



Get more from your Medicaid

Quality Healthcare for Covered Families and Children (Healthy Start and Healthy Families Medicaid) and Aged, Blind or Disabled Medicaid.

**United
Healthcare®**
Community Plan

This page intentionally left blank



Join the UnitedHealthcare Community Plan family

Get the care you need and deserve, when you need it

As a member of UnitedHealthcare Community Plan, you'll still get the medically necessary Medicaid-covered services, including Healthchek (EPSDT) for members under age 21. All members also have access to these additional benefits.

- Thousands of providers in Ohio and surrounding states
- \$0 copays for doctor visits, including vision and dental
- Gift Rewards Program for pregnancy-related, Healthchek and other well-care visits
- Choice of glasses or retail allowance of \$150 toward any type of contacts every 12 months (no age limits)
- Annual eye exams (no age limits)
- Transportation to:
 - Medically related visits
 - WIC, dental and vision appointments
 - Drug stores
 - CDJFS redetermination appointment
- NurseLine services available 24/7 to answer your health questions
- Routine dental exams and cleaning every 6 months

With all managed care plans, you get:

- All medically necessary Medicaid-covered services, including Healthchek services for individuals under age 21
- A UnitedHealthcare Community Plan ID card that replaces your monthly Medicaid card
- A 24-hour medical advice line to help you with your questions and concerns.
- A care team that includes you, your family, your doctor(s), your managed care plan and anyone else you want to help you make health care decisions

This brochure is only a summary of the important information. UnitedHealthcare Community Plan can share information on how we pay our providers, and answer any other questions.

We care about you and your family

When you join, our caring staff will reach out to get to know you better. We want to learn about your family's health needs so we can better serve you.



Who can join UnitedHealthcare Community Plan?

UnitedHealthcare Community Plan is a managed care plan (MCP) that aged, blind or disabled and covered families and children Medicaid consumers, including Healthy Start and Healthy Families, can choose to join. Joining an MCP won't cause you to lose your Medicaid, WIC or other public assistance benefits. Joining UnitedHealthcare Community Plan is voluntary.

When you join UnitedHealthcare Community Plan, you'll get an ID card, which replaces your monthly Medicaid card. Carry your UnitedHealthcare Community Plan ID card to all medical appointments, and show your card to your doctor. If you have other insurance, make sure to carry that card, too.

Do I need to join a managed care plan?

If you are an Ohio resident, you may be eligible for Medicaid benefits under any of the following groups: aged, blind, or disabled; covered families and children (including Healthy Start and Healthy Families); children in custody or adopted children; Breast and Cervical Cancer Project (BCCP) individuals; Medicaid-eligible individuals enrolled in the Bureau of Children with Medical handicaps (BCMh) program; or adult extension.

Most individuals on Medicaid must be in an MCP, which won't cause you to lose your Medicaid, WIC or other public assistance benefits. Choosing to be a member in a particular MCP is voluntary. It is your choice.

What is a PCP?

Each person who joins UnitedHealthcare Community Plan must choose a primary care provider (PCP) from UnitedHealthcare Community Plan's network provider panel. Your PCP is your personal doctor and will direct most of your healthcare needs or send you to other doctors (specialists) if needed.

Can I change my PCP?

You can change your PCP at any time. First call Member Services to request the change. They can help you find another PCP from the provider panel. Members can change their PCP monthly. PCP changes within the first month of membership will be effective the date of the request. Subsequent changes will be effective on the first day of the next month. We'll send you an ID card with your new PCP listed on it. We have many PCPs, specialists and other healthcare providers to choose from on our provider panel. You can find a listing of all of our panel providers at uhccp.com. You'll find specialists, home healthcare providers, medical supply services and more.

Do I have to use a UnitedHealthcare Community Plan provider?

As a UnitedHealthcare Community Plan member, you must use network providers and facilities to get covered services. All medically necessary health care services must be obtained from or through UnitedHealthcare Community Plan providers, except emergency care, behavioral health services provided through facilities and any other services or providers designated by the Ohio Department of Medicaid (ODM). The only time you can use out of network providers is for:

- Emergency services
- Services at federally qualified health centers/ rural health clinics
- Qualified family planning providers
- Ohio Department of Mental Health certified community mental health centers
- If applicable, certified nurse midwives or nurse practitioners and other services or providers designated by ODM or UnitedHealthcare Community Plan

- Ohio Department of Alcohol and Drug Addiction Services certified facilities that are Medicaid providers
- An out-of-panel provider that UnitedHealthcare Community Plan has approved

To find an in-network provider, call Member Services at **1-800-895-2017**, TTY **711**. Or, go to uhccp.com. You can also contact the Ohio Medicaid Consumer hotline at 1-800-324-8680, TTY 711. Or visit OhioMH.com.

