Welcome to a simpler health care experience. UnitedHealthcare Charter® Plan
You can count on UnitedHealthcare Charter® and our Colorado Accountable Care Organization (ACO) providers to make your health care experience easier and more convenient.

UnitedHealthcare Charter is an innovative plan built on the fundamentals of patient-centered health. Members choose a primary care provider to help them navigate to high-quality, cost-effective care.

We hope you use this guide to learn about your benefits and to assist you in getting started. A UnitedHealthcare Member Representative will also call you to ensure your transition is smooth right from the start.

Your checklist.

Get the most from the Charter plan by checking off each of the following for yourself and your dependents:

- Select your primary care provider (PCP). When enrolling in the Charter plan, you must select a PCP for yourself and each covered dependent. Just choose a primary care physician from the Charter ACO network by visiting www.uhc.com/coloradoACO to view the directory.

- Review health plan ID card to make sure the correct PCP is listed. You should receive your ID card in the mail within 10 days of paying your first premium bill.

- Schedule an appointment to meet your PCP if he or she is new to you. This will establish your relationship for future medical services. We suggest you schedule an appointment for a preventive visit. With most plans, preventive visits are covered at no cost to you.

- If you need to see or are already seeing a specialist, you will need to get an electronic (online) referral from your PCP.

- Your PCP will submit the referral electronically (online), but you will need to confirm it has been submitted. You can find your referral listed on myuhc.com® on the Physicians & Facilities tab.

- Check myuhc.com to see your referral, and save a screen shot of the confirmation for your reference. If no referral is listed on myuhc.com, call your PCP to notify him or her. Your PCP is required to submit the referral electronically (online).

- If you would like to change your PCP, call the member phone number on your health plan ID card. In general, if you change your PCP prior to the 15th of the month, the change will be effective the first of the next month. If the change is completed after the 15th of the month, the change will be effective the first of the following month.

uhc.com/coloradoaco

This website is a simple way to learn more about the Charter plan and the many services available.
Three important things to know about your UnitedHealthcare Charter plan.

1. You must select a primary care physician (PCP) in our network when you enroll. Your PCP:
   - Must be a general practice, family practice, pediatrician or internal medicine physician.
   - Must be an individual physician name, not a medical practice.
   - Must be accepting new patients.
   - Cannot be an obstetrician/gynecologist (OB/GYN).
   - Must be located in a town or city near where you (the subscriber) live or work.
   - Can be selected for the entire family or each covered member can select their own. If a covered member selects his or her own physician, the physician must be located in a town or city near where you (the subscriber) live or work - not where your family member lives or works. Please check with your physician’s office before enrolling to confirm any patient age restrictions.

2. You must get an electronic referral from your PCP before you see another network physician or specialist. Referrals are not needed to see the following providers as long as they are in the Charter network:
   - Obstetricians/gynecologists (OB/GYNs).
   - Behavioral health or substance abuse disorder clinicians.
   - Convenience care clinics.
   - Urgent care centers.

Remember, emergencies are covered anywhere in the world, including non-network hospitals.

3. You can change your PCP one time each month.
   - You must change your PCP before the 15th of the month if you want the change to go into effect on the first of the next month. Otherwise, it will not take effect until the first of the following month.
   - You can request the change through myuhc.com® or by calling Customer Care.

Need helping finding your PCP?
See the next page for step-by-step directions on how to find your PCP using uhc.com/coloradoACO.

Don’t have access to a computer?
Call Customer Care at 1-877-805-1970 for help choosing a PCP or to request a paper directory.
Remember, a PCP will be assigned to you if you don’t select one when you enroll, if the PCP you selected is not participating in the UnitedHealthcare Charter Colorado providers network or the PCP is not in one of the areas of primary practice listed on the previous page.

**Step 1:** Under Member Resources, click on **Colorado Health Neighborhoods/Centura Health Provider Directory** or **New West Physicians Provider Directory** and select your primary care provider.

**Step 2:** To narrow the search, filter through the list by hitting CTRL + F on your keyboard to search for physicians based on specialty, ZIP code or name.

**Step 3:** Once you decide on the PCP you want, write down all of the physician’s information, including the doctor’s address and nine-digit identification (ID) number. You will need to provide this information on the enrollment form.

When you are ready to enroll:
- Complete the enrollment form provided by your employer.
- When completing the form, include the first and last name for all PCPs selected by you and any covered family members and/or dependents.
- Be sure to include the entire nine-digit physician ID number for each PCP listed on the form.

**uhc.com/coloradoACO**
1-877-805-1970