Getting and Staying Healthy

Health and wellness program

Good news - your health plan comes with UnitedHealthcare Rewards[5], where a variety of actions - including things you may already be doing - can earn you dollars. UHC Rewards is included in your health plan at no additional cost. To get started, download the **UnitedHealthcare® app**, sign in or register, then select **UHC Rewards**

Preventive Health Guidelines

Preventive care — such as routine wellness exams and certain recommended screenings and immunizations — is covered by most of our plans at no additional cost when you see network providers.[6]

Visit **uhc.com/preventivecare** to find age-appropriate preventive care recommendations for everyone covered under your plan. You can print your results and use these recommendations to talk with your doctor about the preventive health screenings that may be right for you.

For specific benefit coverage and limitations, refer to your COC or SPD, or call the toll-free phone number on your health plan ID card. To get the most out of your benefit coverage, make sure you use a network provider.

Health Management Programs and Services

We have a range of other programs and services to address member health needs along the entire continuum of care. If you are eligible for one or more of the programs or services we will reach out to you. You may access some of these programs on your health plan's member website.

These may include:

- Reminder mailings if you are due for, or have missed important services.
- Direct mail brochures and emails related to key preventive care areas.
- Programs to help ensure safe use of narcotic medications and online addiction crisis and support resources.
- Maternity support programs for education and support to help deliver positive pregnancy related outcomes for both mother and the baby.

[5]UnitedHealthcare Rewards is a voluntary program. The information provided under this program is for general informational purposes only and is not intended to be nor should be construed as medical advice. You should consult an appropriate health care professional before beginning any exercise program and/or to determine what may be right for you. Receiving an activity tracker, certain credits and/or rewards and/or purchasing an activity tracker with earnings may have tax implications. You should consult with an appropriate tax professional to determine if you have any tax obligations under this program, as applicable. If any fraudulent activity is detected (e.g., misrepresented physical activity), you may be suspended and/or terminated from the program. If you are unable to meet a standard related to health factor to receive a reward under this program, you might qualify for an opportunity to receive the reward by different means. You may call us toll-free at 1-866-230-2505 or at the number on your health plan ID card, and we will work with you (and, if necessary, your doctor) to find another way for you to earn the same reward. Rewards may be limited due to incentive limits under applicable law. Components subject to change. This program is not available for fully insured members in Hawaii, Vermont, and Puerto Rico nor available to level funded members in District of Columbia, Hawaii, Vermont, and Puerto Rico.

[6]Certain preventive care items and services, including immunizations, are provided as specified by applicable law, including the Patient Protection and Affordable Care Act (ACA), with no cost-sharing to you. These services may be based on your age and other health factors. UnitedHealthcare also covers other routine services, and some plans may require copayments, coinsurance or deductibles for these benefits. Always review your benefit plan documents to determine your specific coverage details.

We also offer a range of Case and Disease Management programs.[7] These programs offer support for dealing with chronic (long-term), complex or critical health conditions. These programs include education and coaching to help address gaps in care around medication and treatment, and encourage healthy lifestyle changes. Our goal is to support your doctor's treatment plan, provide you with self-care techniques and help empower you to manage your health.

Your recent prescriptions, doctor visits, treatments or hospital stays can indicate when one of these programs may benefit you, or your doctor may recommend you to a program. You can also self-refer by calling the member phone number on your health plan ID card to inform us of your program of interest. If eligible, you will receive a letter in the mail or a call from program staff inviting you to participate, and you can choose whether or not to participate. Please log in to your member website for more detailed information about these programs.

Access to behavioral health care

United Behavioral Health (UBH) manages behavioral health benefits, such as mental health and substance use disorder benefits, for many Oxford plan members.[8] If UBH provides your behavioral health benefits, please note the following information:

UBH offers a nationwide network of facilities and clinicians that specialize in the treatment of mental health and substance use problems—including psychiatrists, addiction medicine specialists, psychologists, and masters-level clinicians and advanced practice nurses. UBH also contracts with hospitals, day treatment programs and other specialty care programs. To find the names, toll-free phone numbers, office locations and clinical specialties of UBH credentialed clinicians, log in to UBH's website, **liveandworkwell.com**, using OXHP as your access code and select **Find providers**.

To request services or get a referral to UBH participating facilities and clinicians, please call **1-800-201-6991**. For routine concerns, call Monday through Friday from 8 a.m. to 5 p.m., within local U.S. time zones, except during holidays. For urgent concerns or to obtain emergency care, UBH Care Advocacy staff can be reached 24 hours a day, including holidays and weekends. In the case of a life-threatening emergency, dial 911, or its local equivalent. You can also call UBH to determine benefit coverage, learn how to appeal a benefit decision, file a complaint about UBH services or a network clinician or facility, and to get more information about network clinicians, such as licensure or Board Certification.

Visit **liveandworkwell.com** to:

- Look up your behavioral health benefits
- Find information about mental health conditions, such as depression
- Search for behavioral health clinicians
- Access a variety of assessments and self-help programs
- Submit a claim and view claim status

[7]Case and Disease Management programs and services may vary on a location-by-location basis and are subject to change with written notice. We do not guarantee availability of programs in all service areas and provider participation may vary. Certain items may be excluded from coverage and other requirements or restrictions may apply. If you select a new provider or are assigned to a provider who does not participate in the Disease Management program, your participation in the program will be terminated.

[8]Not all health plans include behavioral health benefits. To find out if your plan includes mental health and/or substance abuse/substance use disorder benefits and the limitations and/or exclusions that may apply, ask your employer, refer to your COC or SPD, or call the toll-free phone number on your health plan ID card.

Liveandworkwell.com is also available in Spanish by selecting Espanol from the menu at the top of the Welcome page.

Call UBH at **1-800-201-6991** for questions about:

- Behavioral health benefits, services and notification requirements
- Copayments and other charges for which you may be responsible
- How to get behavioral health services, including inpatient and outpatient services, partial hospitalization, and subspecialty care
- Getting care when you are away from home
- Submitting a claim for covered services, if applicable
- Information about UBH participating practitioners
- Getting care after normal office hours

UBH's prevention programs provide information and resources for people with major depression, alcohol and drug use and addiction, and attention-deficit/hyperactivity disorder. Learn more about these programs by visiting **prevention.liveandworkwell.com**.

In addition to the rights and responsibilities outlined in this newsletter, UBH has a rights and responsibilities statement that contains information specific to behavioral health services. Find that statement and read other important notices about UBH programs and services at **liveandworkwell.com/newsletter**. To request a paper copy, please call **1-800-201-6991**.