan



UnitedHealthcare app

Ask questions

If you have questions, RMHP is here. Our friendly Member Services team takes pride in getting you the help you need.



Call us at 1-877-668-5947, TTY 711.
Para asistencia en español llame al **1-877-668-5947**.



Message us through the secure MyUHC member website at **myuhc.com/CommunityPlan**. You'll receive a response within 24 business hours.



Go online at myuhc.com/CommunityPlan. It's available 24 hours a day.



Live chat with us at **myuhc.com/CommunityPlan**, Monday–Friday, 8 a.m.–5 p.m.



Send us a letter at:
UnitedHealthcare Community Plan
P.O. Box 31349
Salt Lake City, UT 84131-0349



1-877-668-5947, TTY 711



myuhc.com/CommunityPlan



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Know what's next

Get started on the journey to good health

- Review benefits and ask questions. It's important to understand your or your child(ren)'s coverage.
- Schedule doctor visits, dental checkups, and eye exams
- Set your or your child(ren)'s personal health and wellness goals, and start taking steps to accomplish them!
- If you are pregnant, starting your prenatal care early is one of the most important things you can do to keep you and baby healthy!

Remember, we're here to help! We look forward to helping our members on their health care journey. Thank you for being a valued member of RMHP.

Colorado PEAK

As a Colorado Child Health Plan Plus member, Colorado PEAK is a quick and easy way to apply for medical, food, and cash assistance programs. Are you moving? You can create an account at co.gov/PEAK and update your contact information. You can also download the Health First Colorado mobile app for easy access to tools to manage your health care.



1-877-668-5947, TTY 711



myuhc.com/CommunityPlan



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Civil Rights Notice

Discrimination is against the law. Rocky Mountain Health Plans complies with applicable federal civil rights laws and does not discriminate based on race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender identity or expression, or sexual orientation.

Rocky Mountain Health Plans provides free auxiliary aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified American Sign Language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Rocky Mountain Health Plans provides 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 **1-877-668-5947** (TTY/TDD **711**).

If you believe that Rocky Mountain Health Plans has failed to provide these services or discriminated in another way based on race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender identity or expression, or sexual orientation, you can file a grievance with:

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

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

Online: ocrportal.hhs.gov/ocr/portal/lobby.jsf

By mail:

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

By phone: **1-800-368-1019** (TDD: **1-800-537-7697**)

Complaint forms are available at hhs.gov/ocr/office/file/index.html.

1-877-668-5947, TTY 711

English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call the toll free number above.

Español: ATENCIÓN: Si habla español, los servicios de asistencia de idiomas están disponibles para usted sin cargo. Llame al número de teléfono gratuito que se indica arriba.

Tiếng Việt: LƯU Ý: Nếu quý vị nói tiếng Việt, chúng tôi có dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Gọi số điện thoại miễn phí ở trên.

中文: 注意: 如果您說中文, 您可獲得免費語言協助服務。撥打上方免費電話。

한국어: 참고: 한국어를 구사하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. 상기 수신자 부담 전화번호로 전화하십시오.

Русский: ВНИМАНИЕ! Если Вы говорите по-русски, Вы можете бесплатно воспользоваться помощью переводчика. Позвоните по указанному выше бесплатному номеру.

አማርኛ:- ትኩረት:- አማርኛ የሚናገሩ ከሆነ፣ የቋንቋ ድጋፍ አገልግሎቶች፣ በነጻ ክፍያ፣ ለእርስዎ ይገኛሉ። ከላይ ባለው ከክፍያ ነጻ ቁጥር ይደውሉ።

العربية: تنبيه: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوفر لك مجانًا. اتصل بالرقم المجاني أعلاه.

Deutsch: HINWEIS: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachdienste zur Verfügung. Rufen Sie die oben aufgeführte kostenfreie Nummer an.

Français : ATTENTION : si vous parlez français, vous pouvez obtenir une assistance linguistique gratuite. Composez le numéro gratuit ci-dessus.

नेपाली: ध्यान दिनुहोस: तपाईं नेपाली भाषा बोल्नुहुन्छ भने, तपाईंका लागि भाषा सहायता सेवाहरू निःशुल्क उपलब्ध छन्। माथिको टोल

Tagalog: PANSININ: Kung nagsasalita ka ng Tagalog, may magagamit kang lib्रेng mga serbisyong pantulong sa wika. Tawagan nang libre ang numero sa itaas.

日本語: 注意: 日本語をお話しになる場合は、言語支援サービスを無料でご利用いただけます。上記のフリーダイヤル番号までお電話ください。

Afaan Oromoo: XIYYEEFFANNOO: Afaan Oromoo dubbattu yoo ta'e, tajaajilli gargaarsa afaanii, kaffaltii malee isiniif ni argama. Lakkoobsa waamicha bilisaa armaan olii irratti bilbilaa.

فارسی: توجه: اگر به زبان فارسی صحبت می‌کنید، خدمات ترجمه زبان به صورت رایگان به شما ارائه خواهد شد. با شماره رایگان بالا تماس بگیرید.

Polski: UWAGA: Jeżeli mówisz po polsku, dostępne są bezpłatne usługi wsparcia językowego. Zadzwoń pod darmowy numer podany powyżej.