What are emergency services?

Emergency services are for a medical problem that you think is so serious it must be treated right away. We cover care for emergencies both in and out of the county where you live. If you have an emergency, call 911. Or go to the nearest emergency room or other appropriate setting. You don't have to contact UnitedHealthcare Community Plan for an OK before you get emergency services. If you are not sure if you have an emergency, call your PCP. UnitedHealthcare Community Plan members can also call their PCP or UnitedHealthcare Community Plan's 24-hour medical advice line.

Have asthma, diabetes or other long-term health problems?

UnitedHealthcare Community Plan has care managers who work with you and your doctor to help you manage your disease. We want to make your life better. If you or a family member has a health condition that requires ongoing care, call Member Services as soon as possible. We can help coordinate your care.

Prescription drug coverage

As a UnitedHealthcare Community Plan member, all your pharmacy services are covered by Gainwell, Ohio Medicaid's Single Pharmacy Benefit Manager (SPBM). Drugs covered by the Ohio Medicaid pharmacy program are limited to those that are manufactured or labeled by companies participating in the Medicaid Drug Rebate Program. Drugs must also be dispensed by duly enrolled providers and are covered or prior authorized prescription, over-the-counter, or compounded medications. You must use only Gainwell network pharmacies to get medications under the pharmacy benefit.

Healthy First Steps®

Get extra support and rewards to help keep you and your baby healthy before and after pregnancy.





Joining an MCP

If you want information about the MCPs in your area or want to join an MCP, call the ODM Medicaid Hotline at 1-800-324-8680, TTY 711, for help. You can also visit OhioMH.com. UnitedHealthcare Community Plan is an MCP that works with the ODM to coordinate your Medicaid health benefits and healthcare. Once you are determined to be eligible for Ohio's Medicaid program, ODM will enroll you in an MCP right away. ODM will send you a letter to tell you which managed care plan you were assigned to. **It is important that you read the letter and decide if you want to keep the managed care plan you were assigned to or if you want to change to another plan.** You can change to another plan for the following reasons only:

- It's within 3 months after enrollment,
- It's during annual open enrollment, or
- For just cause.

Can I change my MCP?

When you join an MCP, you have the right to change to another MCP at certain times. You can change to another MCP during the first three months of your membership or during the open enrollment month for your area. ODM will mail you information to let you know your open enrollment month.

You also may ask to end your membership for certain reasons. Some people don't have to get their health care through an MCP. ODM will give

you more information about this. Also, if you need special care or if there is something special about the care you need or how you get the care and your managed care plan is not able to provide it, you can ask to end your membership. You can ask to end your membership for these reasons at any time. If ODM decides that you meet one of these reasons, it will end your membership. If you want to change to another MCP or think you have a special reason to end your membership, call 1-800-324-8680, TTY 711.

It is very important that you review the information in the ODM-approved solicitation brochure. If you have problems reading or understanding this or any other UnitedHealthcare Community Plan information, please contact Member Services at 1-800-895-2017, TTY 711 for help at no cost to you. We can explain this information in English or in your primary language. The information in other languages is at no cost to you. We may have the information printed in the prevalent non-English languages of eligible individuals. You can also get this information for free in other alternate formats, such as large print, braille or audio.

We hope this information has answered some of your questions about UnitedHealthcare Community Plan. To learn more about UnitedHealthcare Community Plan, call **1-800-895-2017, TTY 711.** Or visit uhccp.com

Notice of nondiscrimination, and Notice of availability of language assistance services and alternate formats

Our Company complies with applicable civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity). We do not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

We provide free aids and services to help you communicate with us. You can ask for interpreters and/or for communications in other languages or formats such as large print. We also provide reasonable modifications for persons with disabilities.

If you need these services, call the toll-free number on your member identification card (TTY **711**).

If you believe that we failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can send a complaint to the Civil Rights Coordinator:

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

UHC_Civil_Rights@uhc.com

If you need help filing a complaint, call the toll-free number on your member identification card (TTY **711**).

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

Online: **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**

Phone: **1-800-368-1019, 800-537-7697** (TDD)

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

Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**.

This notice is available at

<https://www.uhc.com/legal/nondiscrimination-and-language-assistance-notice>.

English: ATTENTION: Translation and other language assistance services are available at no cost to you. If you need help, please call the toll-free number on your member identification card.

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 gratuito que aparece en su tarjeta de identificación de miembro.

Haitian French Creole: ATANSYON: Gen tradiksyon ak lòt sèvis èd pou lang ki disponib gratis pou ou. Si ou bezwen èd, tanpri rele nimewo gratis lan ki sou kat idantifikasyon ou kòm manm lan.

