



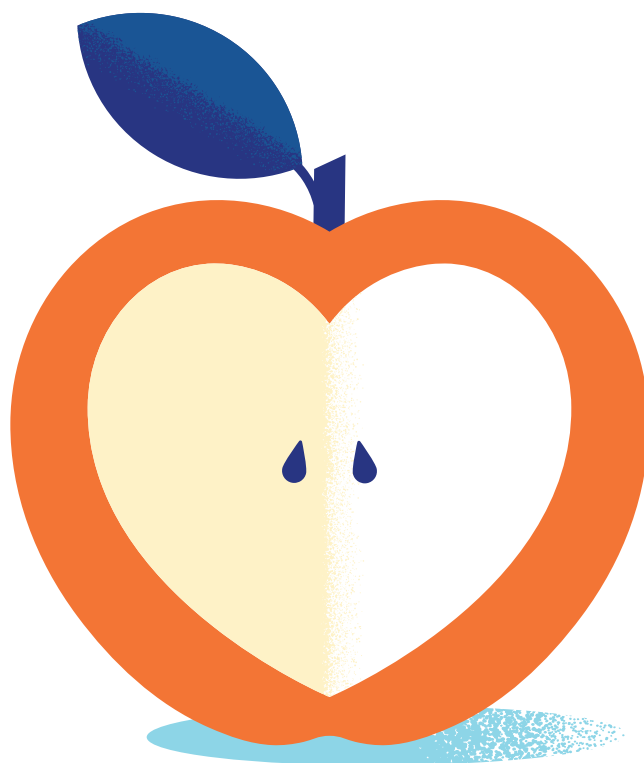
Missouri

Make the most of your health plan

Getting Started Guide

Look inside for:

- Getting help
- Benefits
- Extras
- Getting care



United
Healthcare
Community Plan

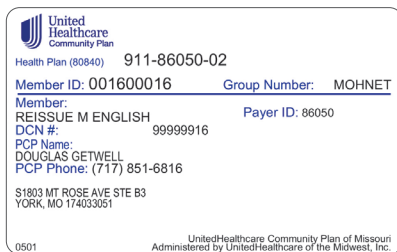


Simple for you. That's our promise.

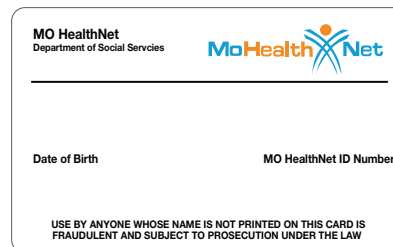
Thank you for joining UnitedHealthcare Community Plan, your MO HealthNet Managed Care health plan. We want to be sure you have all the information you need to make this the best health care experience possible. This guide will walk you through the important steps for getting started.

Do you have your member ID cards?

You will need these 2 cards when you get health care services.



