



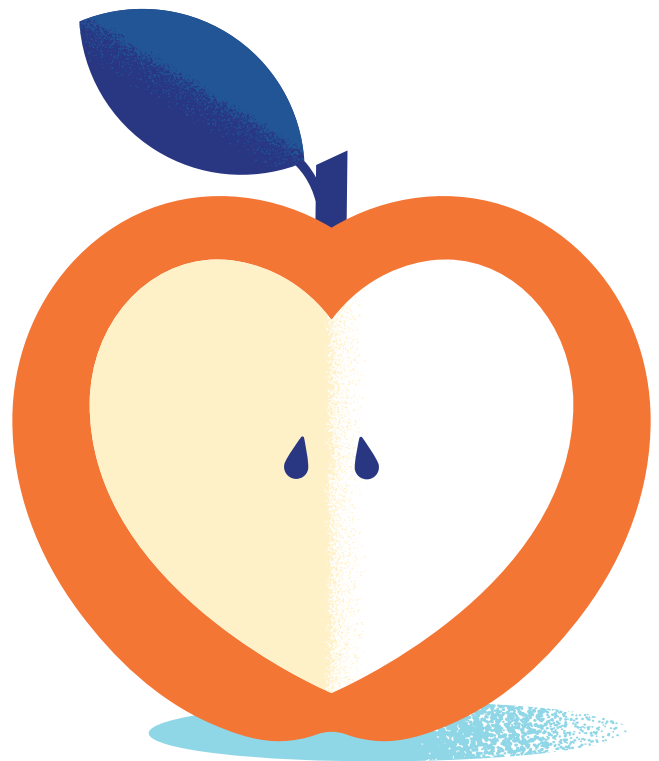
Michigan

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.

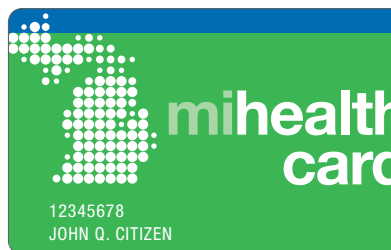
Thank you for joining UnitedHealthcare Community Plan. We want to be sure you have all the information you need to make this the best health care experience possible. This guide will walk you through the important steps for getting started.

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 **1-800-903-5253**, TTY 711.

