



Welcome to your new Medicaid plan

Here are answers to questions you may have as a new member

As a new member of UnitedHealthcare Community Plan, what information will I get?

Before your coverage starts, you'll get a Welcome Kit. This includes a welcome letter, member handbook and your member ID card. To get any of these materials in a different format or language, call Member Services.

Will my primary care provider (PCP) change?

You can keep your current PCP if they're in our network. If not, we'll help you find another PCP. If you want to change your PCP at any time, call Member Services.

Can I keep my current provider if they don't accept UnitedHealthcare?

You can keep seeing your current out-of-network provider for up to 90 days. After that, you'll need to see a provider in our network. Call Member Services if you need help finding one.

Does UnitedHealthcare offer extra benefits or value-added services for eligible members?

Yes. You can find a list of them on the member website and in your member handbook.

I had case management with my previous Medicaid Managed Care Organization (MCO). Will I still be able to get that?

Yes. Contact Member Services and ask to complete your Health Risk Assessment (HRA). Once that is completed, Member Services will refer you to a case manager.

I was enrolled in a clinical care program at my previous Medicaid MCO. Will I be able to keep that program with UnitedHealthcare?

We would love to learn more about any clinical care programs (such as diabetes or weight management support) you have used. We likely have something similar. Please contact Member Services to complete your HRA so we can determine which programs are right for you.

I have another insurer for my dual special needs plan (D-SNP). Can I stay with them for D-SNP even if I have UnitedHealthcare for Medicaid?

Yes. You can stay with them, or you can change your D-SNP to UnitedHealthcare at your next enrollment opportunity.

I had an authorization approved by my previous insurer. Is that still good?

Yes. UnitedHealthcare will honor authorizations previously approved by a Kentucky Medicaid insurer that have not been exhausted.

Learn more about UnitedHealthcare Community Plan



Scan the code, or visit
uhccp.com/kentucky

See other side for important phone numbers and resources →

**United
Healthcare®**
Community Plan

Important phone numbers and resources

Member Services

Learn about benefits, get help finding a care provider or making an appointment and more. Available in any language.

1-866-293-1796, TTY **711** (toll-free)
7 a.m.–7 p.m., ET

NurseLine

Speak with a registered nurse 24/7 about health-related questions or concerns.

1-800-985-3856, TTY 711 (toll-free)

UnitedHealthcare member website

Get all your health information in one place. Find providers, benefits/claims information, your member ID card and more.

myuhc.com/communityplan

Find a provider

myuhc.com/communityplan

Tap the “Find Care” tab, then type what you need in the search bar.

UnitedHealthcare app

Access your health plan information on your phone or tablet. Download our app for free on the App Store® or Google Play™.

Virtual care – Telehealth

Chat with a doctor 24/7 at no cost to you.
uhcdoctorchat.com

Behavioral Health Crisis Line

Get help anytime, 24/7.
1-855-789-1977, TTY 711 (toll-free)

MedImpact

Call 24/7 to find a pharmacy or medications.
1-800-210-7628, TTY 711 (toll-free)

Community Connector

Find programs in your area that can help with food, housing, utilities and more at reduced or no cost to you.
uhchealthierlives.com

UnitedHealthcare does not discriminate on the basis of race, color, national origin, sex, age or disability in health programs and activities.

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 **1-866-293-1796**, TTY **711**, 7 a.m.–7 p.m. EST, Monday–Friday.

UnitedHealthcare Community Plan no discrimina en base a raza, color, origen nacional, sexo, edad o discapacidad en programas de salud y actividades.

Se proporcionan servicios para ayudarle a comunicarse con nosotros, tales como otros idiomas o letra grande, sin costo para los miembros. O bien, puede solicitar un intérprete. Para pedir ayuda, por favor llame a Servicios para Miembros al **1-866-293-1796**, TTY **711**, de 7 a.m. a 7 p.m. EST, de lunes a viernes.

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。

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.