



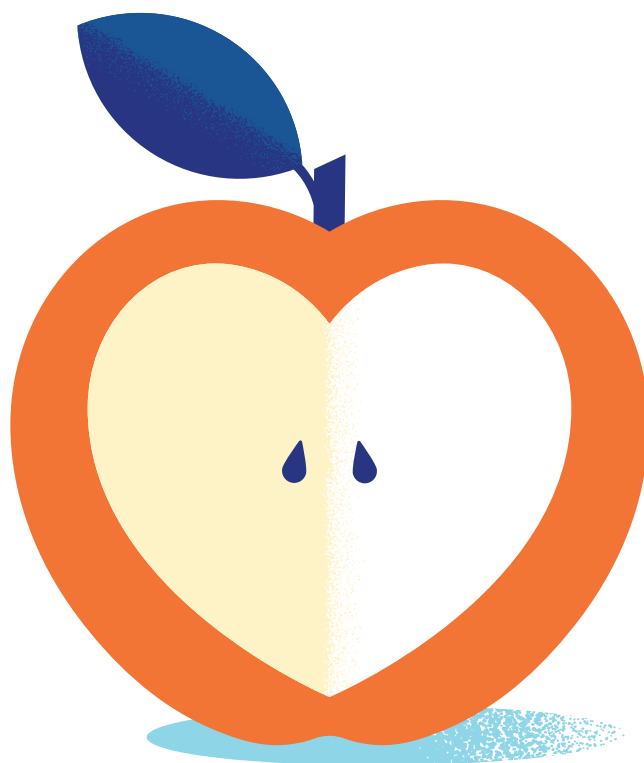
Nebraska

Make the most of your health plan

Getting Started Guide

Look inside for:

- Health Risk Screening
- Get Connected
- Benefits
- Extras
- Guide to Getting Care



United
Healthcare®
Community Plan

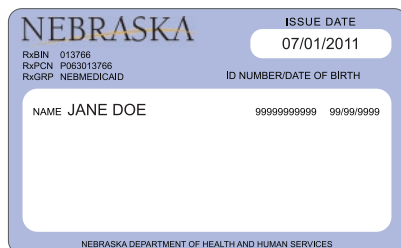
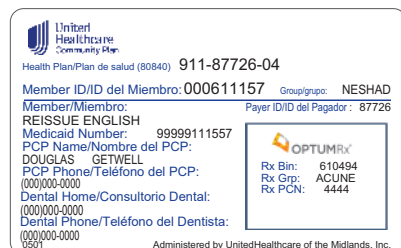


Simple for you. That's our promise.

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.

Do you have your member ID cards?

You will need these two cards when you get health, dental and vision care services.



This is your UnitedHealthcare Community Plan member ID card. If you have not received this card, please call us at **1-800-641-1902, TTY 711.**

This is your State of Nebraska Medicaid ID card. If you did not receive this card, contact ACCESSNebraska toll-free at **1-855-632-7633**
Local in Lincoln **1-402-473-7000**
Local in Omaha **1-402-595-1178**
TTY **1-402-471-7256**

Take your Health Risk Screening

What is a Health Risk Screening?

After you enroll with UnitedHealthcare Community Plan we will contact you or your authorized representative via telephone, mail, email, text or in person to ask you some questions about your health and social needs. These questions will make up what is called the “Health Risk Screening.”

The screening form will ask about any medical conditions you currently have or have had in the past, your ability to do everyday things, and your living conditions.

Your answers will help UnitedHealthcare Community Plan understand your needs, identify whether or not you have medically complex needs, and determine when your Health Risk Screening is required. UnitedHealthcare Community Plan will use your answers to develop your Care Plan (for more information on your Care Plan, see below).

There are several methods you can utilize for completion of the Health Risk Screening, including a link on the member web portal, paper copy requested through Member Services in multiple languages, during your health plan Welcome Call or by calling Member Services. Please contact UnitedHealthcare Community Plan if you need accommodations to participate in the health screening.

If you have questions about the health screening, please contact Member Services at **1-800-641-1902**, TTY **711**. Members assessed for health conditions that may identify them as medically complex based upon their physical health, mental health and/or social determinants of health will be offered care management and/or case management. The clinical coordinators will assist the member with all their health care needs and life circumstances.



