

# Getting and Staying Healthy

## Health and wellness program

Sign up for **Rally**® on myuhc.com. It's a program to help you move more and eat better. It even rewards you for your progress.<sup>9</sup>

### How it works:

#### Create your Rally profile

Once you register, you'll choose an avatar to participate in online communities or other activities.

#### 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 health age compared to your actual age, based on your survey responses.

#### Pick your missions

Get personalized results 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 within Rally, you may earn coins for your efforts, which can be used to enter sweepstakes for a chance to win rewards.

## Healthy Mind Healthy Body® e-Newsletter

Our *Healthy Mind Healthy Body* e-newsletter is designed to provide health and wellness information that is meaningful to you. You choose which topics are important to you so the articles are relevant to your daily life. You'll also see stories from members like you who have improved their health through lifestyle changes and with care from some of our network doctors. Newsletters are sent to your designated email address each month. To register, visit [uhc.com/myhealthnews](http://uhc.com/myhealthnews).

## Preventive health guidelines

We encourage our members to receive age and gender appropriate preventive care health services. Under health care reform, most of our members are eligible to receive certain preventive health care services, based upon age, gender and other factors, with no cost-sharing (copayment, coinsurance or deductible), as specified in the health care reform law, as long as they are received from a network provider.<sup>5</sup> UnitedHealthcare also covers non-preventive diagnostic services, which may require a copayment, coinsurance or deductible.

For more information on preventive care, visit our website at [uhc.com/preventivecare](http://uhc.com/preventivecare) to identify your age and gender-specific preventive care guideline recommendations. You can email, download or print your results and sign up for preventive care email reminders. 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 COC or SPD or call the member phone number on your health plan ID card. To get the most out of your benefit coverage, make sure you use a network provider.

<sup>4</sup>Wellness programs and service offerings may vary depending on plan design. 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.

This program should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. The information provided through the program is for informational purposes only and provided as part of your health plan. The wellness team cannot diagnose problems or recommend treatment and is not a substitute for your doctor's care. Your health information is kept confidential in accordance with the law. The program is not an insurance program and may be discontinued at any time.

<sup>5</sup>Certain preventive care services are provided as specified by the Patient Protection and Affordable Care Act (ACA), with no cost-sharing to you. These services are based on your age, gender and other health factors. UnitedHealthcare also covers other routine services that may require a copay, coinsurance or deductible. Always refer to your plan documents for your specific coverage.

## Case and Disease Management programs

Our Case and Disease Management programs offer support to members dealing with chronic (long-term), complex or critical health conditions.<sup>6</sup> 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 [myuhc.com](http://myuhc.com) for more detailed information about these programs.

## Access to behavioral health care

United Behavioral Health (UBH) manages behavioral health benefits, such as mental health and substance use disorder benefits, for many UnitedHealthcare members.<sup>7</sup> If UBH provides your behavioral health benefits, please note the following information:

UBH offers a nationwide network of facilities and clinicians that specialize in the treatment of mental health and substance use problems—including psychiatrists, addiction medicine specialists, psychologists and masters-level clinicians, and advanced practice nurses. UBH also contracts with hospitals, day treatment programs and other specialty care programs.

To request services or get a referral to UBH network facilities and clinicians, call the 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, UBH Care Advocacy staff can be reached 24 hours a day, including holidays and weekends. In the case of a life-threatening emergency, dial 911, or its local equivalent.

You can also call UBH to determine benefit coverage, learn how to appeal a benefit decision, file a complaint about UBH services or a network clinician or facility, and to get additional information about network clinicians, such as licensure or Board Certification.

To find the names, phone numbers, office locations and clinical specialties of UBH credentialed clinicians, log in to UBH's website, [liveandworkwell.com](http://liveandworkwell.com), and select **Finding a Provider**.

Visit **liveandworkwell.com** to:

- Look up your behavioral health benefits
- Find information about mental health conditions, such as depression
- Search for behavioral health clinicians
- Access a variety of assessments and self-help programs
- Submit a claim and view claim status

To access [liveandworkwell.com](http://liveandworkwell.com) from [myuhc.com](http://myuhc.com), select **Find a Mental Health & Substance Use Provider or Facility**. [Liveandworkwell.com](http://liveandworkwell.com) is also available in Spanish by selecting Espanol from the menu at the top of the Welcome page.

UBH's prevention programs provide information and resources for people with major depression, alcohol and drug use and addiction, and Attention-Deficit/Hyperactivity Disorder. Learn more about these programs by visiting <http://prevention.liveandworkwell.com>.

<sup>6</sup>Disease Management programs and services may vary on a location-by-location basis and are subject to change with written notice. UnitedHealthcare does 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. Self-Funded or Self-Insured Plans (ASO) covered persons may have an additional premium cost. Please check with your employer.

<sup>7</sup>Not all health plans include behavioral health benefits. To find out if your plan includes mental health and/or substance use disorder benefits and the limitations and/or exclusions that may apply, ask your employer, refer to your COC or call the toll-free member phone number on your health plan ID card.

Call the member phone number on your health plan ID card for questions about:

- Behavioral health benefits, services and notification requirements
- Copayments and other charges for which you may be responsible
- How to get behavioral health services including inpatient and outpatient services, partial hospitalization and subspecialty care
- Getting care after normal office hours, or when you are away from home
- Submitting a claim for covered service, if applicable
- Information about UBH network practitioners

In addition to the rights and responsibilities outlined in this newsletter, UBH has a rights and responsibilities statement that contains information specific to behavioral health services. Learn more about UBH programs, services and quality improvement programs by reading UBH's annual member newsletter, *liveandworkwell*, at [liveandworkwell.com/newsletter/](http://liveandworkwell.com/newsletter/). To request a paper copy, call the Mental Health phone number on your health plan ID card.