

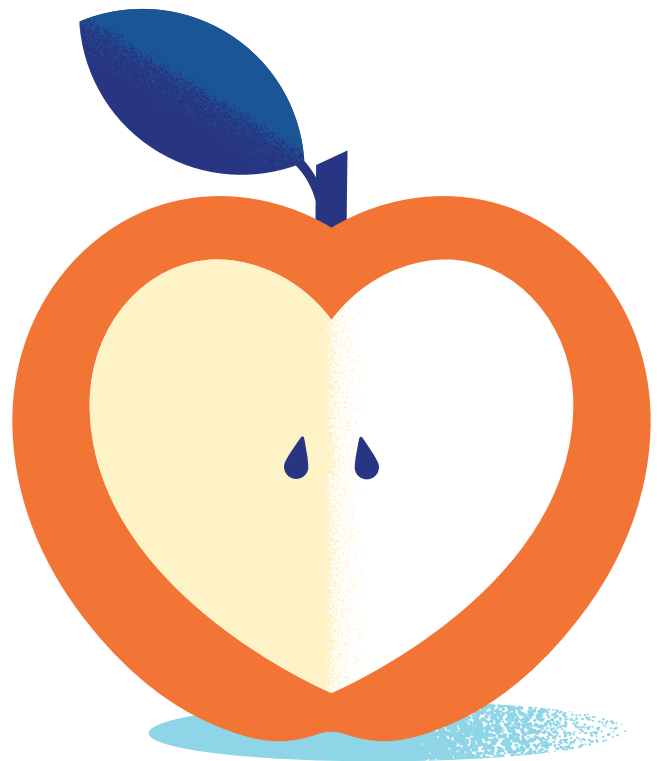


Make the most of your health plan

Getting Started Guide

Welcome

Thank you for joining UnitedHealthcare Community Plan. Whether you picked us as your health plan or the state of Michigan chose us on your behalf, we are happy to have you as a member of our community. We want to be sure you 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.



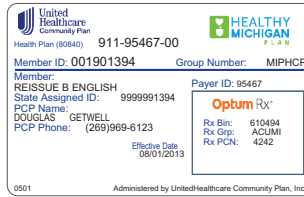
**United
Healthcare®**
Community Plan

Your Medical Member ID

Always carry it with you. It includes important health plan information on the front. It also has helpful UnitedHealthcare phone numbers on the back.

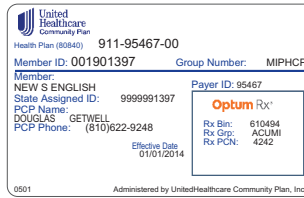
- Your PCP is listed on the front of your card. (If you didn't choose a PCP when you enrolled, we selected one of our network providers for you.)
- Show this ID card every time you get medical care or get a prescription filled.
- You can view your member ID card or print it anytime at myuhc.com/CommunityPlan.

Healthy Michigan Plan ID card



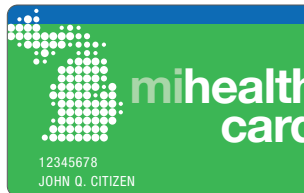
This is your Healthy Michigan ID Card. If you have not received this card, please call us at **1-800-903-5253**, TTY **711**.

Medicaid ID card



This is your UnitedHealthcare Community Plan member ID card. If you have not received this card, please call us at **1-800-903-5253**, TTY **711**.

Michigan MIHealth card

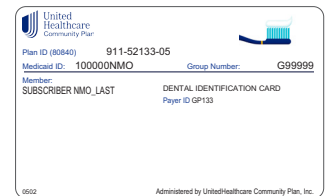


This is your State of Michigan mihealth card. If you did not receive this card, contact the State of Michigan at **1-888-367-6557**.

Your Dental Member ID

Always carry it with you. It includes important health plan information on the front. It also has helpful UnitedHealthcare phone numbers on the back.

- Be sure to show your UnitedHealthcare Community Plan Dental ID card when you get dental services
- View the enclosed Dental Guide for more information around your dental benefits.



Network providers

You're covered for services provided by more than 20,000 doctors and specialists, and 90 hospitals and facilities throughout Michigan. Find a list of these network doctors, dentists, clinics, pharmacies and specialists at myuhc.com/CommunityPlan. Or call a member advocate at **1-800-903-5253**, TTY **711**.



