

Your benefits start:
<DATE>

> 000001 0000000 003115
CARLA SMITH
124 ANY STREET
ANYTOWN KY 99999-9999

Welcome.

We're proud to have you as a member of UnitedHealthcare Community Plan of Kentucky. We look forward to making your health care experience as easy as possible, **starting today.**



Call us. We're here for you.

Call one of our member advocates when you have a question or need help. For example, an advocate can help you pick your own personal doctor, called a Primary Care Provider (PCP).

Need help?
Call <1-800-555-5555>,
TTY 711

 **Go Paperless!** Save paper and reduce clutter. Choose online delivery for select documents by registering on myuhc.com/CommunityPlan.

Finding a Doctor



Appointments



Prescription Coverage



Dental Care



Mental Health

Your Benefits





Your member ID card is enclosed.

Always carry it with you. It includes important health plan information on the front. It also has helpful UnitedHealthcare phone numbers on the back.

- Your PCP is listed on the front of your card. (If you didn't chose a PCP when you enrolled, we selected one of our network providers for you.)
- Show this ID card every time you get medical care or get a prescription filled.
- You can view your member ID card or print it anytime at myuhc.com/CommunityPlan.



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.** Keep up-to-date on local events and health plan news.



Information on your plan.

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. You can also call Member Services for help at <1-800-555-5555>, TTY 711.



Your health assessment.

A Health Assessment is a short and easy survey that asks you simple questions about your lifestyle and health. When you fill it out and send it to us, we can get to know you better. And it helps us match you with the many benefits and services available to you.

You may fill out the Health Assessment at myuhc.com/CommunityPlan. After you register and/or log in, click on the Health & Wellness button on the top menu bar.

You can also call Member Services at <1-800-555-5555>, TTY 711 to complete it by phone. It only takes a few minutes.



What's next.

We'll call to welcome you to our plan. As part of the call, we'll learn more about you and your health, and answer questions about your coverage.



<1-800-555-5555>, TTY 711



myuhc.com/CommunityPlan



Health4Me app





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

Doctor Visits

- | | |
|------------------------------------|----------------------|
| Annual Wellness Visits | Specialist Visits |
| Well-Child Visits (HealthCheck) | Mental Health Visits |
| Primary Care Provider (PCP) Visits | |

Common Services

- | | |
|------------------------------|-------------------------------|
| Emergency and Urgent Care | Laboratory and X-ray Services |
| Health and Wellness Services | NurseLine |
| Hospital Services | Pregnancy Care |
| Immunizations | Prescriptions |

Other Covered Services

- | | |
|-------------------|-----------------------|
| Care Management | Dental Care |
| Diabetes Supplies | Nursing Home Services |
| Family Planning | Vision Care |





Prescriptions.

We work with Optum Rx to provide your prescription coverage. Your plan covers prescription drugs and refills.

Be sure:

- Your prescribed drug 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, pharmacists and a copy of the PDL at myuhc.com/CommunityPlan. Or you can call a member advocate.*



Behavioral health services.

Behavioral health care includes mental health (your emotional, psychological, and social well-being) and substance (alcohol and drugs) use disorder treatment and rehabilitation services. All members have access to services to help with mental health issues like depression or anxiety, or to help with alcohol or other substance use disorders.

How to find a behavioral health provider:

myuhc.com/CommunityPlan (Find-a-Doctor). Or call us. We can help. **<1-800-555-5555>**, TTY 711.

Behavioral Health Crisis Line: **<1-800-555-5555>**

In times of crisis, call the Behavioral Health Crisis Line. Trained staff are available 24/7 to help in your time of need.



Dental.

You are covered for cleanings, exams and comprehensive dental work from network providers. No referral needed.



Transportation.

You can get rides to and from doctor visits, and other health related appointments. To learn more, call Member Services at **<1-800-555-5555>**, TTY 711.



<1-800-555-5555>, TTY 711



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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 his or her own PCP, or you may all choose to see the same person. If you do not select a PCP, we will choose one for you.

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. Call Member Services if you'd like help setting up your PCP visit.



