



UnitedHealthcare Community Plan Member Benefit Updates

Listed below are changes to your benefits. Refer to the most recent Member Handbook at unitedhealthcarecommunityplan.com/Michigan. You can also call Member Services at **1-800-903-5253** for more information.

Doula visits

A doula is a trained professional who provides support during your pregnancy, labor, delivery experience, and postpartum. They can offer encouragement, physical support, education, and advocate for your personalized birth plan during birth. Effective 10/1/2024, your plan now covers up to 12 visits per pregnancy.

Targeted case management – Recuperative care

Recuperative Care is a program for members who are homeless and leaving the hospital. This short-term program helps members get better after being in the hospital. Members can get help from case managers, medical care, other Medicaid services, and support. Effective 9/1/2024, your plan now covers targeted case management services.

Nurse line

Members can call a nurse anytime they need help with their health. This new nurse line is available 24/7 to answer your questions and give advice. It's free for all members! Call 866-827-9019 to connect with a nurse.

Non-emergent transportation

Your benefits provide options for transportation. We provide transportation free of charge for doctor's visits, lab visits, non-emergency hospital services, prescription pick-up, dental services and other Medicaid covered services. Effective 10/1/2024 transportation is also covered for services that are now provided through MDHHS directly. If you are receiving services through the local Community Mental Health Services Program (CMHSP) agency, there may be some transportation services that you will continue to receive through the local CMHSP agency. Contact your local CMHSP agency for questions about this benefit.

Community resources – Health survey

You can now complete a short survey on myuhc.com/communityplan. This will help us match you with the benefits and services available to you! It is important to complete this short survey once a year. It asks simple questions about your health. Your answers will be kept private and won't affect your benefits. We are excited to help you live a healthier life.

Online

1. Sign up or log in to myuhc.com/communityplan or scan the QR code using your device's camera.



2. Click on the Health & Wellness menu.
3. Select Community Resources.
4. Under Helping you find resources, click Start now.

By phone

To complete your health survey by phone, please call Member Services toll-free at **1-800-903-5253, TTY 711**.

Emergency diaper bank

If your child is 24 months or younger and is a member of UnitedHealthcare Community Plan, you can email to request diapers. Email uhcdiapers@uhc.com. Please include your name, your child's name and date of birth and a telephone number. We will email you to set up your diaper delivery. Please note Diaper supplies are limited to emergencies only and cannot be requested every month.

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.

BYOP phone program through Assurance Wireless

Starting April 18, 2025, our offering will focus on providing a Lifeline plan that includes 3,000 talk minutes, unlimited texts, and 4.5GB of data each month at no cost to participants. This ensures they remain connected to family, friends, and essential services. While we won't be offering an initial free phone to new participants, to support participants in accessing a device if they need one, we're introducing an option to purchase phones at a significantly reduced price, starting as low as \$20. This provides a budget-friendly pathway for those without a device to join or remain connected. We'll also maintain our Bring Your Own Phone (BYOP) option, so participants can use their existing compatible phones with our network, adding flexibility and convenience to their experience. As of April 18, 2025, Assurance Wireless will no longer offer free devices.

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, email, birthdate and state. That's it – and you're ready to go!

Starting June 1st, residents of certain counties in Michigan may qualify for new food services.

The Medically Tailored Home Delivered Meal (MTM) service provides up to two healthy meals per day delivered to your home for up to three months, along with guidance from a registered dietitian. To qualify, you must have a health condition that can be improved with a healthy diet or have been in a hospital or skilled nursing facility in the last 90 days. Additionally, the Produce Prescription service offers vouchers to buy fruits and vegetables for up to three months. Eligibility criteria include having a health condition that can be improved with a healthy diet, recent hospitalization, or being at risk of hospitalization without access to healthy food. Using these services will not affect your Medicaid coverage or access to other medical services. For more information, review your member handbook or call 1-800-903-5253. Work with your provider to submit a prior authorization.