

# Getting Started Guide

# Make the most of your health plan.



Look inside for:

- Getting Help
- Benefits
- Extras
- Getting Care





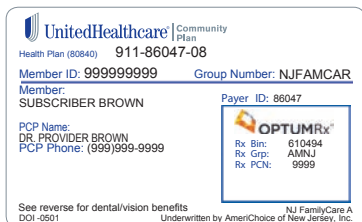
# Simple for you. That's our promise.

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.

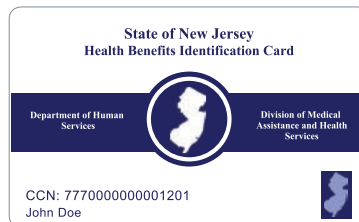


## IMPORTANT: Do you have your member ID card?

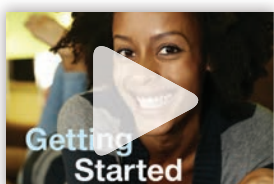
You will need to show these cards when you get health care services:



This is your UnitedHealthcare Community Plan member ID card. If you have not received this card, please call us at **1-800-941-4647, TTY 711**, 24 hours a day, 7 days a week.



This is your State of New Jersey Health Benefits ID (HBID) card. If you did not receive this card, please call the State of New Jersey at **1-877-414-9251, TTY 711**.



## Watch our Getting Started videos.

They're less than two minutes long, and full of helpful information. Go to **UHCWelcomeNJ.com**.



# GETTING HELP

If you have any questions or need help with your health plan, our **member advocates** are here for you. Call for help with any of the following:



## Get connected.

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

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



# YOUR BENEFITS

We offer several NJ FamilyCare health plans. Your health plan and copay information is listed on your member ID card. See your member handbook for full details about your benefits and copays. Or visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan).

## MEDICAL BENEFITS

### WELL AND SICK CARE

PCP Visits	Shots and Vaccines
Wellness exams	Mental Health and Addiction Services
Therapy Services	Urgent Care
Lab and X-rays	Emergency Care

### PREGNANCY CARE

Choice of Network Doctor	Choice of Network Birth Center
Prenatal Visits	

## VISION, DENTAL AND HEARING CARE

### FOR MEMBERS IN MANAGED LONG TERM SERVICES AND SUPPORTS (MLTSS)

Care Management	Adult Day Care
Home and Vehicle Modifications	Respite Care
Home Meal Delivery	Personal Care Services
Mental Health & Addiction Services	

## COPAYS AND PREMIUMS

### NJ FAMILYCARE C

Copays may apply.

### NJ FAMILYCARE D

Copays may apply. May require a monthly premium payment.

If you have questions about these NJ FamilyCare rules, please call Member Services toll-free at **1-800-941-4647, TTY 711**.



### Network providers.

You're covered for services provided by network providers. Find a list of these network doctors, dentists, clinics, pharmacies and specialists at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan), or call a member advocate at **1-800-941-4647, TTY 711**.



## Prescriptions.

Your plan covers prescription drugs. Members in NJ FamilyCare C and D, with some exceptions, will have a copay. See your member handbook for details. When you have a prescription filled, be sure to check that:

- It's 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.

Your plan now allows you to get a 90 day supply of select medications at the retail pharmacy. With a 90 day supply, you won't need to get a refill every month. Talk with your doctor to see if your medications are included in benefit; your doctor can write you a new prescription for a 90 day supply of the same medication you are taking now. For more information speak with your doctor, pharmacist, or call Member Services at **1-800-941-4647, TTY 711**.

*\*Find network providers, pharmacies and a copy of the PDL at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan), or call a member advocate at **1-800-941-4647, TTY 711**.*



## Dental.

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



## Vision.

Coverage for eye exams and eyeglasses from network providers. No referral needed.



## Mental health and substance use treatment.

The state of New Jersey and UnitedHealthcare Community Plan work together to provide services for mental health and substance use treatment. To learn more see your member handbook or call Member Services at **1-800-941-4647, TTY 711**, 24 hours a day, 7 days a week. You can also reach the NJ Addiction Services Hotline 24 hours a day, 7 days a week at **1-844-276-2777, TTY 711**.



# EXTRAS FROM UNITEDHEALTHCARE



## Health education workshops.

UnitedHealthcare Community Plan offers free health education workshops to help people live healthier lives. These programs are designed for children, adults, seniors, and staff.

### Workshop topics include:

- Asthma
- Childhood obesity
- Cyber-bullying
- Diabetes
- Heart disease
- Injury prevention
- Lead poisoning
- Medication safety
- Nutrition
- Parenting skills
- Stress management
- Make your doctor's visit worthwhile
- Men's health issues
- Understanding breast cancer
- Women's health issues



## Care Management program.

If you have a chronic health condition, like asthma or diabetes, you may benefit from our Care Management program. We can help with a number of things, like scheduling doctor appointments and keeping all your providers informed about the care you get. To learn more, call **1-800-941-4647, TTY 711**.



# 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.

You can see your PCP for:

- Routine care, including yearly checkups;
- Coordinating your care with a specialist;
- Treatment for colds and flu; and
- Other health concerns.



## Choosing or changing your PCP.

It's important to have a PCP you like and trust. You can choose your PCP or change your PCP at any time simply by calling us. If you'd 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.



## Checkups for kids.

Children are covered for all Early and Periodic Screening, Diagnostic and Treatment (EPSDT) services with their PCP. These include health, vision, dental, and hearing exams. Shots and lab tests are also covered.



## Keep your doctors informed.

If you go to an Urgent Care Center or Emergency Room, or if you see a provider who isn't your PCP, be sure to ask for a printed record of your visit. Share this with your PCP.

It's important to tell your PCP and other doctors you see about any medicines, treatments, screenings and lab work you get. This coordination of care will help ensure you get the right care at the right time and in the right setting.

## Where to get 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 health concerns.



### Urgent Care Clinics.

Network Urgent Care Clinics are a good option if 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.**



### We speak your language.

If you speak a language other than English, we can provide translated printed materials, or we can provide an interpreter who can help you understand these materials. To learn more call Member Services at **1-800-941-4647, TTY 711.**

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. You can also ask for an interpreter. To ask for help, please call the toll-free member phone number listed on your health plan member ID card, TTY 711, 24 hours a day, 7 days a week.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-941-4647, TTY 711.**

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-800-941-4647, TTY 711**。

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1-800-941-4647, TTY 711



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



Health4Me app