



# Welcome to the community

## Maryland HealthChoice Program

Member Handbook | August 2023



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## Welcome to UnitedHealthcare Community Plan

Dear Member,

Thank you for choosing UnitedHealthcare Community Plan.

At UnitedHealthcare, we want to help you live a healthier life. Your HealthChoice program benefits include medical, prescription, and vision services to help you stay healthy. We also have a network of over 9,000 providers to help you get the care you need.

The name and phone number of your assigned PCP is listed on your ID card. If you need to change your PCP, please contact Member Services at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday.

Your PCP is here to help support and direct your care. It is important for you to visit your PCP each year for a checkup, and when you get sick. If your PCP cannot provide the care you need, he or she will refer you to a specialist.

### If you are a new member, please do the following things:

- Take the time to read this handbook. Find out about your benefits and how to get care.
- Make an appointment with your assigned PCP for a checkup. Ask your PCP to submit a referral for any specialists you are seeing.
- Review our **Preferred Drug List** at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan) to see if your medications are covered. If not, your PCP will need to get approval before your next refill.
- Register on our website at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan). Use the Find-A-Doctor tool to locate network providers near you.

Benefits are subject to change, so please review this handbook carefully online prior to making an appointment and make sure the PCP you want to see is in our network. If you have questions, our Member Services Department is here to assist you at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday.

Welcome to the UnitedHealthcare family, and thank you for being a member.

Sincerely,

UnitedHealthcare Community Plan of Maryland

# Language Assistance Statement

## Interpreter Services Are Available for Free

Help is available in your language:

**1-800-318-8821, TTY/711**

These services are available for free.

### **Español/Spanish**

Hay ayuda disponible en su idioma: **1-800-318-8821: (TTY: 711)**.

Estos servicios están disponibles de forma gratuita.

### **አማርኛ/Amharic**

እገዛ በቋንቋዎ ማግኘት ይቻላል:-: **1-800-318-8821 (TTY: 711) :: እነዚህ**

አገልግሎቶች ያለክፍያ የሚገኙ ነጻ ናቸው

### **العربية/Arabic**

ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوفر لك بالمجان. اتصل برقم **1-800-318-8821 (الهاتف النصي: 711)**.

### **中文/Chinese**

用您的语言为您提供帮助: **1-800-318-8821 (TTY: 711)**。这些服务都是免费的。

### **فارسی/Farsi**

خدمات مترجم همزمان به صورت رایگان در دسترس است. خط تلفن کمک به زبانی که شما صحبت می کنید: **1-800-318-8821 (TTY: 711)**. این خدمات به صورت رایگان در دسترس هستند.

### **Français/French**

Vous pouvez disposer d'une assistance dans votre langue :

**1-800-318-8821: (TTY : 711)**. Ces services sont disponibles gratuitement.

### **ગુજરાતી/Gujarati**

તમારી ભાષામાં મદદ ઉપલબ્ધ છે: **1-800-318-8821 (ટીટીવાય: (TTY: 711)**.

સેવાઓ મફત ઉપલબ્ધ છે

## **Kreyòl Ayisyen/Haitian Creole**

Gen èd ki disponib nan lang ou: **1-800-318-8821 (TTY: 711)**.

Sèvis sa yo disponib gratis.

## **Igbo**

E nwere enyemaka dij n'asụsụ gị: **1-800-318-8821 (TTY: 711)**.

A na-enweta ojije ozi ndị a na-akwughị ugwo ọbụla maka ya.

## **한국어/ Korean**

사용하시는 언어로 지원해드립니다: **1-800-318-8821 (TTY: 711)**.

무료로 제공 됩니다

## **Português/ Portuguese**

A ajuda está disponível em seu idioma: **1-800-318-8821 (TTY: 711)**.

Estes serviços são oferecidos de graça.

## **Русский/Russian**

Помощь доступна на вашем языке: **1-800-318-8821 (TTY: 711)**.

Эти услуги предоставляются бесплатно.

## **Tagalog**

Makakakuha kayo ng tulong sa inyong wika: **1-800-318-8821:**

**(TTY: 711)**. Ang mga serbisyong ito ay libre.

## **Urdu/اردو**

یاد رکھیں: اگر آپ اردو بولتے ہیں، تو آپ کے لیے زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ **1-800-318-8821 (TTY: 711)** پر کال کریں۔

## **Tiếng Việt/Vietnamese**

Có hỗ trợ ngôn ngữ của quý vị **1-800-318-8821 (TTY: 711)**. Các dịch

vụ này được cung cấp miễn phí.