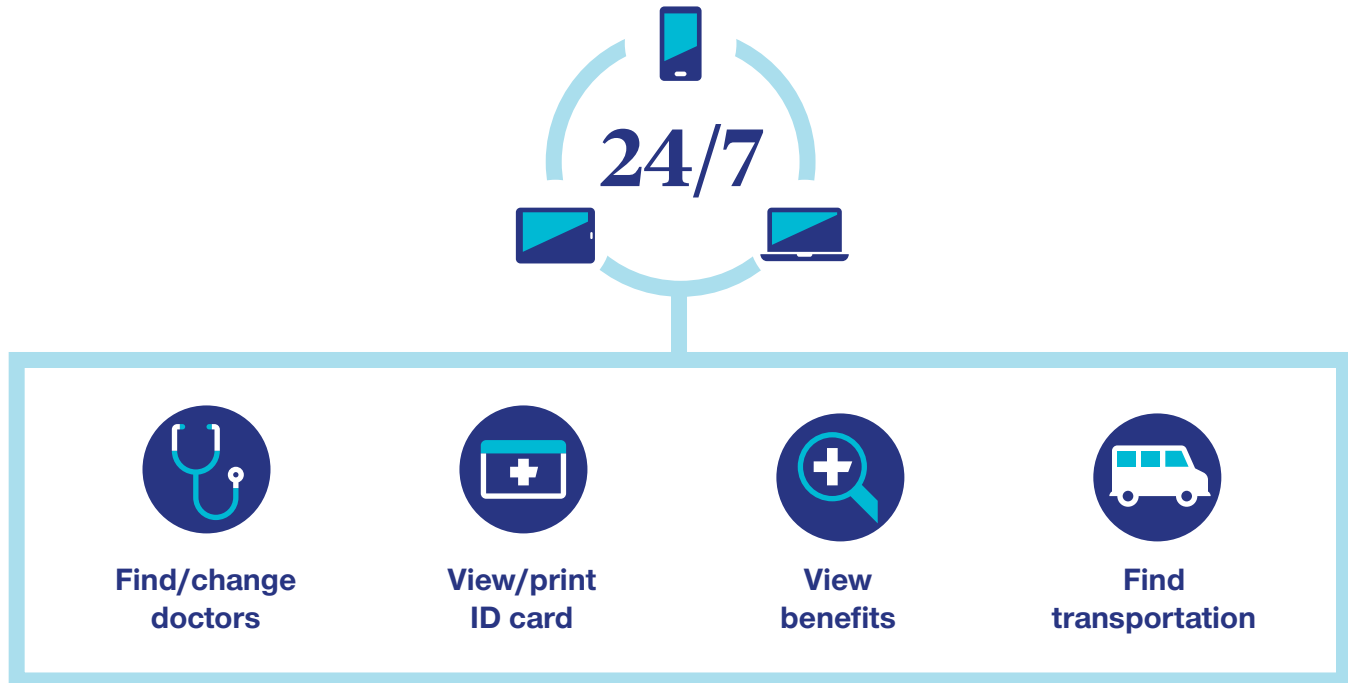
This is your UnitedHealthcare Community Plan member ID card. If you have not received this card, please call us at **1-866-292-0359**, TTY **711**.



This is your MO HealthNet ID card. If you did not receive this card, contact the State of Missouri at **1-800-348-6627**.

Get connected

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



Need more help? Call **1-866-292-0359**, TTY/PA Relay **711**, 8 a.m.–5 p.m., Monday–Friday. Member Services can answer questions about your coverage, help find a doctor or help with an appointment.

Tell us what you think

Each year, we conduct surveys to gather information from you about the experience you have with UnitedHealthcare. We want to know how happy you are with UnitedHealthcare Community Plan. Should you get a request to complete a survey, please complete and send back. Your answers will be private, and your opinion helps us make the health plan better.



1-866-292-0359, 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.

Medical benefit	Your in-network cost
<p>Doctor visits</p>  <ul style="list-style-type: none"> Annual wellness visits Well-child visits (HealthCheck) Primary care provider (PCP) visits Specialists visits 	<p>\$0</p>
<p>Common services</p>  <ul style="list-style-type: none"> Emergency and urgent care Hospital services Immunizations Laboratory and X-ray services Pregnancy care 	<p>\$0</p>
<p>Other covered services</p>  <ul style="list-style-type: none"> Care management Diabetes supplies Vision services 	<p>\$0</p>

Mental 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.

Your member handbook outlines all your mental health and substance use benefits. You can also call a member advocate at **1-866-292-0359, TTY 711**.

Transportation (for eligible members only)

If you need a ride to and from a doctor's appointment, we can help. We can arrange for rides for you, or provide bus tokens. To learn more, call Member Services at **1-866-292-0359, TTY 711**, 8 a.m.–5 p.m. CT, Monday–Friday. Please refer to the additional health benefits section to see more on transportation.

Dental care

For members, coverage includes cleanings, exams, X-rays and fillings. If you are age 21 or older, or if you are pregnant, see the member handbook for coverage details. Or call a member advocate.

Vision services

Includes yearly eye exam, and glasses or contacts from a network provider.

Pharmacy benefits

Your pharmacy benefits are covered by MO HealthNet Fee-for-Service. For more information, contact **1-800-392-2161** or visit the MO HealthNet website at **dss.mo.gov/**.

Care management services

Care management services are available to help you get the care you need. Call Member Services at **1-866-292-0359, TTY 711** to speak with a care manager.



See your member handbook

You'll find more details about your covered benefits in your member handbook. You can always view it online at **myuhc.com/CommunityPlan**.



1-866-292-0359, TTY 711



myuhc.com/CommunityPlan



UnitedHealthcare app

Extras from UnitedHealthcare

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

Asthma support

Members who are enrolled in care management may qualify for a hypoallergenic mattress cover and pillowcase. Contact Member Services at **1-866-292-0359**, TTY **711** to enroll in care management.