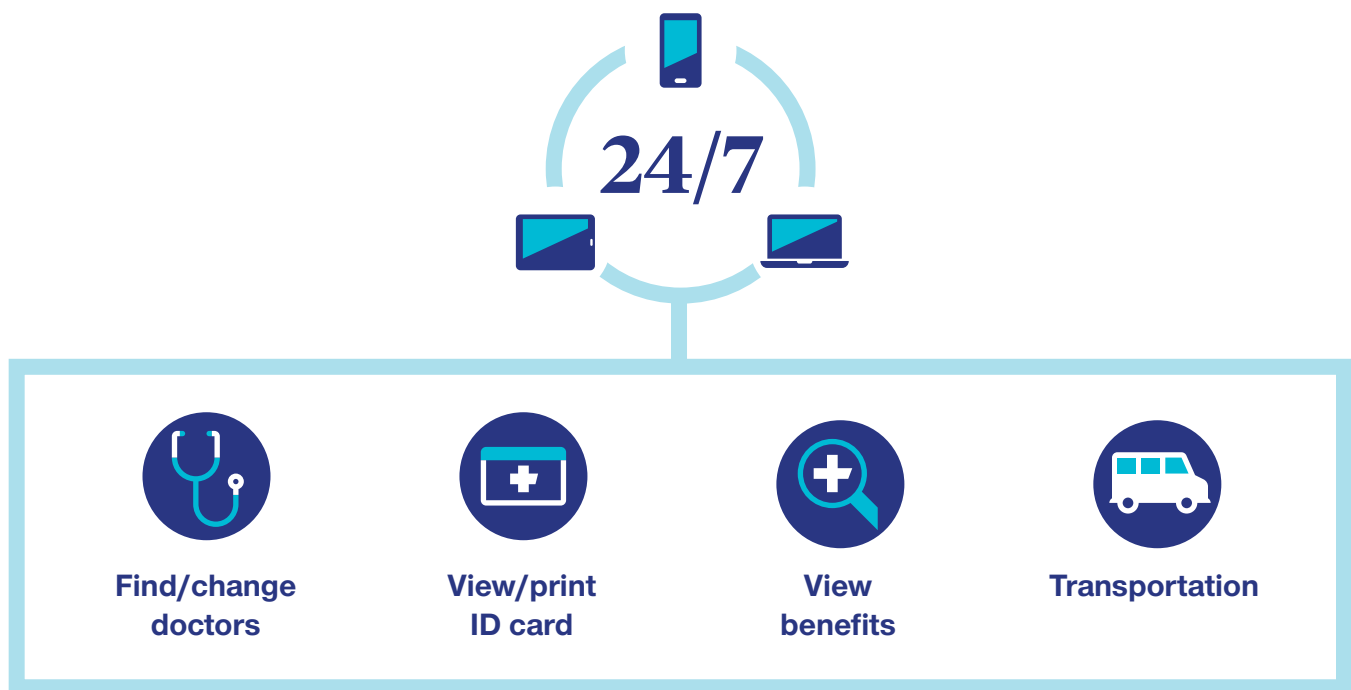


This is your State of Michigan mihealth card. If you did not receive this card, contact the State of Michigan at **1-888-367-6557**.

Get 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. We make it easy to get the information you want and need.

- **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.
- **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.



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.



1-800-903-5253, TTY 711



myuhc.com/CommunityPlan



UnitedHealthcare app

Your benefits

You may have to pay a copay for some benefits and services. See your member handbook or visit myuhc.com/CommunityPlan for full details.

Medical benefit

Doctor visits



- Annual wellness visits
- Primary care provider (PCP) visits
- Specialists visits
- Telehealth visits

Common services



- Emergency and urgent care
- Hospital services
- Immunizations
- Pregnancy care

Other covered services



- Behavioral health and substance use treatment
- Care management
- Dental care
- Hearing and speech services
- Prescription drugs

Earn rewards for Health Risk Assessment

Earn rewards for completing your Healthy Michigan Plan Health Risk Assessment.

When you agree to address or maintain healthy behaviors with your primary care provider (PCP), you could earn lower cost-sharing and/or copays. You are eligible for this reward every year that you have the Healthy Michigan Plan through UnitedHealthcare. Remember to schedule your yearly appointment with your PCP. Take a copy of the Healthy Michigan Plan Health Risk Assessment form with you and give it to your doctor during that annual visit. You can download a copy of this form at uhccommunityplan.com/mi/HRA.



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.

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.

Your member handbook outlines all your mental health and substance use benefits. You can also call a member advocate at **1-800-903-5253**, TTY **711**.

Prescriptions

UnitedHealthcare has built a pharmacy network to make getting your prescriptions easier. Your plan covers a long list of prescription medicines. To see if you have any out-of-pocket costs, please refer to your member handbook. Also, see the handbook for information about coverage for generic and brand-name drugs. *See page 7 for member handbook information.* 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 on the preferred drug list (PDL), posted on our website at **myuhc.com/CommunityPlan**. This list will tell you which drugs are covered by your plan. Fill your prescriptions at one of the pharmacies in our network. You can find a list of these pharmacies on our website. Show your member ID card at the pharmacy when you get your prescriptions filled. This confirms your eligibility and helps the pharmacy in processing your claim. If you have questions about your prescription drugs, ask your PCP. Or call Member Services at the number on the back of your member ID card.

Dental

The Healthy Michigan Plan covers:

- Dental checkups
- Teeth cleaning
- X-rays
- Fillings
- Tooth extractions
- Dentures and partial dentures

Understanding your costs

The Healthy Michigan Plan has copays. Before enrolling in a health plan, you must pay your copays to the provider when you get care. When you are enrolled with UnitedHealthcare Community Plan, most copays will be made to us through a special health care account called the MI Health Account. You will get a statement that shows how these amounts were figured and how much to pay each month. To find current copay amounts, visit **michigan.gov/HealthyMIPlan**.

