



# PCS PREVIEW

Member Name **NEW M ENGLISH**  
 Member ID **000100001**  
 Job ID **656174**

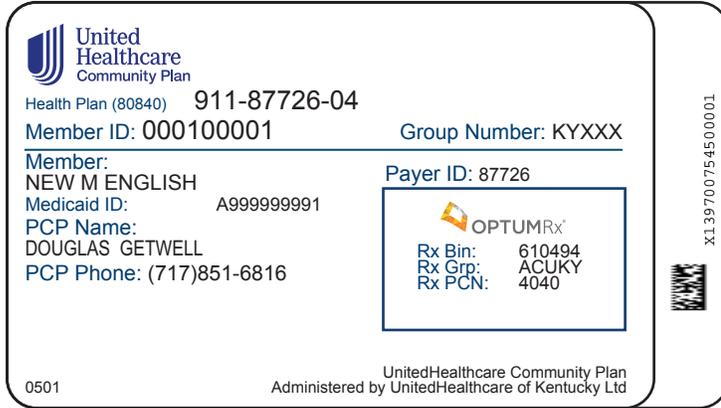
Processed Date **12/02/2020**  
 Expected Mail Date  
 Actual Mail Date

Mail to Address  
**NEW M ENGLISH**  
**124 ANY STREET**  
**ANYTOWN, KY 99999-9999**

Card Front

Card Back

Single Card Package



**United Healthcare**  
Community Plan

Health Plan (80840) **911-87726-04**  
 Member ID: **000100001**      Group Number: **KYXXX**

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Member:  
**NEW M ENGLISH**  
 Medicaid ID: **A999999991**      Payer ID: **87726**



Rx Bin: **610494**  
 Rx Grp: **ACUKY**  
 Rx PCN: **4040**

PCP Name:  
**DOUGLAS GETWELL**  
 PCP Phone: **(717)851-6816**

x1.39700754500001

0501      UnitedHealthcare Community Plan  
 Administered by UnitedHealthcare of Kentucky Ltd



In an emergency go to nearest emergency room or call 911. Printed: 12/02/2020



This card does not guarantee coverage. To verify benefits or to find a provider, visit the website [myuhc.com/communityplan](http://myuhc.com/communityplan) or call.

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|                           |              |         |
|---------------------------|--------------|---------|
| <b>For Members:</b>       | 866-293-1796 | TTY 711 |
| <b>NurseLine:</b>         | 800-985-3856 | TTY 711 |
| <b>Behavioral Health:</b> | 855-789-1977 | TTY 711 |

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**For Providers:** [UHCprovider.com](http://UHCprovider.com)      866-633-4449  
**Medical Claims:** PO Box 5270, Kingston, NY, 12402-5270

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**Pharmacy Claims:** OptumRx, PO Box 650334, Dallas, TX 75265-0334  
**For Pharmacists:** 844-569-4147

**Your benefits start: 06/16/2013**

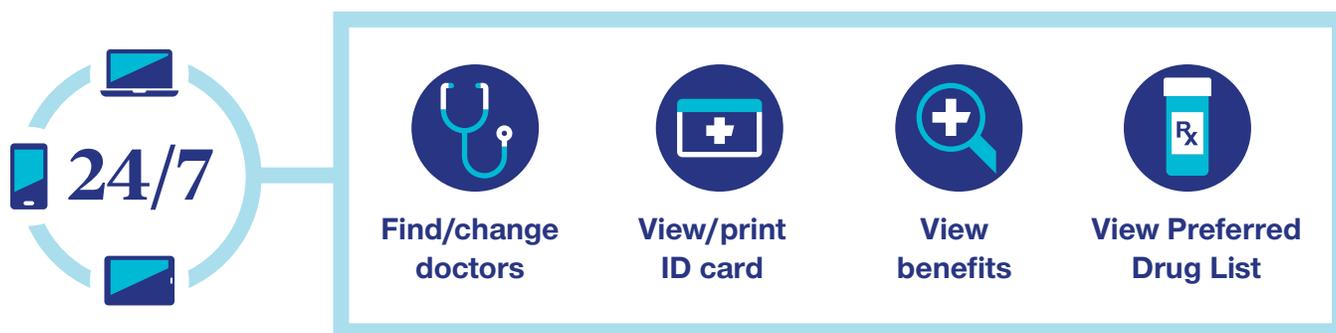
NEW M ENGLISH  
124 ANY STREET  
ANYTOWN, KY 99999-9999

# Welcome

Welcome to UnitedHealthcare Community Plan of Kentucky. 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 for [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan) 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.



**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.



# Getting started



## 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 back of the card provides helpful phone numbers to Member Services, NurseLine 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 30 days of becoming a member, or as soon as you can. You may fill out the Health Assessment at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan). 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](https://myuhc.com/CommunityPlan). If you want a Member Handbook mailed to you for free, please call Member Services at **1-866-293-1796**, TTY **711**.



## 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](https://myuhc.com/CommunityPlan). 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**.



