Getting Started Guide

Make the most of your health plan.

Look inside for:

- Getting Help
- Benefits
- Extras
- Getting Care

CardinalCare
Virginia's Medicaid Program

United Healthcare
Community Plan

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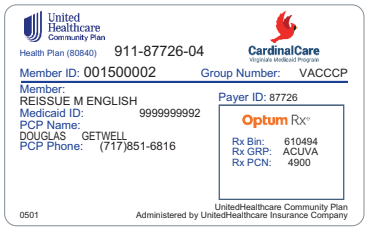
CSG14908618 10/24
CSVA20MC4776604_000

Simple for you. That's our promise.

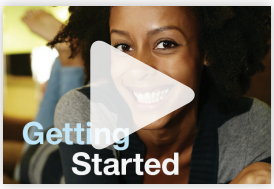
Thank you for joining UnitedHealthcare Community Plan. We want to be sure you have all the information you need to make this the best health care experience possible. This guide will walk you through the important steps for getting started.

Important: Do you have your member ID card?

You will need this card 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 **1-866-622-7982**, TTY **711**.



Watch our Getting Started videos.

They're less than two minutes long, and full of helpful information. Go to **UHCWelcomeVA.com**.

Getting help

Get connected.

Sign up for 24/7 access to your health plan at **myuhc.com/CommunityPlan**. It's fast, easy and secure.

24/7

- Find/Change Doctors
- View/Print ID Card
- View Benefits
- Behavioral Health

Need more help? Call 1-866-622-7982, 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.

Your Care Coordinator.

Your Care Coordinator is a service included with your health plan at no extra cost.

What is a Care Coordinator?

Your Care Coordinator is a personal assistant who can help you do many things, including:

- Make a plan to take care of your health needs.
- Get community-based services.
- Make doctor appointments.

When should I contact my Care Coordinator?

Call your Care Coordinator at **1-866-622-7982** if you need help or have questions about your health care.

Get connected.

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 Health4Me® 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.
- **Follow us on Facebook at facebook.com/UnitedHealthcareCommunityPlan.** Find fun, useful and interesting information for you and your family.

Your benefits

There are no costs to you for most benefits and services. See your **member handbook** or visit **myuhc.com/CommunityPlan** for full details.

Medical Benefits	Your In-Network Cost
Doctor visits Annual wellness visits Well-child visits Primary Care Provider (PCP) Visits Specialist visits	**$0** copay
Common services Emergency and urgent care Hospital services Immunizations Laboratory and X-ray services Pregnancy care	**$0** copay
Other covered services Care Management Diabetes supplies Family planning Hearing services Mental health and substance use treatment	**$0** copay

Network providers.

You're covered for services provided by network providers. Find a list of these network doctors, dentists, clinics, pharmacies and specialists at **myuhc.com/CommunityPlan**. Or call Member Services at **1-866-622-7982**, TTY **711**.

Your benefits

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

MyHealthLine free cellphone program.

Being able to connect directly with you is essential to supporting your health improvement goals. To support open communication, we will provide our free cellphone program, MyHealthLine, to all eligible members. MyHealthLine provides 350 minutes per month and unlimited texting. By providing a cellphone pre-programmed with UnitedHealthcare contacts, members can quickly and easily reach us to discuss benefit questions or for NurseLine support.

Weight Watchers.

We will provide 10 Weight Watchers meeting vouchers annually to qualified members who are 10 years of age and older. Members will learn valuable skills about healthy eating and weight loss. Reviews are coordinated through the individual's Care Coordinator and require approval.

Rewards for moms.

With Baby Blocks™, you earn great rewards for completing checkups on time during and after your pregnancy. When you join, you get a gift card or cool gear for your baby. Then earn up to seven more rewards with doctor visits during pregnancy and your baby's first 15 months. Join at **UHCBabyBlocks.com**.

See your member handbook.

Find details about covered benefits and special programs available to you in your member handbook. You can always view it online at **myuhc.com/CommunityPlan**.

Your benefits

Prescriptions.

You are covered for prescription drugs. See the member handbook for information about coverage for generic and brand-name drugs.

Be sure:

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

** Find network providers, pharmacies and a copy of the PDL at **myuhc.com/CommunityPlan**. Or call Member Services at **1-866-622-7982**, TTY **711**.*

Vision services.

Vision services, including one routine eye exam per year and one pair of prescription eyeglasses every two years.

Transportation.

Your coverage includes transportation with LogistiCare for medical visits, and other health-related appointments.

LogistiCare: 1-844-604-2078	LogistiCare provides dependable rides and excellent personal service. Your health care appointments are important, and LogistiCare works to meet your unique transportation needs. They offer 24/7 support and also make it easy to schedule rides by phone. For non-urgent appointments, members must call for transportation at least five (5) business days before their appointment. For urgent trips or same day appointments, please call Transportation Reservations at 1-844-604-2078, TTY 711.

Dental care.

Dental services are provided through the Smiles for Children program.

If you have any questions about your dental coverage through Smiles for Children, you can reach DentaQuest Member Services at 1-888-912-3456, 8 a.m. – 6 p.m. EST., Monday through Friday. The TTY/TDD number is 1-800-466-7566. Additional information is provided at: **https://www.coverva.org/programs_smiles.cfm**.

If you are an adult age 21 and older, you are provided certain extra, preventive dental benefits including two exams/cleanings and one set of X-rays each year. For details, call Member Services at **1-866-622-7982**, TTY **711**.

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.

See your PCP for:

- Routine care, including yearly checkups.
- Coordinating your care with a specialist.
- Treatment for colds and flu.
- Referrals for non-emergency services.
- Information for accessing medical services.
- Managing medical problems.
- Other health concerns.

Schedule a wellness exam soon.

A yearly wellness exam with your PCP is important for good health. These visits are fully covered. Schedule your visit within the first 30 days of joining your health plan.

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 simply by calling us. If you like, we can recommend someone for you.

Need help finding a PCP? Call us at **1-866-622-7982**, TTY **711**.

Guide to getting care.

Your Primary Care Provider (PCP).

This is the person you should see for most of your care. This includes checkups, treatments, vaccinations, minor injuries and other health concerns.

Urgent Care Clinics.

Network Urgent Care Clinics are a good option if your primary care provider is not available, and 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 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 member handbook. Or call Member Services at **1-866-622-7982**, TTY **711**.

United Healthcare Community Plan