

UNITEDHEALTHCARE COMMUNITY PLAN
PO BOX 31349
SALT LAKE CITY UT 84131-0349

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Your benefits start:

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NEW ENGLISH
124 ANY STREET
ANYTOWN LA 99999-9999

Welcome

Welcome to UnitedHealthcare Community Plan of Kentucky. Whether you picked us as your health plan or the state of Kentucky chose us on your behalf, we are excited to have you as a member of our community. Here is your new member ID card, which gives you access to physical and behavioral health benefits. We're proud to have you as a member and look forward to making your health care experience as easy as possible, starting today.

Get connected

Register now at myuhc.com/CommunityPlan or the UnitedHealthcare app for 24/7 web access to your health plan account. This fast, easy and secure website keeps all of your health information in one place. Use your computer, tablet or mobile phone to connect.

24/7

- Find/change doctors**
- View/print ID card**
- View benefits**
- View Preferred Drug List**

Need more help? Call 1-866-293-1796, TTY 711, 7 a.m.-7 p.m. EST, Monday-Friday. Member Services can answer questions about your coverage, help find a doctor or help with an appointment.

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Getting started



Welcome call

We'll call you to welcome you to your plan. As part of the call, we'll learn more about you and your health, and answer questions about your coverage.



Your member ID card

Always carry it with you. It includes important health plan information. The name and phone number of your Primary Care Provider (PCP) is listed on the front of your card. The front of your card also includes information for your pharmacy to process your prescriptions. The back of the card provides helpful phone numbers to Member Services, NurseLine, Behavioral Health Crisis Line and other useful resources.

- You will also get a Medicaid card from the state of Kentucky
- Be sure to show both your UnitedHealthcare Community Plan ID card and Kentucky Medicaid card when you get health care services



Your Health Assessment

A Health Assessment is a short and easy survey that asks you simple questions about your lifestyle and health. It helps us to get to know you better and match you with benefits and services. You should complete your Health Assessment within the first 90 days of becoming a member, or as soon as you can. You may fill out the Health Assessment at myuhc.com/CommunityPlan or the UnitedHealthcare app. Or you can call Member Services at **1-866-293-1796**, TTY **711**, to complete it by phone. It only takes a few minutes.



Information on your plan

You can also request a complete description of all your benefits and services, called the Member Handbook. You can find the Member Handbook online at myuhc.com/CommunityPlan or the UnitedHealthcare app. As a new member, you will also be receiving a member handbook in the mail within the next 5 business days.



Information on doctors and hospitals in our network

You can find information about which doctors and hospitals are in our network by going online at myuhc.com/CommunityPlan or the UnitedHealthcare app. If you need help finding a provider or want a directory mailed to you for free, please call Member Services at **1-866-293-1796**, TTY **711**.



Join us at a quarterly **Quality and Member Access Committee** meeting where you're able to learn more about your plan and provide feedback on ways we can improve. Members can also earn a \$50 gift card for participation. Please call Member Services at **1-866-293-1796**, TTY **711** or send an email to uhc_kyqmac@uhc.com to RSVP.



1-866-293-1796, TTY 711



myuhc.com/CommunityPlan



UnitedHealthcare app

Your benefits



A general overview of your benefits is provided below. Full details can be found in your **Member Handbook**. You can find your Member Handbook online at myuhc.com/CommunityPlan or the UnitedHealthcare app. Or you can request a copy by calling Member Services at **1-866-293-1796**, TTY **711**, 7 a.m.–7 p.m. EST, Monday–Friday. There’s no cost to you for covered benefits and services.

Doctor visits

- Wellness exams (adult and child)
- Primary Care Provider visits
- Specialist visits
- Behavioral health services
- Substance use disorder services
- Immunizations

Common services

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

Other covered services

- Care management
- Diabetes supplies
- Family planning
- Nursing home services
- Vision exams
- Dental exams, cleanings and treatment
- Help with quitting smoking, dipping or vaping

Network providers

You’re covered for services provided by network providers. Find a list of these network doctors, clinics, hospitals, specialists, and pharmacies at myuhc.com/CommunityPlan. Or you can call Member Services at **1-866-293-1796**, TTY **711**.