Information on your plan

Find details about covered benefits and special programs available to you in your member handbook. You can always view it online at myuhc.com/CommunityPlan. You can also call Member Services for help at **1-800-903-5253**, TTY **711**.



Sign up and stay connected

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



Go digital

- **Register at myuhc.com/CommunityPlan.** This is your secure member website. See your covered benefits, search for providers, view your member handbook and much more.




- **Stay connected via text message.** We've made it easy for you to get the health plan information you want and need. Get important notifications, reminders and more sent to your mobile device. All you have to do is choose the types of messages you'd like to get at myuhc.com/communityplan.

- **Download the UnitedHealthcare mobile app.** It's designed for people on the go, and includes many of the same features as the member website. Find it at the App Store or Google Play. You can also sign up to receive text message reminders to help you stay healthy.




- **Follow us on Facebook at facebook.com/UnitedHealthcareCommunityPlan.** Find fun, useful and interesting information for you and your family.







Find/change doctors



View/print ID card



View benefits



View Preferred Drug List



How to contact us

Member Portal: myuhc.com/CommunityPlan

Website: www.uhccp.com/michigan

Member Services: **1-800-903-5253, TTY 711**



1-800-903-5253, 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.

Doctor visits

- Annual wellness visits
- Mental health visits
- Primary care provider (PCP) visits
- Specialist visits
- Well-child visits

Common services

- Emergency and urgent care
- Health and wellness services
- Hospital services
- Immunizations
- Laboratory and X-ray services
- Pregnancy care
- Prescriptions

Other covered services

- Bariatric surgery
- Care management
- Diabetes supplies
- Doula Services
- Durable medical equipment (DME)
- Family planning
- Hearing services
- Home health services
- Hospice care
- Maternal infant health program (MIHP)
- Medical Respite
- Outpatient surgeries
- Physical and speech therapy
- Podiatry care
- Service by a chiropractor
- Telehealth/telemedicine
- Transportation
- Vision care

Dental services

We offer dental coverage to all beneficiaries ages 19 and above enrolled in Healthy Michigan Plan, as well as all enrollees ages 21 and older, enrolled in Medicaid.

- Crowns
- Dental checkups
- Dentures and partial dentures
- Fillings
- Periodontal Treatment
- Root Canal Therapy
- Sealants
- Teeth cleaning
- Tooth extractions
- Transportation to dental checkups and services
- X-rays

Healthy Kids Dental

The Healthy Kids Dental program is offered statewide to those who get Medicaid and are ages 0 through 20 years. You will be enrolled automatically. The two plans available are Blue Cross Blue Shield of Michigan and Delta Dental of Michigan. You will get an identification card from the dental plan. It will have the phone number for your plan. You can call your dental plan for help in finding a dentist:

- Blue Cross Blue Shield **1-800-936-0935**
- Delta Dental **1-866-696-7441**

Prescriptions

We work with Optum Rx to provide your prescription coverage. Your plan covers a long list of prescription medicines and refills.

Be sure to check your member handbook to see about coverage for generic and brand-name drugs. 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 included on the Preferred Drug List (PDL)*
- Fill your prescriptions at one of the pharmacies in our network*
- Show your member ID card at the pharmacy when you get your prescriptions filled
- Ask your PCP if you have questions about your prescription drugs
- Provide your pharmacist with your UnitedHealthcare Community Plan card and your Michigan MIHealth card to assist with getting your prescription filled.

*Find network providers, pharmacists and a copy of the PDL myuhc.com/CommunityPlan. Or you can call a member advocate.

Family planning

UnitedHealthcare Community Plan offers coverage for contraceptive and family planning services. There are many safe options available. Speak to your provider about your family planning and contraceptive needs during your appointments. Decide what's best for you.



Your benefits continued

Behavioral health and substance use treatment

As our member, you are covered for mental health and substance use treatment. This includes services for evaluations, individual and group therapy sessions, as well as substance use screenings and treatments. Talk with your PCP if you think you might need these services. They can help you decide the right options for you.

How to find a behavioral health provider:

- myuhc.com/CommunityPlan (Find-a-Doctor).
- Or call us. We can help. **1-800-903-5253**, TTY **711**

Vision services

Eye exams, frames and prescription lenses are covered when you see a participating provider. For more information on vision coverage, see your member handbook.