## 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 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 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

## Other covered services

- Care management
- Diabetes supplies
- Family planning
- Nursing home services
- Vision exams
- Dental visits and exams

## Common services

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

## 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](https://myuhc.com/CommunityPlan)



UnitedHealthcare app

# 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 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.



## Prescriptions

The list of covered prescription drugs is called the Preferred Drug List or PDL. The PDL is created and reviewed regularly by Kentucky Medicaid. Prescription drugs on the PDL are covered at no cost to you. Your doctor can confirm coverage or check if their office needs to submit a prior authorization before giving you a prescription. Be sure:

- Your prescription is included on the Preferred Drug List (PDL).
- It’s written by a network provider and filled at a network pharmacy.
- You show your member ID card and Kentucky Medicaid Card when you have it filled.



1-866-293-1796, TTY 711



[myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan)



UnitedHealthcare app

# Getting care (continued)



## 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.



## UnitedHealthcare Dr. Chat app

If you have a non-emergency problem, skip the wait of the ER and urgent care and chat with a doctor in minutes. With the UnitedHealthcare Doctor Chat app, you can connect to a doctor wherever you are. And there's no cost to you. Download the Doctor Chat app from the App Store or Google Play™ today.



## 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://transportation.ky.gov/VetConnect/Pages/Transportation-Providers.aspx>.



## Vision exams

Eye exams are covered by UnitedHealthcare. Search for a vision care center near you at [MarchVisionCare.com](http://MarchVisionCare.com) or call Member Services at **1-866-293-1796**, TTY **711**.

Eyeglasses and fitting services are available for members under age 21 through Member Services at **1-866-293-1796**, TTY **711**.



## Dental care

Dental exams, fillings, x-rays, extractions and emergency care are covered benefits. See [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan) or call Member Services at **1-866-293-1796**, TTY **711**.



1-866-293-1796, TTY 711



[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)



UnitedHealthcare app

# Extras from UnitedHealthcare

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



## Quit For Life<sup>®</sup> program – Smoking cessation

Coaching and online support to help you quit tobacco. Get help deciding which type of nicotine substitute or medication is right for you. **1-866-QUIT-4-Life (1-866-784-8454)**



## Member rewards\*

Eligible members who complete recommended services may get rewarded with gift cards\* for:

- Getting your kids to their well-child examination.
- Taking simple steps to manage your diabetes.
- Completing recommended screenings.



## 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**.



## 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.



## UnitedHealthcare OMW<sup>™</sup> (UnitedHealthcare On My Way)

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

\* 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](https://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.

### You can find these materials by:

- **Registering at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan).** This is your secure member website. View your Member Handbook, see covered benefits and prescription medications, search for providers, and much more.
- **Contacting Member Services.** Call **1-866-293-1796**, TTY **711** to request a free copy of materials by mail.
- **Downloading 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.



## 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](https://myuhc.com/CommunityPlan)



UnitedHealthcare app

You can get this material and other plan information in large print for free. To get materials in large print, call Member Services at **1-866-293-1796**, TTY **711**.

If English is not your first language, we can help. Call Member Services at **1-866-293-1796**, TTY **711**. You can ask us for the information in this material in your language. We have access to interpreter services and can help answer your questions in your language.

**Spanish:** Si el inglés no es su lengua materna, podemos ayudarle. Llame a Servicios para Miembros al **1-866-293-1796**, TTY **711**. Puede solicitarnos la información de este material en su idioma. Tenemos acceso a servicios de intérpretes y podemos ayudar a responder sus preguntas en su idioma.

**Chinese:** 如果英文不是您的母語，我們可以提供協助。請致電 **1-866-293-1796**、**聽障專線 711** 與會員服務部聯絡。您可以要求我們以您的母語提供本資料中的資訊。我們有提供口譯員服務且我們可以使用您的母語協助您解答疑問。

**Vietnamese:** Nếu tiếng Anh không phải là ngôn ngữ chính của quý vị, chúng tôi có thể trợ giúp. Xin gọi cho Dịch vụ Hội viên theo số **1-866-293-1796**, TTY **711**. Quý vị có thể yêu cầu chúng tôi cung cấp thông tin trong tài liệu này bằng ngôn ngữ của quý vị. Chúng tôi có dịch vụ thông dịch và có thể giúp giải đáp các thắc mắc bằng ngôn ngữ của quý vị.

**Korean:** 영어가 모국어가 아닌 경우 저희가 도와드릴 수 있습니다. 가입자 서비스부에 **1-866-293-1796**, TTY **711**번으로 전화하십시오. 본 자료에 있는 정보를 귀하의 언어로 요청하실 수 있습니다. 저희는 통역 서비스를 이용할 수 있으며 귀하의 언어로 질문에 답변하는데 도움을 드릴 수 있습니다.

**French:** Si l'anglais n'est pas votre langue maternelle, nous pouvons vous aider. Appelez le Service membres au **1-866-293-1796**, ATS **711**. Vous pouvez nous demander de vous fournir, dans votre langue, les informations contenues dans ce document. Nous avons accès à des services d'interprétariat et pouvons vous aider à obtenir des réponses à vos questions dans votre langue.