If you get a bill for covered services

In most cases, hospitals and doctors cannot bill you for covered services. If you get a bill you believe we should pay, call Member Services at **1-866-293-1796**, TTY **711**.



1-866-293-1796, TTY 711



myuhc.com/CommunityPlan



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Getting care



Your Primary Care Provider (PCP)

See your PCP for routine care including wellness exams, vaccinations, coordinating your care with a specialist or treatment of colds and flu. You can also talk to your PCP about any behavioral health concerns. Your PCP is listed on your ID card. You can change your PCP by calling Member Services at **1-866-293-1796**, TTY **711**.



Schedule a wellness exam soon

Wellness exams with your PCP are important for good health.

- For adults, yearly wellness exams can help you address any medical or behavioral issues
- For children, ages pre-school and up, yearly wellness exams are a time for your PCP to answer questions about how your child is growing and developing. They will also give the needed screenings, like speech and hearing tests, and immunizations during these visits.
- Younger children, babies and toddlers, need more frequent visits



Behavioral health services

You can get a wide range of treatment and services for mental health and drug and alcohol misuse. You do not need a referral from your PCP. You can find a behavioral health provider by searching the “Behavioral Health” tab at **myuhc.com/CommunityPlan** or the UnitedHealthcare app. Or call Member Services at **1-866-293-1796**, TTY **711**.

If you are experiencing a mental health crisis, it’s important to get help right away. A mental health crisis is a moment when someone’s behavior can put themselves or others in danger, especially if they do not get help. See the back of your member ID card for the crisis helpline or call **1-855-789-1977** 24 hours a day, 7 days a week.



Prescriptions

Your drug benefit is provided by UnitedHealthcare and Kentucky Medicaid. We work with a pharmacy benefit manager (PBM), MedImpact Healthcare Systems, Inc., that will serve all members in managed care. Their member service team is available 24 hours a day, 7 days a week by calling **1-800-210-7628**.

Your ID card has important information for your pharmacy. If you do not have your ID card you can still go to the pharmacy. Tell them you have Medicaid and the pharmacist can call MedImpact to get the needed information. Before you go, make sure the pharmacy accepts KY Medicaid. To find a pharmacy, go to **<https://kyportal.medimpact.com/>**.



1-866-293-1796, TTY 711



myuhc.com/CommunityPlan



UnitedHealthcare app

Getting care (continued)



Dental care

Dental exams, cleanings, fillings, X-rays, extractions and emergency care are covered benefits. With prior authorization, crowns, partial dentures, full dentures, complex oral surgery, and orthodontics (under 21) may be covered if medical necessity is documented by your provider. See myuhc.com/CommunityPlan, the UnitedHealthcare app or call Member Services at **1-866-293-1796**, TTY **711**.



NurseLine

When you are sick or injured, you may not know if you should go to the emergency room, visit an urgent care center, make a doctor appointment or treat at home. An experienced nurse can give you information to help you decide. Call the NurseLine at **1-800-985-3856**, TTY **711**, any time, 24 hours a day, 7 days a week.



UHC Doctor Chat

If you have a non-emergency problem, skip the wait of the ER and urgent care and chat with a doctor in minutes. With UHC Doctor Chat, you can connect to a doctor wherever you are. And there's no cost to you. Visit UHCDoctorChat.com or myuhc.com/CommunityPlan.com to get started.



Emergency care and urgent care

Emergency care is for chest pain, bleeding that won't stop, trouble breathing, severe allergic rashes or the feeling you might hurt someone or yourself.

Call 911 or go to the nearest emergency room if you are having a life-threatening emergency. Don't wait.

Urgent care clinics are a good option if you have an illness or injury that needs quick attention. This may include minor sprains or strains, minor cuts, sore throats, minor burns, rash or fever.



