



# 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



Round	Team	Project Details	Specifications
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# 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 other services including:

- 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 six 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
- A care team that includes you, your family, your doctor(s), your managed care plan and anyone else you want to help you make healthcare decisions.

This brochure contains only a summary of the relevant information. More details, including a list of providers and any physician incentive plans UnitedHealthcare Community Plan operates, will be provided upon request.

## 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?**

Ohio residents 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 individuals; Medicaid-eligible individuals enrolled in the Bureau of Children with Medical handicaps 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 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 provider panel. Your PCP is your personal doctor who will provide and coordinate your care and send you to other doctors (specialists) if needed.

## Can I change my PCP?

You can ask to 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](http://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 providers and facilities to get covered services. All medically necessary healthcare services must be obtained from or through UnitedHealthcare Community Plan's 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 non-network providers is for:

- Emergency services
- 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

You can find PCPs on UnitedHealthcare Community Plan's provider panel by calling Member Services at **1-800-895-2017**, TTY **711**. Or, go to **UHCCCommunityPlan.com**. You can also contact the ODM hotline at 1-800-324-8680 or TTY 1-800-292-3572. 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 by a doctor. 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). Gainwell covers all Medicaid-covered, medically necessary prescription and over-the-counter (OTC) medications. You must use only Gainwell network pharmacies to get medications under the pharmacy benefit.

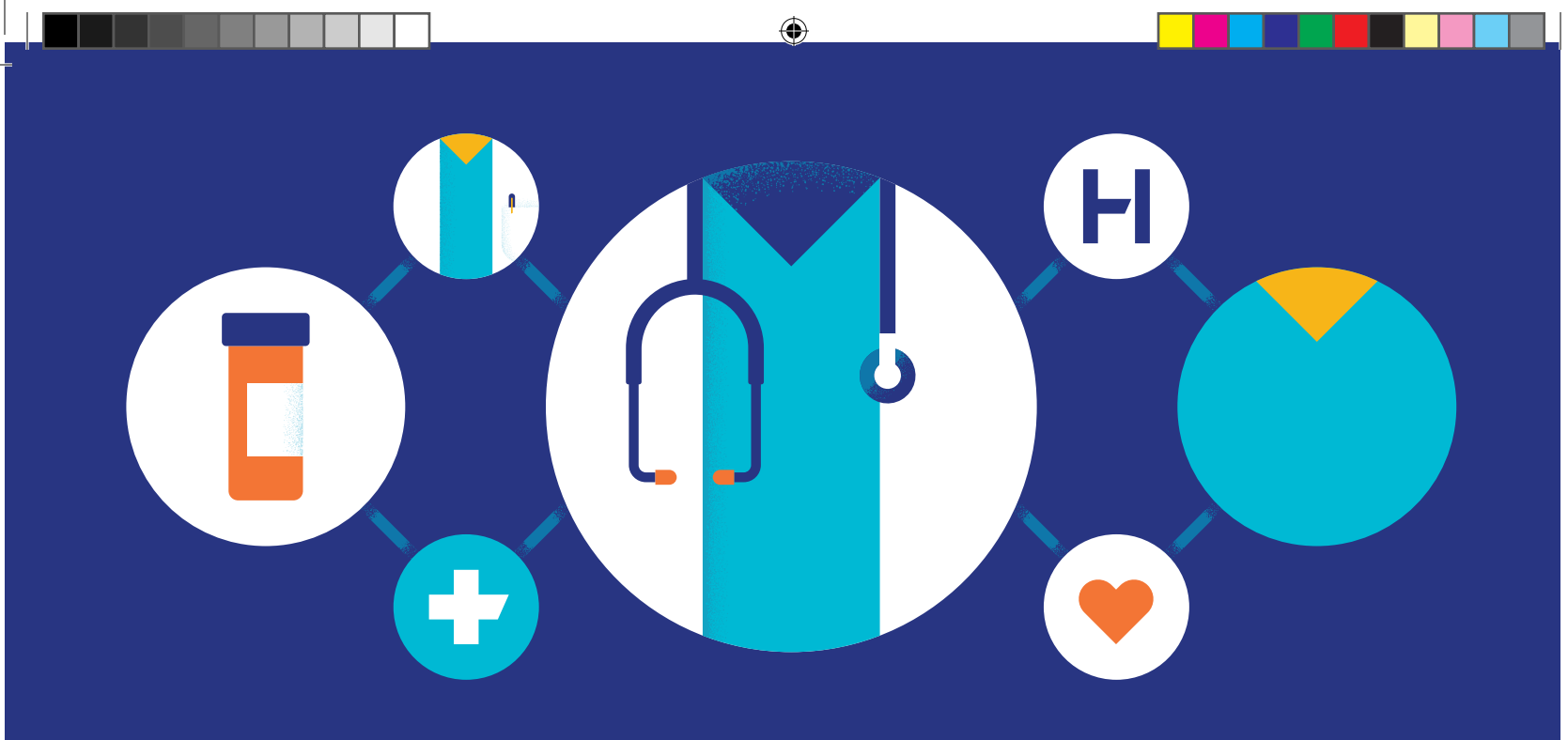




# Healthy First Steps®

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: 1-800-292-3572) 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 and send you a letter with your plan information. **Be sure to read the letter to decide whether to keep the assigned plan or choose another.** You can change to another plan for the following reasons only:

- It's within three 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 healthcare through an MCP. ODM will

give you more information about this. Also, if you need special care or to know where to find care your MCP is unable to provide, 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: 1-800-292-3572).