Transportation

In addition to the benefits discussed on page 5, as a UnitedHealthcare member, you can always get transportation to WIC, pharmacy appointments, grocery stores, food pantries, weight management classes, vocational rehab, job training, and if you are pregnant, you can receive rides to substance abuse treatment. If you need a ride to and from a doctor's appointment, we can help. We can arrange for rides for you, or provide bus tokens.

To learn more, call Member Services at **1-866-292-0359**, TTY **711**, 8 a.m.–5 p.m. CT, Monday–Friday.

Electronic breast pumps

Pregnant members can contact Aeroflow Breastpumps if they plan to breastfeed. Requests may be made 60 days prior to delivery up to 6 weeks after delivery (limit 1).

To learn more, call Aeroflow Breastpumps at **1-844-867-9890** and a dedicated specialist will be able to assist you.

aeroflowbreastpumps.com/united-qualify

YMCA memberships

Members up to 17 years of age can receive a Youth Membership to their local YMCA. Just go into your local Y and bring your member ID card to get signed up.

One Pass

Members 18 years of age and older will have access to this membership which gets them into over 300 gyms across Missouri, including YMCAs, Planet Fitness, Anytime Fitness and many small local gyms. Information can be found at rallyhealth.com/onepass-uhcmo.

Mom's Meals

Post-delivery pregnant moms can receive 30 meals (2 meals per day for 15 days) delivered to their homes. These requests can be made through your case manager or by calling Member Services.

Sanvello application

Sanvello is an app that offers clinical solutions to dial down symptoms of stress, anxiety and depression. Members can download the app, create an account and choose “upgrade through insurance,” and search for and select UnitedHealthcare and enter the information on your insurance card.

Doctor Chat

Members that live in a rural area or are a part of the Adult expansion group have access to Dr. Chat, video chats with a doctor at no cost. Doctors are available 24 hours a day, 7 days a week and can answer questions, big or small. To get started you can download the UHC Doctor Chat app or learn more online at UHCDoctorChat.com.

Member Rewards Program

As a UnitedHealthcare® member and part of the MO Healthnet Managed Care benefits, members can earn a new reward each time they complete an eligible healthy activity. There's no added cost for the member to take part in the reward program. Once you've completed one of the eligible healthy activities, you will get a gift card reward in the mail. Use your prepaid card to pay for healthy foods and other in-store products at participating stores. View rewards, get more details and use the store finder at [HealthyBenefitsPlus.com/UHCMOMemberRewards](https://www.healthybenefitsplus.com/UHCMOMemberRewards) or call **1-877-831-3017**, TTY **711**.

Qualified healthy activities

Remember that you can earn a reward each time you complete an approved healthy activity.

- **First newborn well-child visit** – exam with primary care provider by 3 months old
- **Immunizations** – complete all CDC-recommended vaccines by 2 years old
- **Well-child visits** – 6 visits by 15 months old
- **Well-child visits** – 2 visits between 15–30 months old
- **Dental visit** – members 2–5 years old
- **Annual well-child visit** – members ages 3–21 years old
- **Adult annual wellness visit** – members ages 22 and up

For help finding a provider, scheduling an appointment or getting a ride to the visit, please call Member Services at the number on the back of your member ID card.

Limitations and restrictions apply. Rewards are subject to change.

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

Behavioral health services

You can get a wide range of treatments and services for mental health and drug and alcohol misuse. To find a behavioral health provider, visit [liveandworkwell.com](https://www.liveandworkwell.com) or call Member Services at **1-866-292-0359**, TTY **711**.

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.

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.





Guide to getting care

NurseLine

NurseLine gives you 24/7 telephone access to experienced registered nurses. They can give you information, support and education for any health-related question or concern. Interpreter services are available. Call **1-866-351-6827**, TTY **711**.

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 other health concerns.

Urgent care clinics

Network urgent care clinics are a good option if your PCP is not available, and 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 it's an emergency, **call 911 or go to the nearest emergency room, even if it is not in the UnitedHealthcare network.**

We speak your language

If you speak a language other than English, we can provide translated printed materials. Or we can provide a telephonic interpreter to help translate materials sent to you. You can also get this handbook in other formats, such as braille, large print or audio CD. To arrange for an interpreter, translation services, call Member Services at **1-866-292-0359**, TTY **711**.



Need help finding a PCP?

Call us at **1-866-292-0359**, TTY **711**, or refer to the Provider and Clinic Look-Up Guide.