Transportation

Non-emergency transportation is offered through Kentucky Medicaid. Transportation may be authorized if you have no other means to access medical care. A list of brokers who can arrange transportation can be found at <https://www.chfs.ky.gov/agencies/dms/provider/Pages/nemt.aspx>.



Vision exams

Eye exams are covered by UnitedHealthcare. Search for a vision care center near you at MarchVisionCare.com or call Member Services at **1-866-293-1796**, TTY **711**. Eyeglasses and fitting services are available for members who meet eligibility criteria through Member Services at **1-866-293-1796**, TTY **711** to learn more.



1-866-293-1796, 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.



Member rewards*

Eligible members who complete recommended services may get rewarded with gift cards.* Call Member Services to see if you could be eligible for our Member Rewards programs.



Extra pregnancy support and rewards for moms

Our **Healthy First Steps program** can help both you and your baby get the care you need and deserve. With **Healthy First Steps**, you'll earn great rewards for completing checkups on time during and after your pregnancy. Join at **UHCHealthyFirstSteps.com**.

- Members who complete their postpartum appointment can choose between a car seat, stroller or pack n' play. In addition, these members can also receive a free case of diapers and wipes.
- Doula benefit with support during pregnancy and after birth



Support for complex conditions

We offer one-on-one support for qualifying members with complex health conditions, such as asthma, diabetes or other chronic conditions. Call us to learn more, **1-866-293-1796**, TTY **711**.



Boys & Girls Club youth programs

Boys & Girls Clubs provide a free annual membership for youth members at participating clubs. It includes after-school programs, mentoring and homework assistance.



Boy and Girl Scouts

Free annual membership for youth members, 5–18 years old, along with journal or uniform.



UnitedHealthcare OMW™ (UnitedHealthcare On My Way)

An engaging, interactive program that helps prepares young people for real-world situations that lie ahead. **uhcOMW.com**



1-866-293-1796, TTY 711



myuhc.com/CommunityPlan



UnitedHealthcare app

Extras from UnitedHealthcare (continued)



GED Works

GED advisor coaching, prep and testing for members 18 and up who want to get their diploma.



Music and equine therapy

12 music therapy or equine therapy visits per year for members, under 21, with an autism spectrum diagnosis or in adoption assistance.



Gym membership

Free gym membership and digital gym platform for members 18 and older with a Diabetes diagnosis.

* Reward programs may be subject to certain state and federal restrictions, including a limit on the total dollar amount you may receive from your participation in the program and any other UnitedHealthcare and its affiliates' programs in which you participate.



1-866-293-1796, TTY 711



myuhc.com/CommunityPlan



UnitedHealthcare app

Requesting plan materials

The following materials include important details about your health plan:



Your Member Handbook

Your Member Handbook is full of details about your health plan benefits and services. It also tells you about your member rights, advance directives, and how to file a grievance or appeal.



Network Provider Directory

You're covered for services provided by network providers. You can go to any physical or behavioral health providers as long as they are in network. Most services provided by out-of-network providers require prior authorization.



Preferred Drug List (PDL)

This list includes the prescription medicines covered by your health plan. To download a copy of the preferred drug list, go to <https://kyportal.medimpact.com/provider-documents/drug-information>.



We speak your language

If you speak a language other than English, we can provide translated printed materials. Or we can provide an interpreter to help translate materials sent to you. This includes Sign Language. You can also get this material in other formats, such as Braille, large print or audio CD. You'll find more information about our free Interpretive Services and Language Assistance in the Member Handbook. Or call Member Services at **1-866-293-1796**, TTY **711**.



1-866-293-1796, TTY 711



myuhc.com/CommunityPlan



UnitedHealthcare app

Civil Rights Notice

Discrimination is against the law. UnitedHealthcare Community Plan complies with applicable federal civil rights laws and does not discriminate, exclude people, or treat them differently based on race, color, national origin, age, disability, creed, religious affiliation, political beliefs, sex, gender identity or expression, or sexual orientation.