Ukrainian: УВАГА! Ви можете безкоштовно скористатися послугами перекладу та іншими послугами мовної підтримки. Якщо вам потрібна допомога, зателефонуйте за безкоштовним номером, вказаним у вашій ідентифікаційній картці учасника.

Nepali: ध्यान दिनुहोस्: तपाईंका लागि अनुवाद र अन्य भाषा सहायता सेवाहरू निःशुल्क उपलब्ध छन्। मद्दतको अनुरोध गर्न, कृपया आफ्नो आइडी कार्डमा सूचीबद्ध टोल-फ्री फोन नम्बरमा सदस्यलाई कल गर्नुहोस्।

Arabic: تنبيه: تتوفر خدمات الترجمة وخدمات المساعدة اللغوية الأخرى لك مجاناً. إذا كنت بحاجة إلى مساعدة، يُرجى الاتصال بالرقم المجاني المدون على بطاقة تعريف العضو الخاصة بك.

Somali: DIGNIIN: Turjumaada iyo adeegyada kale ee kaalmada luuqadda waxaad ku heleysaa lacag la'aan. Haddii aad u baahan tahay caawimaad, fadlan wac lambarka sida bilaashka loo waco ee ku yaala kaarkaaga aqoonsiga xubinnimo.

Russian: ВНИМАНИЕ! Услуги перевода, а также другие услуги языковой поддержки предоставляются бесплатно. Если Вам нужна помощь, позвоните по номеру телефона для бесплатных звонков, указанному на Вашей идентификационной карточке участника.

Swahili: ANGALIA: Tafsiri na huduma zingine za usaidizi wa lugha zinapatikana bila gharama kwako. Ikiwa unahitaji msaada, tafadhali piga simu ya bila malipo iliyo kwenye kitambulisho chako cha mwanachama.

French: ATTENTION : la traduction et d'autres services d'assistance linguistique sont disponibles sans frais pour vous. Si vous avez besoin d'aide, veuillez composer le numéro gratuit figurant sur votre carte de membre.

Kinyarwanda: ICYITONDERWA: Serivisi z'ubusemuzi n'ubundi bufasha bw'indimi uzihabwa nta kiguzi utanze. Niba ukeneye ubufasha, hamagara nimeru itishyurwa iri ku ikarita yawe iranga umunyamuryango.

Uzbek: DIQQAT: Tarjima va boshqa til bo'yicha yordam xizmatlari sizga bepul taqdim etiladi. Agar yordam zarur bo'lsa, a'zo identifikatsiya kartasidagi bepul raqamga telefon qiling.

Pashto: پاملرنه: د ژباړې او د ژبې نور د مرستې خدمتونه تاسو ته وړيا شتون لري. که تاسو مرستې ته اړتيا لرئ، مهرباني وکړئ خپل د غړي پيژندنې کارت کې ورکړل شوي وړيا شميرې ته زنگ ووهئ.

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 miễn cước trên thẻ nhận dạng hội viên của quý vị.

Tigrinya: ኣስተውዕል: ናይ ትርጉምን ካልእ ናይ ቋንቋ ኣገዝ ኣገልግሎታትን ብዘይ ዝኾነ ወጻኢታት ይወሃበኩም። ኣገዝ ምስ እትደልዩ፡ ብኽብረትኩም ናብቲ ኣብ ናይ ኣባል መለለዪ ካርድኹም ዘሎ ነጻ ቁጽሪ ደውሉ።

Dari: توجه: خدمات ترجمانی و دیگر مساعدت لسانی به قسم رایگان برای شما قابل دسترس است. اگر به کمک ضرورت پیدا کردید، لطفاً به نمبر رایگان مندرج در کارت هویت اعضا به تماس شوید.



OhioRISE

For information on how to receive additional information about OhioRISE eligibility please contact:

1-833-711-0773, TTY 711,
7 a.m.–8 p.m., Monday–Friday
aetnabetterhealth.com/OhioRise

Medicaid Hotline

1-800-324-8680, TTY 711
8 a.m.–8 p.m., Monday–Friday

UnitedHealthcare Community Plan Member Services

1-800-895-2017, TTY 711,
7 a.m.–7 p.m., Monday–Friday,

NurseLine services

1-800-542-8630, TTY 1-800-855-2880,
24 hours a day, seven days a week



This brochure is only a summary of important information. UnitedHealthcare Community Plan can provide you a list of network providers, share information on how we pay our providers, and answer any other questions.

Health plan coverage provided by UnitedHealthcare Community Plan of Ohio, Inc., a licensed HIC in the state of Ohio.

NurseLine is a service mark of UnitedHealth Group, Inc.