

# Getting and Staying Healthy

## Health and wellness program

Sign up for **Rally®** on your health plan's member website. It's a program to help you move more and eat better. It even rewards you for your progress.<sup>8</sup>

### Take your health survey

The health survey will guide you with visual prompts to follow. You'll receive your results as a Rally Age<sup>SM</sup> — a number to help you assess how your actual age compares to your health age, based on your survey responses.

### Pick your focus

Get personalized activities and recommended missions — or individual action plans — based on your survey results. Missions provide activities to help improve or maintain your health. Choose ones that fit your lifestyle.

### Earn rewards

As you complete certain activities, you'll earn Rally coins. Use them for chances to win prizes, get discounts, support charities or bid in auctions.

## Preventive Health Guidelines

We encourage our members to receive age and gender appropriate preventive care health services. Routine preventive care helps you manage and maintain your health, and is generally covered at 100% by most health plans when received from a network provider.<sup>9</sup> UnitedHealthcare also covers non-preventive diagnostic services, which may require a copayment, coinsurance or deductible.

Visit [uhc.com/preventivecare](https://uhc.com/preventivecare) to find age-appropriate preventive care recommendations for everyone covered under your plan. You can print your results and use these recommendations to talk with your doctor about the preventive health screenings that may be right for you.

**For specific benefit coverage and limitations, refer to your Combined Evidence of Coverage and Disclosure Form, Evidence of Coverage or Certificate of Coverage, or call the phone number on your health plan ID card. To get the most out of your benefit coverage, make sure you use a network provider.**

## Health Management Programs and Services

We have a range of other programs and services to address member health needs along the entire continuum of care. If you are eligible for one or more of the programs or services we will reach out to you. You may access some of these programs online at [myuhc.com](https://myuhc.com).

These may include:

- Reminder mailings if you are due for, or have missed important services.
- Direct mail brochures and emails related to key preventive care areas.
- Programs to help ensure safe use of narcotic medications and online addiction crisis and support resources.
- Maternity support programs for education and support to help deliver positive pregnancy related outcomes for both mother and the baby.

<sup>8</sup>Rally provides health and well-being information and support as part of your health plan. It does not provide medical advice or other health services, and is not a substitute for your doctor's care. If you have specific health care needs, consult an appropriate health care professional. Participation in the health survey is voluntary. Your responses will be kept confidential in accordance with the law and will only be used to provide health and wellness recommendations or conduct other plan activities.

<sup>9</sup>Certain preventive care items and services, including immunizations, are provided as specified by applicable law, including the Patient Protection and Affordable Care Act (ACA), with no cost-sharing to you. These services may be based on your age and other health factors. UnitedHealthcare also covers other routine services, and some plans may require copayments, coinsurance or deductibles for these benefits. Always review your benefit plan documents to determine your specific coverage details.

We also offer a range of Case and Disease Management programs.<sup>10</sup> These programs offer support for dealing with chronic (long-term), complex or critical health conditions. These programs include education and coaching to help address gaps in care around medication and treatment, and encourage healthy lifestyle changes. Our goal is to support your doctor's treatment plan, provide you with self-care techniques and help empower you to manage your health.

Your recent prescriptions, doctor visits, treatments or hospital stays can indicate when one of these programs may benefit you, or your doctor may recommend you to a program. You can also self-refer by calling the member phone number on your health plan ID card to inform us of your program of interest. If eligible, you will receive a letter in the mail or a call from program staff inviting you to participate, and you can choose whether or not to participate. Please log in to your member website for more detailed information about these programs.

## **Access to care**

Covered health care services are provided and arranged in a timely manner, as appropriate for the nature of condition. By understanding how to seek care and how long it will take to receive it, you can plan ahead to get the care you need, when you need it. Below are the guidelines for appointment wait times.<sup>11</sup>

- Urgent Appointments:
  - > Services that don't need prior authorization: 48 hours
  - > Services that do need prior authorization: 96 hours
- Non-Urgent Appointments:
  - > Primary care appointment: 10 business days
  - > Specialist appointment: 15 business days
  - > Appointment with a mental health care provider (who is not a physician): 10 business days
  - > Appointment for other services to diagnose or treat a health condition: 15 business days
- Telephone Triage/Nurse Lines:
  - > You can call your primary care provider 24-hours-a-day, 7 days a week to talk to a qualified health professional to decide if your health problem is urgent. If someone needs to call you back, they must call you within 30 minutes.
  - > If you call your plan's customer service phone number, someone should answer the phone within 10 minutes during normal business hours.
- Emergent care: offered immediately, 24 hours/7 days a week
- Preventive care: offered within 4 weeks.

When necessary, your doctor can request that the appointment be sooner. Or, your provider may give you a longer wait time if it would not be harmful to your health; however, it must be noted in your record that a longer wait time will not be harmful to your health.

If you can't get a timely appointment in your area because there are not enough providers, call the toll-free member ID card and a representative will help you get an appointment with an appropriate provider.

<sup>10</sup>Case and Disease Management programs and services may vary on a location-by-location basis and are subject to change with written notice. We do not guarantee availability of programs in all service areas and provider participation may vary. Certain items may be excluded from coverage and other requirements or restrictions may apply. If you select a new provider or are assigned to a provider who does not participate in the Disease Management program, your participation in the program will be terminated.

<sup>11</sup>In California, health plans are required to disclose annually their guidelines for timely access. These standards apply to California members only and became effective January 17, 2011.

## **Access to behavioral health care**

UnitedHealthcare covers certain behavioral health benefits, such as mental health and substance use disorder benefits, at the same coverage level as medical benefits. To confirm if your plan includes additional behavioral health benefits, coverage levels and any limitations and/or exclusions that may apply, please check with your employer, refer to your enrollee materials or call the phone number on your health plan ID card.

The Behavioral Health Program<sup>12</sup> offers a contracting/participating network of clinicians and facilities that specialize in the treatment of mental health and substance use disorders. To request services or for general information, call the toll-free mental health phone number on your health plan ID card. For routine concerns, call Monday through Friday, from 8 a.m. to 5 p.m., within local U.S time zones, except during holidays. For urgent concerns or to obtain emergency care, call that same number to reach a care advocacy staff member 24 hours a day, including holidays and weekends. **In case of a life-threatening emergency, no matter if you are at home or out of town, call 911, or its local equivalent, or go to the nearest emergency room.**

The Behavioral Health Program has a prevention program that provides information and resources for people with major depression, alcohol and drug abuse and addiction, and Attention-Deficit/Hyperactivity Disorder. Learn more about these programs, important updates and specific information on how to use the program, at <http://prevention.liveandworkwell.com>. To learn more about behavioral health programs, United Behavioral Health publishes an annual member newsletter, *liveandworkwell*, available at **[liveandworkwell.com/newsletter/](http://liveandworkwell.com/newsletter/)**.

<sup>12</sup>For the purposes of this notice, the following behavioral health entities will be referred to as The Behavioral Health Program: United Behavioral Health and OptumHealth Behavioral Solutions of California.