**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 at no cost to you. We can help to explain the information or provide it orally, in English or your primary language. We may have the information printed in certain other languages or in other ways. The information in other languages is at no cost to you. You can also get this information for free in other 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**





## Civil Rights Notice

**Discrimination is against the law.** UnitedHealthcare Community Plan of Ohio complies with applicable federal civil rights laws and does not discriminate on the basis of any of the following:

- Race
- Color
- National origin
- Military Status
- Religion
- Genetic information
- Age
- Disability (including physical or mental impairment)
- Ancestry
- Political beliefs
- Public assistance status
- Medical condition
- Sex (including sex stereotypes and gender identity)
- Sexual orientation
- Health status (including the need for health services)

UnitedHealthcare Community Plan of Ohio 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)

UnitedHealthcare Community Plan of Ohio provides 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 **1-800-895-2017**, TTY **711**.

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by **UnitedHealthcare Community Plan of Ohio**. You can file a complaint and ask for help filing a complaint in person or by mail, phone, fax, or email at:

**Civil Rights Coordinator**  
**UnitedHealthcare Civil Rights Grievance**  
P.O. Box 30608  
Salt Lake City, UT 84130  
Email: **UHC\_Civil\_Rights@uhc.com**

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

Online: **[ocrportal.hhs.gov/ocr/portal/lobby.jsf](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf)**

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**)

Complaint forms are available at **[hhs.gov/ocr/office/file/index.html](https://hhs.gov/ocr/office/file/index.html)**.





# 1-800-895-2017, TTY 711

**English:** ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call the toll free number above.

**Español:** ATENCIÓN: Si habla español, tiene a su disposición servicios de asistencia de idiomas sin cargo. Llame al número de teléfono gratuito que se indica arriba.

**中文：**注意：如果您說中文，您可獲得免費語言協助服務。撥打上方免付費電話。

**Deutsch:** HINWEIS: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachdienste zur Verfügung. Rufen Sie die oben genannte gebührenfreie Nummer an.

**العربية:** تنبيه: إذا كنت تتحدث العربية، فتتوفر لك خدمات المساعدة اللغوية مجانًا. اتصل على الرقم المجاني أعلاه.

**Pa Deitsch:** ATTENTION: Vann du Pa Deitsch shvetsht, kansht du unni ennichah kosht zu dich, hilf greeya fa translaydes gedu havva. Fa sell greeya, du es toll free nummah uf roofa es gewa is do ovva droh.

**Русский.** Внимание! Если Вы говорите по-русски, Вы можете бесплатно воспользоваться помощью переводчика. Позвоните по указанному выше бесплатному номеру.

**Français :** ATTENTION : si vous parlez français, vous pouvez obtenir une assistance linguistique gratuite. Appelez le numéro gratuit ci-dessus.

**Tiếng Việt:** LƯU Ý: Nếu quý vị nói tiếng Việt, chúng tôi có dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Gọi số điện thoại miễn phí ở trên.

**Oromoo:** XIYYEEFFANNAA: Afaan Oromoo yoo dubbattan, tajaajili gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Lakkoofsa bilbila bilisaa armaan olitti bilbilaa.

**한국어:** 참고: 한국어를 구사하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. 상기 수신자 부담 전화번호로 전화하십시오.

**Italiano:** ATTENZIONE: se parla italiano, Le vengono messi gratuitamente a disposizione servizi di assistenza linguistica. Chiami il numero gratuito sopra indicato.

**日本語：**注意：日本語をお話しになる場合は、言語支援サービスを無料でご利用いただけます。上記のフリーダイヤル番号までお電話ください。

**Nederlands:** LET OP: Als u Nederlands spreekt, kunt u gratis gebruikmaken van taalhulpdiensten. Bel het gratis nummer hierboven.

**Українська мова:** УВАГА! Якщо ви говорите українською мовою, ви можете скористатися безкоштовними послугами перекладача. Зателефонуйте за вищезазначеним безкоштовним номером.

**Română:** ATENȚIE: Dacă vorbiți limba română, aveți la dispoziție servicii de asistență lingvistică gratuite. Apelați numărul de telefon gratuit de mai sus.

**Soomaali:** OGSOONOW: Haddii aad ku hadasho Soomaali, adeegyada kaalmada luuqadda, oo bilaash ah, ayaad heli kartaa. Wac lambarka bilaashka ah ee sare ku xusan.

**नेपाली:** ध्यान दिनुहोस्: तपाईं नेपाली भाषा बोल्नुहुन्छ भने, तपाईंका लागि भाषा सहायता सेवाहरू निःशुल्क उपलब्ध छन्। माथिको टोल फ्री नम्बरमा कल गर्नुहोस्।







Notes

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**OhioRISE**

For information on how to receive additional information about OhioRISE eligibility please contact:  
**1-833-711-0773, TTY 711,**  
7:00 a.m.–8:00 p.m., Monday–Friday  
[aetnabetterhealth.com/OhioRise](http://aetnabetterhealth.com/OhioRise)

**Medicaid Hotline**

**1-800-324-8680, TTY 1-800-292-3572**  
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.

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