The Healthy Michigan Plan requires those with annual incomes between 100% and 133% of the federal poverty level to contribute 2% of income annually for cost-sharing purposes. You will get more information about your MI Health Account and contributions for cost sharing from us. You can reduce your annual contribution and copays by participating with us in healthy behavior activities which may include completing an annual health assessment and changing unhealthy activities. Cost sharing cannot exceed 5% of your income.

A special note to members with Children's Special Health Care Services

Healthy Michigan Plan members with Children's Special Health Care Services (CSHCS) do not have to pay copays and contributions for covered health care services. Copays and/or contributions on your statements will show \$0 owed.





Extras from UnitedHealthcare

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

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

As a UnitedHealthcare member or guardian of a UnitedHealthcare member, you may be eligible for mobile phone service through select Lifeline service providers under the federal Lifeline Assistance Program.

Care Management program

If you have a chronic health condition, like asthma or diabetes, you may benefit from our Care Management program. We can help with a number of things, like scheduling doctor appointments and keeping all your providers informed about the care you get. To learn more, call **1-800-903-5253**, TTY **711**.

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

We want you to have a healthy pregnancy and a healthy baby. That's why we have a special program for you and your baby. It's called Healthy First Steps®. To sign up, visit **UHCHealthyFirstSteps.com** or call **1-800-599-5985**. We're available Monday–Friday, 8 a.m.–5 p.m.

Health coaching

Get personalized, confidential health coaching built around your schedule. You'll have regular 10- to 20-minute phone calls with your coach to help you reach your health goals. These may include: weight loss, quitting tobacco, nutrition, fitness, blood pressure reduction, lowering your cholesterol, management of stress and chronic health conditions. To enroll, call **1-800-563-8063**.

Transportation services or gas reimbursement

If you do not have a ride to get medical care and services, we may provide transportation or gas reimbursement for you. Call **1-877-892-3995** or visit **member.modivcare.com** to request a ride.

Download the ModivCare Trip Manager app to request trips and notify ModivCare when you are ready for your ride home. The app is available on iTunes and the Google Play store.

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.

We speak your language

If you speak a language other than English, we can provide translated printed materials. Or we can provide an interpreter who can help you understand these materials. You'll find more information about Interpretive Services and Language Assistance in the section called Other Plan Details. Or call Member Services at **1-800-903-5253**, TTY **711**.

Nosotros hablamos su idioma

Si usted habla un idioma que no sea el inglés, nosotros podemos proporcionarle materiales impresos traducidos. O podemos proporcionarle un intérprete para ayudarlo a entender los materiales. Usted encontrará más información acerca de nuestros Servicios de interpretación y de Asistencia lingüística en la sección de Otros detalles del plan de su Manual para Miembros. Para obtener ayuda, por favor llame a Servicios para Miembros al **1-800-903-5253**, TTY **711**.

نحن نتحدث لغتك

إنك تتحدث لغة أخرى غير اللغة الإنجليزية نحن نوفر لك مواد مترجم مطبوعة. أوفّر لك مترجم أو يراسع دفعيهم هذه المواد واستجالي مزيد من المعلومات وللمساعدة على فهمها. يمكنك العثور على مزيد من التفاصيل في قسم خدماتنا. إذا كنت بحاجة إلى مساعدة في فهمها، يرجى الاتصال بخدمات الأعضاء على الرقم **1-800-903-5253** أو هاتفنا على **711**.



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**. Or call Member Services at **1-800-903-5253**, TTY **711** to request a printed copy.



1-800-903-5253, TTY 711



myuhc.com/CommunityPlan



UnitedHealthcare app



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



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. Make sure you take your HMP HRA and complete it with your doctor during this visit! These visits are fully covered. Schedule your visit within the first 30 days of joining your health plan.



You have options

You can choose between many types of network providers for your PCP. Some types of PCPs include:

- Family doctor (also called a general practitioner)—cares for children and adults.
- Internal medicine doctor (also called an internist)—cares for adults.
- Nurse Practitioner (NP)—cares for children and adults.
- Obstetrician (OB)—cares for pregnant women.
- Pediatrician—cares for children.
- Physician Assistant (PA)—cares for children and adults.



