

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



MyCareOhio
Connecting Medicare + Medicaid

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Your benefits start:
<DATE>


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NEW ENGLISH
124 ANY STREET
ANYTOWN LA 99999-9999

Welcome





Welcome to UnitedHealthcare Community Plan. We are happy to have you as a new member. UnitedHealthcare Community Plan is a Ohio Medicaid health plan that covers eligible families, pregnant women of any age, infants, children, and adults. We work with the state of Ohio to help you get the health care you need.

Get connected

You get 24/7 access to member portal website address myuhc.com. Register at myuhc.com/CommunityPlan. This is your secure member website. Sign up to update your address and other contact information, view your health record, as well as:



24/7

 Find/change doctors	 View/print ID card	 View benefits	 Learn plan details
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Need more help? Call 1-800-895-2017, TTY 711, 7 a.m.–7 p.m., Monday–Friday. Member Services can answer questions about your coverage, help find a doctor or help with an appointment, review your benefits including prescription coverage, dental care, vision care.

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CST34313 2/22



1-800-895-2017, TTY 711



myuhc.com/CommunityPlan



UnitedHealthcare app

Getting started



Visit UHCCommunityPlan.com/oh/medicaid/community-plan to view your Member Handbook

It includes a lot of important information about your health plan, like:

- Covered services and how to get them
- No copays
- How to view the list of covered prescription drugs
- Healthchek services for members 20 and younger
- Behavioral health and substance abuse services
- How to find providers in our network (you must receive services from network providers)
- Emergency services (you have the right to use a hospital or other medical setting for emergency services)
- How to tell us you're unhappy with a decision we made
- Your membership rights and responsibilities
- Advance Directives
- Who is eligible for Medicaid managed care plan membership



Your member ID card

Included with this letter is your member ID card. Take it with you everywhere. You need to show this card to get covered healthcare services and prescription drugs.

Your ID card lists the name and phone number of your Primary Care Provider (PCP). Your PCP is the doctor who will treat you for most of your health care needs. You can change the PCP on your ID card once a month if you want.



Get connected

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.

View short, helpful videos. Watch them at UHCWelcomeOH.com.

Follow us on Facebook at facebook.com/UnitedHealthcareCommunityPlan. Keep up on local events and health plan news.



1-800-895-2017, TTY 711



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What's next

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

Also watch your mail for a Getting Started Guide and Welcome Kit.



Information on providers in our network

Visit UHCommunityPlan.com/oh/medicaid/community-plan to view our searchable on-line provider directory. It lists all the providers in our network. If you need help finding a provider or want a directory mailed to you for free, please call Member Services at **1-800-895-2017**, TTY **711**, or complete the enclosed self addressed stamped post card in your new member kit.

Who is NOT required to select MCO membership?

Excluded from MCO membership:

The following individuals are not permitted to join UnitedHealthcare Community Plan:

- Dually eligible under both the Medicaid and Medicare programs
- Institutionalized (in a nursing home and are not eligible under the Adult Extension category, long-term care facility, ICF-IID, or some other kind of institution)
- Receiving Medicaid Waiver services and are not eligible under the Adult Extension category

Optional MCO membership:

- Members of a federally recognized Indian tribe, regardless of age
- Individuals who receive home and community based waiver services through Ohio Department of Developmental Disabilities

If you believe that you or your child meet any of the above criteria and should not be a member of a managed care plan, you must call the Medicaid Hotline at 1-800-324-8680 (TTY 1-800-292-3572).



1-800-895-2017, TTY 711



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Additional information



Health Care Services scheduled prior to joining our plan

Call us today if you have health care services that were scheduled before you joined our plan or approved by Medicaid Fee-for-Service. For a period, you may be able to keep getting these services or seeing providers not in our network. Tell us right away so we can help you get the care you need.



Prescription Drugs

Call us or ask your provider if you have questions about your prescription drugs. Prior approval may be needed for prescription drug coverage. We will let you know if you need prior approval from us for any of your current prescriptions.