UnitedHealthcare Community Plan provides free auxiliary aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified American Sign Language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

We provide free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, please call Member Services at **1-866-293-1796**, TTY **711**.

If you believe that UnitedHealthcare Community Plan has failed to provide these services or discriminated in another way based on race, color, national origin, age, disability, creed, religious affiliation, political beliefs, sex, gender identity or expression, or sexual orientation, you can file a grievance with:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UT 84130

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

Online: <https://www.hhs.gov/civil-rights/filing-a-complaint/index.html>

By mail:

U.S. Department of Health and Human Services
200 Independence Avenue SW, Room 509F, HHH Building
Washington, D.C. 20201

By phone: **1-800-368-1019**, TDD **1-800-537-7697**

1-866-293-1796, TTY 711

English: ATTENTION: Translation and other language assistance services are available at no cost to you. If you need help, please call the number above.

Spanish: ATENCIÓN: La traducción y los servicios de asistencia de otros idiomas se encuentran disponibles sin costo alguno para usted. Si necesita ayuda, llame al número que se indica arriba.

Chinese: 注意：您可以免費獲得翻譯和其他語言協助服務。如果您需要協助，請撥打上述電話號碼。

German: HINWEIS: Übersetzungs- und andere Sprachdienste stehen Ihnen kostenlos zur Verfügung. Wenn Sie Hilfe benötigen, rufen Sie bitte die obige Nummer an.

Vietnamese: CHÚ Ý: Dịch vụ dịch thuật và hỗ trợ ngôn ngữ khác được cung cấp cho quý vị miễn phí. Nếu quý vị cần trợ giúp, vui lòng gọi số ở trên.

Arabic: تنبيه: تتوفر خدمات الترجمة وخدمات المساعدة اللغوية الأخرى لك مجاناً. إذا كنت بحاجة إلى المساعدة، يُرجى الاتصال بالرقم أعلاه.

Serbian: PAŽNJA: Usluge prevodjenja i druge jezičke usluge dostupne su vam besplatno. Ako vam je potrebna pomoć, pozovite gore navedeni broj.

Japanese: 注意：ほん訳やその他の言語サポートサービスを無料でご利用いただけます。サポートが必要な場合は、上記の番号までお電話ください。

French: ATTENTION : la traduction et d'autres services d'assistance linguistique sont disponibles sans frais pour vous. Si vous avez besoin d'aide, veuillez appeler le numéro ci-dessus.

Korean: 참고: 번역 및 기타 언어 지원 서비스를 무료로 제공해 드립니다. 도움이 필요하시면 위에 명시된 번호로 전화해 주십시오.

Pennsylvanian Dutch: LET OP: Vertaal- en andere taalhelpdiensten zijn kosteloos voor u beschikbaar. Als u hulp nodig hebt, belt u het bovenstaande nummer.

Nepali: ध्यान दिनुहोस्: तपाईंका लागि अनुवाद र अन्य भाषा सहायता सेवाहरू निःशुल्क उपलब्ध छन्। यदि तपाईंलाई मद्दत चाहिन्छ भने कृपया माथ किो नम्बर फोन गर्नुहोस्।

Cushite: XIYYEEFFANNAA: Tajaajila hiikkaa fi gargaarsa afaanii biroo kaffaltii tokko malee isiniif kennama. Gargaarsa yoo barbaaddan, lakkoofsa armaan olii kanaan bilbilaa.

Russian: ВНИМАНИЕ! Услуги перевода, а также другие услуги языковой поддержки предоставляются бесплатно. Если вам требуется помощь, пожалуйста, позвоните по указанному выше номеру.

Tagalog: ATENSYON: Ang pagsasalin at iba pang mga serbisyong tulong sa wika ay magagamit mo nang walang bayad. Kung kailangan mo ng tulong, mangyaring tawagan ang numero sa itaas.

Bantu: ICITONDEGWA: Ubusiguzi n'ibindi bikorwa bijanye n'indimi birahari ku bwawe ku buntu. Mu gihe ukeneye ubufasha, wokwakura inomero yatanzwe haruguru.