Get connected

Sign up for 24/7 access to your health plan at myuhc.com/CommunityPlan. It's fast, easy and secure. Use your computer, tablet or mobile phone.



**Find
doctors**



**Find
dentists**



**View/print
ID card**



**View
benefits**



**Find
transportation**

Need more help? Call 1-800-641-1902, TTY 711, 7 a.m.–7 p.m. CT (6 a.m.–6 p.m. MT). Member Services can answer questions about your coverage, help find a doctor, dentist or help with an appointment.

Choosing your primary care provider (PCP) or dentist

If you've been seeing a doctor or dentist before becoming a UnitedHealthcare member, check to see if your doctor or dentist is in our network. If you're looking for a new PCP or dentist, consider choosing one who's close to your home or work. This may make it easier to get to appointments.





Stay connected



- **Going online.** Register at myuhc.com/CommunityPlan. This is your secure member website.
- **Downloading the UnitedHealthcare mobile app.** Find it at the App Store or Google Play.
- **Follow us on Facebook** at facebook.com/UnitedHealthcareCommunityPlan. Keep up on local events and health plan news.

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 benefit | Your in-network cost |
|--|----------------------|
| Doctor visits  Annual wellness visits Well-child visits (HealthCheck) Primary care provider (PCP) visits Specialists visits | \$0 |
| Dental visits  Routine checkups Fluoride treatments X-rays Cleanings | \$0 |
| Common services  Emergency and urgent care Health and wellness services Hospital services Immunizations Pregnancy care | \$0 |
| Mental health and substance use treatment covered services  Pharmacologic Management Outpatient Services Peer Support Services Multi-Systemic Therapy (MST) Functional Family Therapy (FFT) Assertive Community Treatment (ACT) Psychosocial Rehabilitation Therapeutic Group Homes (TGH) Psychiatric Residential Treatment Facilities (PRTF) Inpatient Hospitalization Residential Substance Use Services in accordance with the American Society of Addiction Medicine (ASAM) levels of care Psychological Testing Electroconvulsive Therapy (ECT) 23-Hour Observation Bed Intensive Outpatient Programs (IOP) Partial Hospitalization | \$0 |



Your benefits (continued)

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

| Medical benefit | Your in-network cost |
|--|-----------------------|
| <div><div></div><div>Other covered services Care and case management Diabetes supplies Hearing services Vision care Short-term nursing home services</div></div> | <div>\$0</div> |

Prescriptions

You are covered for prescription drugs.

When you have a prescription filled, be sure to check that:

- It's 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
- Medicare and other insurance copayments may apply

90-day refill

Your plan now allows you to get a 90-day supply of select medications at the retail pharmacy. With a 90-day supply, you won't need to get a refill every month. Talk with your doctor to see if your medications are included in your benefit; your doctor can write you a new prescription for a 90-day supply of the same medication you are taking now.

Over-the-counter items coverage

Heritage Health benefits include coverage for select over-the-counter items with a doctor's prescription.



Non-emergency medical transportation

Your coverage includes transportation for some medical visits and other health-related appointments.

Our transportation service provides dependable rides and excellent personal service. Schedule non-urgent rides at least three business days before your appointment. Call to schedule rides at **1-833-583-5683** (TTY **1-866-288-3133**) or visit **modivcare.com**.

Dental care

Visiting your dentist will help keep your mouth clean and you healthy. Regular dental visits allow your dentist to check your oral health over time. Dental exams can identify an unhealthy mouth, poor nutrition, tooth or gum infections, and developmental problems. We offer comprehensive dental coverage with our in-network providers.

Find a complete list of network providers at **myuhc.com/CommunityPlan** or call **1-800-641-1902**, TTY **711**.

Vision care

Your coverage includes vision exams, prescription lenses, eyeglasses and more, if prescribed. Find a complete list of network providers at **myuhc.com/CommunityPlan** or call **1-800-641-1902**, TTY **711**.

Hearing services

Hearing services include tests, checkups and hearing aids for eligible members.

Immunizations

Flu shots are recommended for all members. Your doctor will help you stay up-to-date with other recommended immunizations based on your age.