NurseLine

When you are not feeling well, it can be hard to make health care decisions. You may not know if you should go to the emergency room, make a doctor appointment or treat at home. An experienced nurse can help you decide. Call the NurseLine at **1-800-542-8630** or TTY **1-800-855-2880**, any time, 24 hours a day, 7 days a week.



Transportation

If you must travel 30 miles or more from your home to receive ongoing health care services, we'll provide transportation at no cost to you. Call **1-800-895-2017**, TTY **711** at least 48 hours in advance. Mileage reimbursement is available, call **1-800-895-2017** 5 days in advance.



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 **1-800-895-2017**, TTY **711**.



1-800-895-2017, TTY 711



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Estate Recovery Plan

If you are permanently institutionalized or age 55 or older when you receive Medicaid benefits, the Estate Recovery Program may recover payments for the cost of your care paid by Medicaid from your estate. The cost of your care may include the capitation payment that Medicaid pays to your managed care plan, even if the capitation payment is greater than the cost of the services you actually received. Estate Recovery only happens after the death of the Medicaid recipient.



1-800-895-2017, TTY 711



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We provide services at no cost to help you communicate with us. Such as, letters in other languages or large print, auxiliary aids and services, or you can ask for an interpreter. To ask for help, please call **1-800-895-2017**, TTY **711**, from 7 a.m. to 7 p.m. EST Monday through Friday (voicemail available 24 hours per day/7 days a week).

Ofrecemos servicios gratuitos para ayudarle a comunicarse con nosotros, como cartas en otros idiomas o en letra grande, ayuda y servicios auxiliares, o bien puede solicitar un intérprete. Para solicitar ayuda, llame al **1-800-895-2017**, TTY **711**, de 7 a.m. a 7 p.m., hora del este, de lunes a viernes (correo de voz disponible las 24 horas del día, los 7 días de la semana).

نحن نقدم لك خدمات مجانية لمساعدتك على التواصل معنا؛ مثل، توفير الخطابات بلغات أخرى أو بحروف كبيرة، أو المساعدات والخدمات المساعدة، أو يمكن لك أن تطلب الاستعانة بمترجم فوري. لطلب المساعدة، اتصل على الرقم **1-800-895-2017 (الهاتف النصي 711)** من الساعة 7:00 صباحًا إلى 7:00 مساءً بتوقيت شرق الولايات المتحدة من يوم الإثنين حتى الجمعة. (تتوفر خدمة البريد الصوتي على مدار الساعة وطوال أيام الأسبوع).

Waxaan bixinaa adeegyo aan lacag ku fadhin si aan kaaga caawino inaad nala soo xiriirtid inaga. Sida, waraaqo ku qoran luqado kale ama daabacan, kaaliyeyaasha iyo adeegyada naafada, ama waxaad codsan kartaa turjubaan. Si aad u codsato caawimaad, fadlan wac **1-800-895-2017**, TTY **711**, laga bilaabo 7 subaxnimo ilaa 7 galabnimo. Isniinta ilaa Jimcaha Waqtiga Caadiga ee Bariga (EST) (fariin codeedka waxaa la heli karaa 24 saacadood maalintiiba/7 maalmood Isbuuciiba).

हामीसँग सञ्चार/सम्पर्क गर्नमा मद्दत पुऱ्याउन हामी तपाईंलाई निःशुल्क सेवाहरू प्रदान गर्छौं। जस्तै, अन्य भाषामा वा ठूला अक्षरमा छापिएका पत्रहरू, सहायक सामग्री तथा सेवाहरू वा तपाईंले दोभाषेको लागि अनुरोध गर्न सक्नुहुन्छ। सहयोग मान्नका लागि, कृपया सोमबारदेखि शुक्रबार बिहान 7 बजेदेखि साँझ 7 बजेसम्म **1-800-895-2017**, TTY **711**, मा फोन गर्नुहोस् (भ्वाइसमेल दिनमा 24 घण्टा/हप्तामा 7 दिन नै उपलब्ध छ)।