Need help finding a PCP?

Visit myuhc.com/CommunityPlan or call 1-800-903-5253.

Benefits covered by UnitedHealthcare Community Plan

Benefit	Coverage
Bariatric surgery*	Covered
Dental	Covered
Durable Medical Equipment (DME) items like walkers, wheelchairs and customized equipment*	Covered
Emergency transportation and hospital billed ambulance services to and from the nursing facility or enrollees' homes	Covered
End Stage Renal Disease services *	Covered
Habilitative services	Covered
Hearing aids	Covered
Home Health services*	Covered
Hospice care	Covered
Hospitalization in a semi-private room (when medically necessary)*	Covered
Intermittent or short-term restorative or rehabilitative services in a nursing facility up to 45 days	Covered
Lab tests and X-rays	Covered
Medical supplies*	Covered
Office visits—including physical exams and preventive health screening	Covered
Outpatient surgery*	Covered
Physical, speech, language and occupational therapy	Covered



Benefits covered continued

Benefit	Coverage
Podiatry services	Covered
Prescription drugs	Covered
Prosthetics and orthotics*	Covered
Restorative or rehabilitative services not in a nursing facility	Covered
Services by a chiropractor	Covered
Services by a hearing aid dealer	Covered
Surgery, anesthesia and related services*	Covered
Telehealth/Telemedicine	Covered
Transplants*	Covered
Visits to specialists (when your PCP sends you)	Covered
Weight reduction care*	Covered
Well-baby and well-child visits—including immunizations or shots	Covered

* Your provider may need to work with UnitedHealthcare Community Plan to get approval in advance to receiving the item or service.

You are covered for these “self-referral” services without being sent by your PCP

Benefit	Coverage
Certified nurse-midwife services	Covered
Certified pediatric and family nurse practitioner services	Covered
Dental services (diagnostic, restorative, prosthetic)	Covered
Eye exams, certain frames and lenses (every 24 months)	Covered
Family planning services at any family planning clinic	Covered
Immunizations or treatment of a communicable disease at any health department	Covered
Maternal Infant Health Program (MIHP) services at any health department, or MIHP Provider	Covered
Obstetrical care with any UnitedHealthcare Community Plan OB/GYN (prenatal and postnatal care) or certified nurse midwife	Covered
Replacement frames and lenses (every 12 months)	Covered
Outpatient mental health services	Covered
Transportation services	Covered
Well-woman care from any UnitedHealthcare Community Plan OB/GYN	Covered



These services are not covered through UnitedHealthcare Community Plan because Healthy Michigan Plan does not cover them

- Elective abortions (as defined by Healthy Michigan Plan)
- Experimental procedures, treatment plans or medications
- Elective or cosmetic surgery, unless medically necessary
- Services for treatment of infertility

Services that may be covered by Michigan Medicaid

These services may be covered through Michigan Medicaid:

- Services available through the intermediate school district
- Inpatient hospital psychiatric services
- Intermittent or short-term restorative or rehabilitative services (in a nursing facility) after 45 days
- Custodial care in a nursing facility
- Outpatient partial hospitalization psychiatric services
- Long-term outpatient mental health services
- Substance-abuse services including:
 - Screening and assessment
 - Detoxification
 - Intense outpatient counseling and other outpatient services
 - Methadone treatment
- Services including therapies provided to persons with developmental disabilities which are billed through Community Mental Health Service Program (CMHSP) providers or Intermediate School Districts
- Home and community-based waiver program services
- Personal care or home help services
- Traumatic Brain Injury Program services
- Transportation for services not covered by UnitedHealthcare Community Plan
 - If you live in Wayne, Oakland or Macomb County and need a ride for substance abuse and some mental health services, call 1-866-569-1902, 8 a.m.–5 p.m., Monday–Friday.
 - If you live in any other county, call your local DHS office to get a ride for substance abuse and some mental health services.