## **Yorùbá/Yoruba**

Ìrànlọwọ wà ní àrọwọtó ní èdè rẹ: **1-800-318-8821 (TTY: 711)**.

Awọn iṣẹ wọnyi wa fun ọfẹ.

## **Bàsò- wùdù-po-nyò /Bassa**

Dè dε nìà kε dyédé gbo: Ǿ jǔ ké m̄ [Bàsò ò -wùdù-po-nyò ] jǔ ní,

nìí, à wuqu kà kò dò po-poò béin m̄ gbo kpáa. **Đá 1-800-318-8821**

**(TTY: 711)**.

# Interpretation services and auxiliary aids

Interpreter services are available for all HealthChoice members regardless of their primary spoken language. Interpreter services also provide assistance to those who are deaf, hard of hearing, or have difficulty speaking.

To request an interpreter, call MCO Member Services at **1-800-318-8821**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday. Individuals who are deaf, hard of hearing, or have difficulty speaking can use the Maryland Relay Service (**711**). MCOs are required to provide auxiliary aids at no cost to you when requested. Auxiliary aids include assistive listening devices, written material, and modified equipment/devices.

If you need interpreter services for an appointment with a provider, contact your provider’s office. It is best to notify them in advance of an appointment to ensure there is enough time to set up the interpreter service and to avoid a delay in your medical care services. In some situations, the MCO may help facilitate interpreter services for provider appointments. Call MCO Member Services at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday if you have questions.

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8 **Questions?** Visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan), or call Member Services at **1-800-318-8821**, TTY **711**.

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# 1. HealthChoice overview

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## A. What is Medicaid

Medicaid, also called Medical Assistance, is a health insurance (coverage of expenses incurred from health services) program that is administered by each state along with the federal government. Maryland Children’s Health Program (MCHP), a branch of Medicaid, provides health insurance to children up to age 19. Medicaid provides coverage for:

- Low income families,
- Low income pregnant members,
- Low income children – Higher income families may have to pay a premium (monthly fee),
- Low income adults, and
- Low income individuals with disabilities.

## B. What is HealthChoice

HealthChoice is Maryland’s Medicaid Managed Care program. The HealthChoice Program provides health care to most Maryland Medicaid participants. HealthChoice members must enroll in a Managed Care Organization (MCO). Members get to choose their MCO (also referred to as a plan) as well as a primary care provider (PCP). A PCP can be a physician, physician’s assistant or nurse practitioner. The PCP will oversee and coordinate your medical care. Some Medicaid recipients are not eligible for HealthChoice. They will receive their health care benefits through the Medicaid fee-for-service system.

MCOs are health care organizations that provide health care benefits to Medicaid recipients in Maryland. General health care benefits include (see pages 24–32 for a full listing of HealthChoice benefits):

- Physician Services – services provided by an individual licensed to provide inpatient/outpatient health care
- Hospital Services – services provided by licensed facilities to provide inpatient/outpatient benefits
- Pharmacy Services – services to provide prescription drugs and medical supplies

MCOs contract with a group of licensed/certified health care professionals (providers) to provide covered services to their enrollees, called a network. MCOs are responsible to provide or arrange for the full range of health care services covered by the HealthChoice program. There are some benefits that your MCO is not required to cover but the State will cover.

HealthChoice benefits are limited to Maryland residents and generally limited to services provided in the State of Maryland. Benefits are not transferrable to other states. In some cases the MCO may allow you to get services in a nearby state if the provider is closer and in the MCO's network.

## C. How to renew Medicaid coverage

To keep HealthChoice you must have Medicaid. Most people need to reapply yearly. You will receive a notice when it is time to renew. The State may automatically renew some individuals. You will receive a notice telling you what is required. If you lose Medicaid the State will automatically remove you from HealthChoice. There are several ways to renew Medicaid:

- **Maryland Health Connection**

- Individuals eligible to apply/renew through Maryland Health Connection:
  - Adults under the age of 65;
  - Parent/caretaker relatives;
  - Pregnant members; and
  - Children, and former foster care children.
- Online: [www.marylandhealthconnection.gov](http://www.marylandhealthconnection.gov)
- Calling: **1-855-642-8572** (TTY **1-855-642-8573**)

- **myDHR**

- Individuals eligible to apply/renew through myDHR:
  - Aged, blind, or disabled (ABD);
  - Current foster care children or children juvenile justice system;
  - Receiving Supplemental Security Income (SSI); and
  - Qualified Medicare Beneficiaries (QMB) or Specified Low-income Medicare Beneficiaries (SLMB).
- Online: <https://mydhrbenefits.dhr.state.md.us>

