



Connecting the LGBTQIA+ community to care and support



Be seen. Be heard. Be you.

Having a health plan that supports who you are matters. At UnitedHealthcare® Community Plan of Michigan, we're committed to being inclusive. We want all our members to feel safe and find the support you need to live life authentically.

Member Services is here to help

Our Member Services representatives are trained to be open and welcoming. We want to help make conversations easier for our LGBTQIA+ members.

We can help you with:

- Questions about plan benefits and covered services
- Finding network providers and making appointments
- Connecting you with community-based care and support services

Count on us to help you find providers who welcome members of the LGBTQIA+ community. We'll help you through every step of your journey for gender-affirming care.



Support for your journey

Find an LGBTQIA+ friendly provider

Visit [myuhc.com/
communityplan](https://myuhc.com/communityplan) and tap the "Find Care" tab. Type LGBTQIA+ in the search bar and view results by Services Offered.

Specialized transgender member support

Call Member Services at 1-800-903-5253, TTY 711, 8 a.m.-5 p.m. CT, Monday-Friday.

LGBTQIA+ inclusive care benefits

HIV prevention and services

Your plan provides support to help keep you and your loved ones healthy, including:

- HIV screenings
- PrEP medications, as well as necessary clinic visits and lab tests
- PEP medicine
- HIV treatment

Behavioral health support

Our network of behavioral health providers offers private support. They can help with challenges you may be facing, such as:

- Relationships, coming out and transitioning
- Stress and anxiety
- Bullying
- Depression and mood-related disorders
- Impulse control disorders and more

Gender-affirming care

Gender-affirming procedures and services may include:

- Behavioral health
- Breast/chest surgery
- Genital surgery
- Hormone therapy
- Hair removal as part of reconstructive surgery



Important things to know

Prior authorization is required for any gender-affirming surgery. Coverage for certain services may vary. For details, contact Member Services or see your member handbook.

You may file a claim appeal within 180 days if you or your care provider disagrees with a prior authorization decision, or your claim is denied. See your member handbook for more information. If you need help to file an appeal, please contact Member Services.



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**United
Healthcare®**
Community Plan

Advocate4Me services should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. The information provided through Advocate services is for informational purposes only and provided as part of your health plan. Wellness nurses, coaches and other representatives cannot diagnose problems or recommend treatment and are not a substitute for your doctor's care. Your health information is kept confidential in accordance with the law. Advocate services are not an insurance program and may be discontinued at any time.

All UnitedHealthcare members can access a cost estimate online or on the mobile app. None of the cost estimates are intended to be a guarantee of your costs or benefits. Your actual costs may vary. When accessing a cost estimate, please refer to the Website or Mobile application terms of use under Find Care & Costs section.

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