**Arabic:**

إذا لم تكن اللغة الانجليزية هي لغتك الأولى، فيمكننا تقديم المساعدة. اتصل بقسم خدمات الأعضاء على الرقم **1-866-293-1796**، أو عبر الهاتف النصي على الرقم **711**. يمكنك أن تطلب منا المعلومات الواردة في هذه المادة بلغتك. يمكننا الحصول على خدمات الترجمة الفورية والمساعدة في الإجابة عن أسئلتك بلغتك.

**Russian:** Если английский язык не является Вашим родным языком, мы можем помочь Вам. Обращайтесь в отдел обслуживания участников по телефону **1-866-293-1796, TTY 711**. Вы можете попросить нас предоставить Вам информацию, излагаемую в данном материале, на Вашем родном языке. У нас есть возможность воспользоваться услугами переводчика, и мы поможем Вам получить ответы на вопросы на Вашем родном языке.

**Tagalog:** Kung hindi English ang una mong wika, makakatulong kami. Tawagan ang Member Services sa **1-866-293-1796, TTY 711**. Maaari mong hilingin ang impormasyong nasa materyal na ito sa iyong wika. Makakakuha kami ng mga serbisyo ng interpreter at makakatulong kaming sagutin ang iyong mga tanong gamit ang iyong wika.

**German:** Wenn Englisch nicht deine Muttersprache ist, können wir helfen. Rufe den Mitgliederservice unter: **1-866-293-1796, TTY 711** an. Du kannst uns nach den Informationen in diesem Material in deiner Sprache fragen. Wir haben Zugang zu Dolmetscherdiensten und können dir helfen, deine Fragen in deiner Sprache zu beantworten.

**Japanese:** 英語がわからなくてもお手伝いいたします。次のメンバーサービスにお電話ください: **1-866-293-1796, TTY 711**。本資料の内容についてご質問がございましたら、ご自身の言語でお尋ねください。私たちの方で通訳サービスを利用し、ご質問いただいた言語でお答えします。

**Somali:** Haddii Ingiriisigu uusan ahayn luqaddaada koowaad, waan ku caawin karnaa. Ka wac Adeegyada Xubnaha telefoonka **1-866-293-1796, TTY 711**. Waad na weydiin kartaa macluumaadka ku jira agabkan oo ku qoran luqaddaada. Waxaan heli karnaa adeegyo turjubaan ee naga caawin kara inaan kaaga jawaabno su'aalahaaga luqaddaada.

**Swahili:** Ikiwa Kiingereza sio lugha yako ya kwanza, tunaweza kukusaidia. Pigia simu Huduma za Mema kwa **1-866-293-1796, TTY 711**. Unaweza kutuuliza kuhusu maelezo yaliyo kwenye hati hii kwa lugha yako. Tunaweza kupata huduma za mkalimani na tunaweza kujibu maswali yako kwa lugha yako.

**Pennsylvania Dutch:** Wann du net comfortable bischt English yuuse, kenne mer dich helfe. Ruf Member Services uff an die **1-866-293-1796, TTY 711**. Du kannscht uns frooge fer die Information as do hin is in Deitsch griege. Mir hen Leit as Deitsch interprete kenne un dich helfe kenne fer dei Questions gaensert griege in Deitsch.

**Croatian:** Ako engleski jezik nije vaš prvi jezik, možemo vam pomoći. Nazovite Službu za članove na broj **1-866-293-1796, odnosno 711** za osobe sa poteškoćama u govoru i sluhu (TTY). Možete zatražiti informacije sadržane u ovim materijalima na vašem jeziku. Imamo pristup uslugama prevoditelja i možemo vam pomoći tako da odgovorimo na vaša pitanja na vašem jeziku.

**Nepali:** यदि अंग्रेजी तपाईंको पहिलो भाषा होइन भने, हामी मद्दत गर्न सक्छौं। सदस्य सेवाहरूको लागि **1-866-293-1796, TTY 711** मा फोन गर्नुहोस्। तपाईंले यस विषय बारे जानकारीका लागि हामीलाई आफ्नो भाषामा सोध्न सक्नुहुन्छ। हामीसँग दोभाषे सेवाहरूमा पहुँच छ र तपाईंको भाषामा तपाईंका प्रश्नहरूको जवाफ दिन मद्दत गर्न सक्छौं।

**Serbian:** Ako engleski nije vaš maternji jezik, možemo da vam pomognemo. Pozovite korisničku podršku na broj **1-866-293-1796, TTY 711**. Možete nam postaviti pitanja vezana za ovaj materijal na vašem jeziku. Imamo pristup prevodilačkim uslugama i na vaša pitanja možemo da vam odgovorimo na vašem jeziku.

# Notice of non-discrimination

If you believe that UnitedHealthcare Community Plan has not given you these services or treated you differently because of race, color, national origin, age, disability, or sex, you can file a grievance with Civil Rights Coordinator by:

**Mail:** Civil Rights Coordinator  
UnitedHealthcare Civil Rights Grievance  
P.O. Box 30608  
Salt Lake City, UTAH 84130

**Email:** [UHC\\_Civil\\_Rights@uhc.com](mailto: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 by:

**Web:** Office for Civil Rights Complaint Portal at  
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

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

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