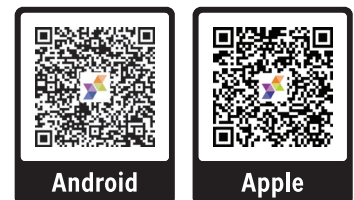
Transportation services or gas reimbursement

If you do not have a ride to get medical care and services, we provide transportation or gas reimbursement for you. Call **1-888-777-4065** or visit mtm-inc.net to request a ride.

You can also download the MTM App.

The MTM app gives you the flexibility to schedule a non-emergency medical ride whenever and wherever you like, directly from a smartphone or tablet.

All you need to do is search for **MTM App** on Google Play® or the Apple App Store® and download it to your smartphone or tablet. Have your valid email address handy. Qualified members can book and manage trips as soon as the app is downloaded to their device.



With the app you can:

- Book a trip
- Book mileage reimbursement trip
- Cancel a trip
- Change a scheduled trip
- See where your driver is

Pregnancy care

Prenatal care, postpartum care and dental services are covered when you are expecting. There are also the following programs that are available to help you have a healthy pregnancy:

- Doula Services
- Maternal Infant Health Program (MIHP)
- Healthy First Steps Program
- Stop Smoking Program

For more pregnancy care benefits, please see the Extras from UnitedHealthcare section. For more information on these benefits, see your member handbook.

Getting care



Your primary care provider

We call the main doctor you see a primary care provider, or PCP. When you see the same PCP over time, it's easier to develop a relationship with them. Each family member can have their own PCP, or you may all choose to see the same person. Your PCP is available to assist you 24 hours a day, 7 days a week for:

- Routine care, including yearly checkups
- Coordinating your care with a specialist
- Treatment for colds and flu
- Other health concerns



Schedule a wellness exam soon

A yearly wellness exam with your PCP is important for good health. These visits are fully covered. Schedule your visit within the first 30 days of joining your health plan.

Call Member Services if you'd like help setting up your PCP visit.



Change your PCP at any time

It's important to have a PCP you like and trust. You can change your PCP at any time online or simply by calling us. If you like, we can recommend someone for you.



Where to get care

Your primary care provider (PCP)

This is the person you should see for most of your care. This includes checkups, treatments, vaccinations, minor injuries and health concerns.

Urgent care clinics

Network urgent care clinics are a good option if you have an illness or injury that needs quick attention. This could include sprains or strains, minor cuts needing stitches, sore throat, minor burns, rash, fever or infection of any kind.

Emergency care

This level of care is for chest pain, bleeding that won't stop, trouble breathing, severe allergic rashes or the feeling that you might hurt someone or yourself. If you have a health emergency when you are out of town or out of State, we will cover the costs. If you need non-emergency care while traveling outside the service area or when you are not in the State of Michigan, call your PCP or our Member Services department first. If it's an emergency, call 911 or go to the nearest emergency room.

Telehealth/telemedicine services

24/7 access to doctors by phone or video. This is just like seeing your doctor in the office. They can diagnose, treat and prescribe medicine, if needed. Call your provider to see if they offer telehealth services.

UHC Doctor Chat

As a UnitedHealthcare Community Plan member, you can video chat with a real doctor from your phone, tablet or computer with UHC Doctor Chat.

Need to see a doctor but can't leave your house? Have a sick child and don't want to wait for an appointment? Talk to a doctor in seconds with UHC Doctor Chat. Get the answers, treatment and follow-up care you need, when you need it.

UHC Doctor Chat is available at no cost 24 hours a day, 7 days a week. Download the app today.



Recommended care

A preventive health visit can help you see how healthy you are now and help find any health issues before they become more serious. You and your primary care provider (PCP) can then work together to choose the care that may be right for you. Your Personal Care Checklist is available via the digital Health and Wellness page. It provides you with a personalized, dynamic list of “to-dos” tailored to your health needs. Recommended preventive care services may include the following¹:



Dental services

- Routine cleanings once every six months.

