



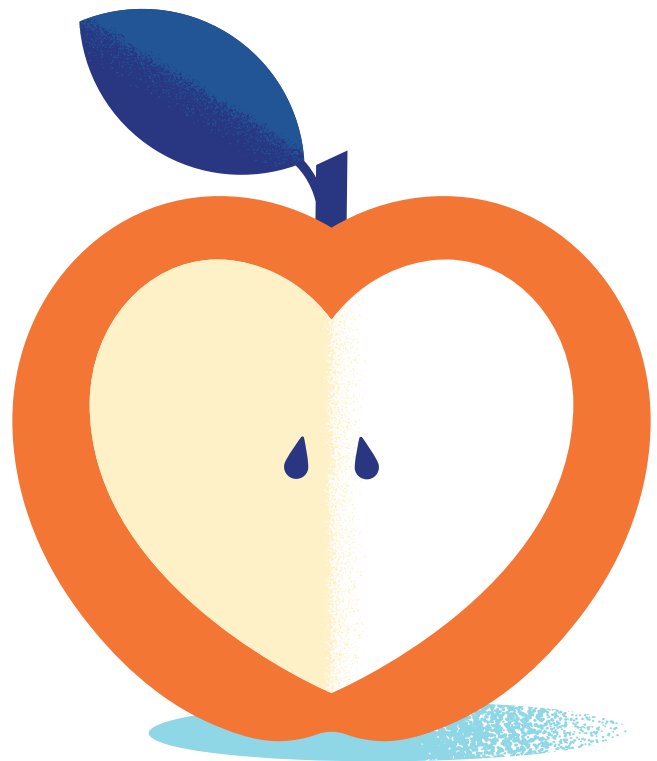
New York

# Make the most of your health plan

## Getting Started Guide Medicaid Managed Care

### Look inside for:

- Getting help
- Benefits
- Extras
- Getting care



**United  
Healthcare®**  
Community Plan



**Department  
of Health** | **Medicaid**

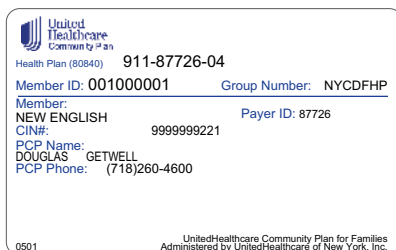


# Simple for you. That's our promise.

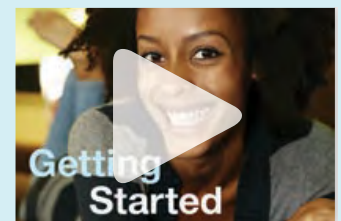
Thank you for joining UnitedHealthcare Community Plan. We want to be sure you have all the information you need to make this the best health care experience possible. This guide will walk you through the important steps for getting started.

## Do you have your member ID 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 **1-800-493-4647**, TTY **711**, Monday–Friday, 8 a.m.–6 p.m.