See your Member Handbook

Member Handbook–English

Member Handbook–Español

You'll find more details about your covered benefits in your Member Handbook. You can always view it online at **myuhc.com/CommunityPlan**.



1-800-641-1902, TTY 711



myuhc.com/CommunityPlan



UnitedHealthcare app



Extras from UnitedHealthcare

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

Community resource referrals

A UnitedHealthcare representative can refer you to the services you need most. Our staff use community resources and supports to identify the best fit for your needs within the closest distance to your home. Services include housing assistance, food, health education and support groups, job training, home goods, legal support, out-of-school activities and more. To learn more, call **1-800-641-1902**, TTY **711**.

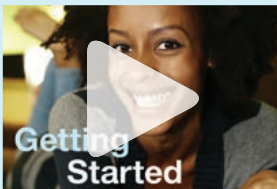
Healthy First Steps® with Babyscripts Reward Program

Our Healthy First Steps® program can help both you and your baby get the care you need and deserve. With Healthy First Steps, you earn great rewards for completing checkups on time during and after your pregnancy. When you join, you get a gift card.

Then earn up to three more rewards with doctor visits during and after your pregnancy. **Babyscripts** is a digital maternity engagement, education and incentive program for members who are pregnant and new parents. The app includes daily educational content on healthy behaviors, the baby's development, vaccinations, potential health risks and many other topics. There are in-depth resources on nutrition, exercise, labor and delivery, breastfeeding and more. Members receive gift cards for enrollment (including completion of the maternity assessment) and completion of a prenatal and postpartum visit.

Members can download the free Babyscripts myJourney app from the Apple App Store or Google Play Store.

To learn more, call **1-800-599-5985**, TTY **711**.



Watch our Getting Started videos

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

Guide to 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. Each family member can have their own PCP, or you may all choose to see the same person.



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.



Your primary care dentist

A dental home is a primary care dentist (PCD) the idea of a dental home is to foster a relationship between the PCD and patient to provide better dental care.

You can select your own PCD. You are encouraged to visit your PCD every six months to receive regular dental care that prevents problems with teeth and gums. You can change your PCD at any time by calling us. If you like, we can recommend someone for you.



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.



Making an appointment with your mental health and substance use treatment provider

Call your provider's office directly. When you call to make an appointment, be sure to tell the office why you need to see the provider. This will help make sure you get the care you need when you need it. **You do not need a referral.** If you need interpreter services, please provide the information to the provider's office.



Guide to getting care (continued)

NurseLine

NurseLine gives you 24/7 telephone access to experienced registered nurses. They can give you information, support and education for any health-related question or concern. Interpreter services are available. Call **1-877-543-4293**.

Urgent care clinics

Network urgent care clinics are a good option if your PCP 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 it doesn't need to be a network hospital, **call 911 or go to the nearest emergency room**.

Mental health and substance use disorder emergencies

You can get help for a behavioral health emergency anytime even if you are away from home. And you don't have to get an approval from anyone before you get emergency care.

If you have a behavioral health or substance use disorder emergency, go to the nearest Emergency Room right away. What if you don't know where the closest Emergency room is? Call the Behavioral Health Crisis line at 1-866-232-1626 right away. These are free calls.

Or, you can call your provider. Your provider can help you get emergency care if you need it.

Emergencies are times when there could be serious danger or damage to your health or someone else's if you don't get help right away.

If you have this kind of emergency:

Go to the nearest Emergency Room right away, **or**

Call 911, **or**

Call the Behavioral Health Crisis Line 1-866-232-1626.

We speak your language

If you speak a language other than English, we can provide free translated printed materials. Or we can provide a telephonic interpreter to help translate materials sent to you. You can also get this handbook in alternative formats at no cost sent to you, such as braille, large print or audio CD and other languages at your request. To arrange for an interpreter, translation services, call Member Services at **1-800-641-1902**, TTY **711**.

Your Member Handbook

Visit **myuhc.com/CommunityPlan** to learn about your benefits on the web portal or you can call Member Services at **1-800-641-1902**, TTY **711** to request a member handbook. The paper copy will be sent to you within five business days of your request. Alternate formats are available in audio, Braille, larger print and in other languages at your request. There is no cost for these services. This includes sign language (American Sign Language).