Diabetic members

- HbA1c testing (blood sugar test)
- Retinal eye exam
- Kidney health test (eGFR blood test and urine albumin-creatinine ratio)
- Blood pressure screening

Women

- Mammogram (ages 50-74)
- Cervical cancer screening (ages 21-64)
- Chlamydia screening (ages 16-24)

Children

- 6 or more well child visits prior to 15 months of age
- 2 or more well child visits between 15-30 months of age
- Annual well child visit for members 3-21 years of age
- Lead Screening 1 before 1 year and 1 before 2 years
- All recommended immunizations before age 2

Pregnant woman

- Prenatal visit in first trimester and all regularly scheduled prenatal visits
- Postpartum visit between 7-84 days after your delivery²

All Members

- Annual well visit
- Blood pressure screening
- Flu shot
- Height, weight and body mass index (BMI)

Men

- Prostate cancer screening (ages 55-69)

¹ This is a list of suggested screenings. Coverage for these screenings (including how often they are covered) may vary. If you have questions about your specific benefits or coverage details, please call Member Services.

² MIHP visits do not replace provider visits; you should continue visits with your provider after your pregnancy to protect you and your baby.



Extras from UnitedHealthcare

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

Quit smoking support

Michigan Tobacco Quitline:

Get help quitting smoking at no cost (toll-free).

1-800-784-8669, TTY 711

michigan.quitlogix.org/en-US

Healthy First Steps

A great start to a healthy pregnancy begins with UnitedHealthcare's Healthy First Steps. This program will help you take the right steps to keep you and your baby healthy.

Enroll. Sign up at **uhhealthyfirststeps.com** or call **1-800-599-5985**.

WellHop®

Online community. Join video conversations weekly with members who had similar due dates; or post anytime to a discussion board. Additional support resources and videos available. To enroll visit **momandbaby.wellhop.com**.

Babyscripts®

Mobile app is a great way to earn rewards for attending appointments. Call member services for more information **1-800-903-5253**.

Breast Pumps and Supplies

These are available to you beginning 30 days before delivery. Talk to your provider about sending a prescription to J&B Medical to obtain your breast pump.

Pregnancy tests

Planning to become pregnant? Think you might be pregnant? Get no cost pregnancy tests as part of your benefits. Please visit your My Maternity Journey page located on the health and wellness tab on your **myuhc.com** account to get your free pregnancy tests; or call member services for more information.



On My Way (OMW™)

If you're a teen or young adult who's getting ready to live on your own, UnitedHealthcare OMW™ (UnitedHealthcare On My Way) is for you. You'll learn what it takes to be independent. Like finding housing, getting a good job, managing your money – and more. It's easy. It's fun. And it's all right here. Go to uhcOMW.com and complete the brief registration form with your name, e-mail, birthdate and state. That's it – and you're ready to go!

Women, Infants and Children (WIC) services

WIC is offered by the Michigan Department of Health and Human Services. WIC offers healthy foods, formula, and nutritional education for children up to age five, pregnant women, and women who have just given birth. Please visit michigan.gov/mdhhs/assistance-programs/wic to get started and to see what WIC can offer for your family.

Live and Work Well

Find mental health and substance abuse resources at LiveandWorkWell.com.

Get health support with mobile phone service at NO COST to you

Staying connected to what matters most is essential, and Assurance Wireless is here to make it simple. As a UnitedHealthcare Community Plan member, you meet one of the core requirements for Lifeline Services. If you apply, you're likely to qualify and start enjoying FREE wireless service.

What's included:

- FREE High-Speed Data
- FREE Minutes
- FREE Texts
- Bring Your Own Phone or explore our affordable phone options to find the perfect fit for you

At Assurance Wireless, we're proud to support UnitedHealthcare Community Plan members like you with reliable, no-cost service on the T-Mobile Network. Stay connected to your doctors, family and job opportunities – wherever life takes you.

Enrolling is easy.

Scan the QR code or visit assurancewireless.com/partner/buhc to confirm your eligibility and apply. It only takes a few minutes to apply.



Your rights and responsibilities

As a member of UnitedHealthcare Community Plan of Michigan you have specific rights and responsibilities related to your health care and any decisions you can make regarding your health care. For a full listing of your rights and responsibilities, see your member handbook.

Simple for you. That's our promise

Health care isn't always easy. But we'll make it as simple as possible for you. So, let us know if you need help with anything. And thank you for joining UnitedHealthcare Community Plan of Michigan.



Need more help?

Need more help? Call **1-800-903-5253**, TTY **711**, 8 a.m.-5 p.m., Monday-Friday. A member advocate can answer questions about your coverage, help find a doctor or help with an appointment.