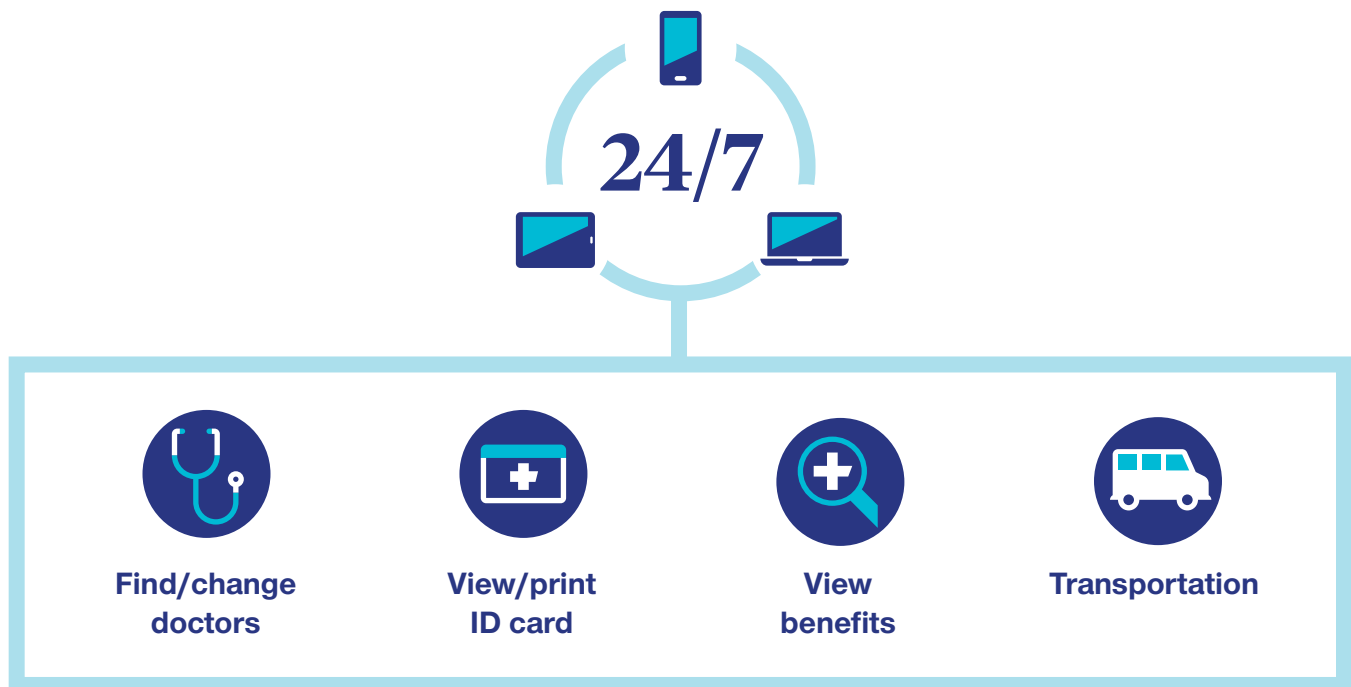
## Watch our Getting Started videos

They're less than 2 minutes long, and full of helpful information. Go to **[UHCWelcomeNY.com](http://UHCWelcomeNY.com)**.

## Get connected

We make it easy to get the information you want and need.

- **Go to [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan).** This is your secure member website. See your covered benefits, search for network providers, view your member handbook and much more.
- **Download the UnitedHealthcare 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](https://facebook.com/UnitedHealthcareCommunityPlan).** Find fun, useful and interesting information for you and your family.



**Need more help? Call 1-800-493-4647, TTY 711, Monday–Friday, 8 a.m.–6 p.m.** If you have any questions or need help with your health plan, our member advocates are here for you.

Visit [UHCommunityPlan.com/NY](https://UHCommunityPlan.com/NY) to view/print a copy of the handbook.



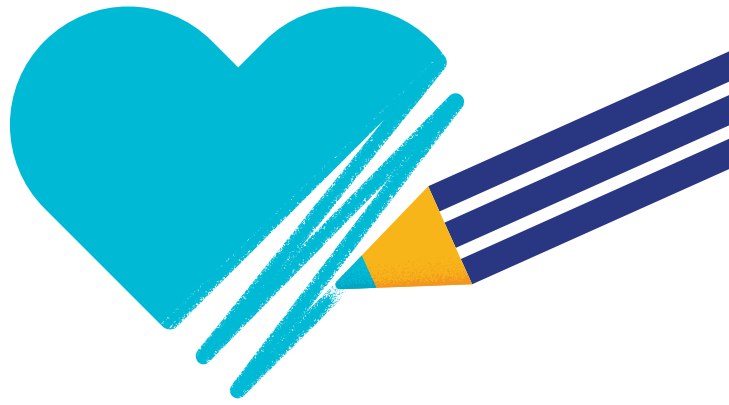
1-800-493-4647, TTY 711



[myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan)






UnitedHealthcare app



## Your benefits

There are no costs to you for most benefits and services. See your member handbook or visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan) for full details.

Medical benefit	Your in-network cost
<b>Doctor visits</b>  <ul style="list-style-type: none"><li>Annual wellness visits</li><li>Well-child visits (HealthCheck)</li><li>Primary care provider (PCP) visits</li><li>Specialists visits</li></ul>	<b>\$0</b>
<b>Common services</b>  <ul style="list-style-type: none"><li>Emergency and urgent care</li><li>Hospital services</li><li>Immunizations</li><li>Pregnancy care</li></ul>	<b>\$0</b>
<b>Other covered services</b>  <ul style="list-style-type: none"><li>Mental health and substance use treatment</li><li>Care management</li><li>Diabetes supplies</li><li>Hearing services</li><li>Vision care</li></ul>	<b>\$0</b>



### Network providers

You're covered for services provided by network providers. Find a list of these network doctors, clinics and specialists at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan). Or call a member advocate.

### Prescriptions

Your prescriptions will not be covered by UnitedHealthcare Community Plan. They will be covered by Medicaid NYRx, the Medicaid pharmacy program.

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 pharmacists and a copy of the PDL at [member.emedny.org](http://member.emedny.org).

\*Find network providers at [uhc.com](http://uhc.com).

\*Or you can call a member advocate.

### Do you have questions or need help?

The Medicaid Helpline can assist you. They can talk to you in your preferred language. They can be reached at **1-855-648-1909**, TTY **1-800-662-1220**. They can answer your call: Monday–Friday, 8 a.m.–8 p.m., Saturday, 9 a.m.–1 p.m.

### Dental care

Your plan covers dental checkups, cleaning, X-rays and fillings. Find a network dentist at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan) or call Member Services at **1-800-493-4647**, TTY **711**, Monday–Friday, 8 a.m.–6 p.m.

### Mental health and substance use treatment

We work with Optum Behavioral Health to provide mental health and chemical dependence services. This includes alcohol and substance use services.

- You do not need a referral from your PCP to get these services.