Changing your PCP.

You can change your assigned PCP within 30 days from the date you receive your UnitedHealthcare Community Plan of Kentucky ID card. Just call Member Services at **<1-800-555-5555>, TTY 711**. After that, you can change your PCP up to one time each year with any reason. To change your PCP more than once a year, you need to have a good reason (good cause). See your member handbook for more details.



Need help scheduling
a PCP visit? Call us at
**<1-800-555-5555>,
TTY 711.**



<1-800-555-5555>, TTY 711



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Where to get care.



NurseLine.

When you're sick or injured, it can be hard to make health care decisions. 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 NurseLine nurse can give you information to help you decide. You can call the toll-free NurseLine number any time, 24 hours a day, 7 days a week. And, there's no limit to the number of times you can call **<1-800-555-5555>**, TTY 711.



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.



Behavioral Health Crisis Line.

If you are experiencing emotional or mental pain or distress, call the Behavioral Health Crisis Line at **1-877-334-1141** at any time, 24 hours a day, 7 days a week, to speak with someone who will listen and help.



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.**



Network Providers.

You're covered for services provided by our Network Providers. Network Providers are providers who contract with UnitedHealthcare to provide quality care to our members. Find a list of these network doctors, clinics, pharmacies and specialists at **myuhc.com/CommunityPlan**. If you'd like a printed copy of our Network Providers, let us know. We'll mail it to you. Call **<1-800-555-5555>**, TTY 711.



<1-800-555-5555>, TTY 711



myuhc.com/CommunityPlan



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We speak your language.

If you speak a language other than English, we can provide translated printed materials. Or we can provide a telephonic or video interpreter to help translate materials sent to you. You can also get this handbook in other formats, such as Braille, large print or audio CD. To learn more call Member Services at **<1-800-555-5555>, TTY 711.**



Your rights and responsibilities.

As a member of UnitedHealthcare Community Plan of Kentucky you have specific rights and responsibilities related to your health care and any decisions you can make regarding your health care.

For a full listing of your rights and responsibilities, see your member handbook.



If you want to leave the plan.

You can try us out for 90 days. You may leave UnitedHealthcare Community Plan of Kentucky and join another health plan at any time during the 90 days. You can also switch health plans once every 12 months.

If you want to leave UnitedHealthcare Community Plan of Kentucky at any other time, you can do so only with a good reason (good cause). See your Member Handbook for more details.



Simple for you. That's our promise.

Health care isn't always easy. But we'll make it as simple as possible for you. So, let us know if you need help with anything. And thank you for joining UnitedHealthcare Community Plan of Kentucky.



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**. You can also call Member Services for help at **<1-800-555-5555>, TTY 711.**



<1-800-555-5555>, TTY 711



myuhc.com/CommunityPlan



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UnitedHealthcare Community Plan does not treat members differently because of sex, age, race, color, disability or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability or national origin, you can send a complaint to:

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

UHC_Civil_Rights@uhc.com

You must send the complaint within 60 calendar days of when you found out about it. A decision will be sent to you within 30 calendar days. If you disagree with the decision, you have 15 calendar days to ask us to look at it again.

If you need help with your complaint, please call Member Services at **<1-800-555-5555>**, TTY 711, Monday through Saturday, 7:00 a.m. to 6:00 p.m.

You can also file a complaint with the U.S. Dept. of Health and Human Services.

Online:

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

Complaint forms are available at

<http://www.hhs.gov/ocr/office/file/index.html>

Phone:

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

Mail:

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

If you need help with your complaint, please call Member Services at **<1-800-555-5555>**, TTY 711.

Services to help you communicate with us are provided at no cost to members, such as other languages or large print. Or, you can ask for an interpreter. To ask for help, please call Member Services at **<1-800-555-5555>**, TTY 711, Monday through Saturday, 7:00 a.m. to 6:00 p.m.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Please call **1-800-349-1855, TTY 711**.

ATENCIÓN: si habla **español (Spanish)**, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-349-1855, TTY 711**.

注意：如果您說**中文 (Chinese)**，您可獲得免費語言協助服務。請致電 **1-800-349-1855**，或聽障專線 (TTY) **711**。

LƯU Ý: Nếu quý vị nói Tiếng **Việt (Vietnamese)**, chúng tôi có các dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Vui lòng gọi số **1-800-349-1855, TTY 711**.

참고: **한국어(Korean)**를 하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. **1-800-349-1855, TTY 711**로 전화하십시오.

ATTENTION : Si tu parles **français (French)**, tu peux obtenir des services d'assistance linguistique gratuits. Appelle le **1-800-349-1855, TTY 711**.

تنبيه: إذا كنت تتحدث **العربية (Arabic)**، فتتوفر لك خدمات المساعدة اللغوية مجاناً. يرجى الاتصال بالرقم **1-800-349-1855**، الهاتف النصي (TTY) **711**.

CEEB TOOM: Yog koj hais Lus **Hmoob (Hmong)**, muaj kev pab txhais lus pub dawb rau koj. Thov hu rau **1-800-349-1855, TTY 711**.

ВНИМАНИЕ. Если вы говорите по-**русски (Russian)**, вы можете воспользоваться бесплатными услугами переводчика. Звоните по телефону: **1-800-349-1855, TTY 711**.

ATENSYON: Kung nagsasalita ka ng **Tagalog (Tagalog)**, may magagamit kang mga serbisyo ng pantulong sa wika, nang walang bayad. Mangyaring tumawag sa **1-800-349-1855, TTY 711**.

ધ્યાન આપો: જો તમે **ગુજરાતી (Gujarati)** બોલો છો, તો ભાષા સહાય સેવાઓ તમારા માટે મફત ઉપલબ્ધ છે. કૃપા કરી **1-800-349-1855, TTY 711** ને કોલ કરો.

សម្គាល់: ប្រសិនបើលោកអ្នកនិយាយ**ភាសាខ្មែរ (Khmer)** លោកអ្នកអាចរកបានសេវាកម្មជំនួយផ្នែកភាសាដោយឥតគិតថ្លៃបាន។ សូមទូរស័ព្ទទៅលេខ **1-800-349-1855, TTY 711**។

HINWEIS: Wenn Sie **Deutsch (German)** sprechen, stehen Ihnen kostenlose Sprachendienste zur Verfügung. Wählen Sie: **1-800-349-1855, TTY 711**.

ध्यान दें: यदि आप **हिन्दी (Hindi)** भाषा बोलते हैं तो भाषा सहायता सेवाएं आपके लिए निःशुल्क उपलब्ध हैं। कॉल करें **1-800-349-1855, TTY 711**.

ເລື່ອງ: ຖ້າທ່ານເວົ້າ**ພາສາລາວ (Lao)**, ມີການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໃຫ້ທ່ານໂດຍບໍ່ເສຍຄ່າ. ກະລຸນາໂທຫາເບີ **1-800-349-1855, TTY 711**.

ご注意：日本語 (Japanese) 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。電話番号**1-800-349-1855**、または**TTY 711**（聴覚障害者・難聴者の方用）までご連絡ください。



Health Plan (80840) 911-87726-04

Member ID: 000100001

Group Number: KYXXX

Member:
MEMBER NAME

Payer ID: 87726

PCP Name
PROVIDER NAME
PCP Phone (000)000-0000



Rx Bin: 610494
Rx Grp: XXXXX
Rx PCN: 9999

X179687205600001



0501

UnitedHealthcare Community Plan
Administered by UnitedHealthcare of Kentucky, Inc.

In an emergency go to nearest emergency room or call 911.

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

For Members:	999-999-9999	TTY 711
NurseLine:	999-999-9999	TTY 711
Behavioral Health:	999-999-9999	TTY 711
Dental:	999-999-9999	TTY 711

For Providers:	UHCprovider.com	999-999-9999
Medical Claims:	PO Box 31365, Salt Lake City, UT 84131	

Pharmacy Claims: OptumRx, PO Box 29044, Hot Springs, AR 71903
For Pharmacists: 877-305-8952