For help, you or your provider can call Optum Behavioral Health anytime toll-free at **1-888-291-2506**. You can also call Member Services at **1-800-493-4647**, TTY **711**, Monday–Friday, 8 a.m.–6 p.m.

### Vision care

The covered benefits include the needed services of an ophthalmologist, optometrist and an ophthalmic dispenser, and include an eye exam and pair of eyeglasses, if needed. Generally, you can get these once every 2 years, or more often, if medically needed. Enrollees diagnosed with diabetes may self-refer for a dilated eye (retinal) examination once in any 12-month period. You just choose one of our participating providers.

### Transportation

If you live in Nassau or Suffolk County, you can get rides to and from doctor visits by calling ModivCare Solutions at **1-844-678-1103**, TTY **711**. If you live in a different county, call **1-844-666-6270**, TTY **711**. Your local Medical Answering Services will provide transportation.



### See your member handbook

You'll find more details about your covered benefits in your member handbook. You can always view it online at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan).



1-800-493-4647, TTY 711



[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)



UnitedHealthcare app

# Extras from UnitedHealthcare

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

## 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 **1-877-597-7801**.

## Personal health message center

Register or log in at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan) and take advantage of the “Ask a Question” feature. This secure messaging tool provides a convenient digital channel to communicate with a member advocate to answer any questions you may have.

## Community storefront locations

If you would like to meet with a UnitedHealthcare representative in person to learn more about your health plan coverage, please contact one of our local community offices to schedule an appointment to meet with a representative. We have convenient community locations:

### Erie County

135 Grant Street  
Buffalo, NY 14213  
Monday–Friday, 8 a.m.–5 p.m.

35 East Broadway  
New York, NY 10002  
Phone: 1-800-632-6311  
Monday–Friday, 9 a.m.–5 p.m.

### Kings County

6402 8th Avenue  
Brooklyn, NY 11220  
Phone: 1-800-632-6311  
Monday–Friday, 9 a.m.–5 p.m.

### Onondaga County

7608 Oswego Road, #109  
Liverpool, NY 13090  
Monday–Friday, 9 a.m.–4 p.m.

2343 86th Street

Brooklyn, NY 11214  
Phone: 1-800-632-6311  
Monday–Friday, 9 a.m.–5 p.m.

### Queens County

136-02 Roosevelt Avenue  
Flushing, NY 11354  
Phone: 1-800-632-6311  
Monday–Friday, 9 a.m.–5 p.m.

164 Brighton 11th Street

Brooklyn, NY 11235  
Monday–Friday, 10 a.m.–6 p.m.

37-52 82nd Street  
Jackson Heights, NY 11473  
Phone: 1-718-899-1201  
Monday–Friday, 10 a.m.–5 p.m.

### New York County

161 Canal Street  
New York, NY 10013  
Phone: 1-800-632-6311  
Monday–Friday, 9 a.m.–5 p.m.

### Westchester County

215 North Avenue, Unit C  
New Rochelle, NY 10803  
Monday–Friday, 10 a.m.–6 p.m.  
Saturday, 11 a.m.–3 p.m.

## 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.

- 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 conditions
- Other health concerns



### 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 online or simply 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.



### Need help finding a PCP?

Call us at **1-800-493-4647, TTY 711**,  
Monday–Friday, 8 a.m.–6 p.m.



1-800-493-4647, TTY 711

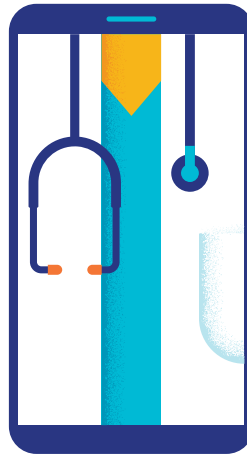


[myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan)



UnitedHealthcare app

# 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 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, **call 911 or go to the nearest emergency room.**

## Care outside of the United States

If you travel outside of the United States, you can get urgent and emergency care only in the District of Columbia, Puerto Rico, the Virgin Islands, Guam, the Northern Mariana Islands and American Samoa. If you need medical care while in any other country (including Canada and Mexico), you will have to pay for it, and it will not be covered by UnitedHealthcare Community Plan.

## We speak your language

If you speak a language other than English, we can provide translated printed materials. Or we can provide a telephonic 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 arrange for an interpreter, translation services, call Member Services at **1-800-493-4647**, TTY **711**, Monday–Friday, 8 a.m.–6 p.m.

## Suicide prevention

National Suicide Prevention Lifeline (NSPL) – **988**

To access **988** via chat, visit [988lifeline.org/chat](https://www.988lifeline.org/chat)







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

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call Member Services at **1-800-493-4647**, TTY **711**, 8 a.m. – 6 p.m., Monday – Friday

ATTENTION: Language assistance services, free of charge, are available to you. Call **1-800-493-4647**, TTY **711**.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-493-4647**, TTY **711**.

注意：您可以免費獲得語言援助服務。請致電 **1-800-493-4647**, TTY **711**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-493-4647** (телетайп: TTY **711**).