- **Department of Social Services (DSS) or Local Health Department (LHD)**

- All individuals can apply
- To get connected with DSS call **1-800-332-6347**
- To get connected with an LHD see page 17

## 1. HealthChoice overview

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### D. HealthChoice/MCO enrollment

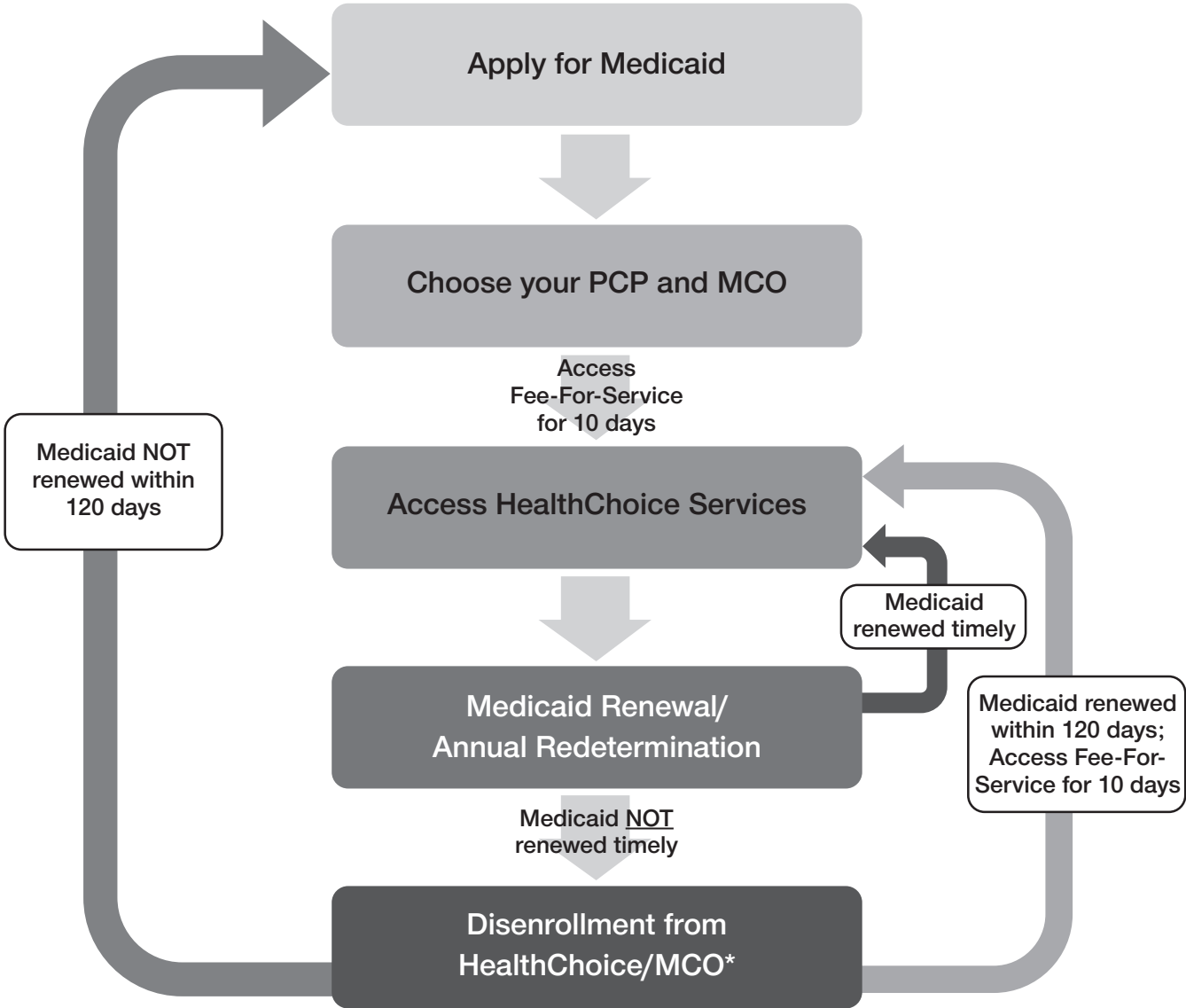
If you received this MCO Member Manual, you have been successfully enrolled in HealthChoice. The State sent you an enrollment packet explaining how to select an MCO. If you did not choose an MCO the State automatically assigned you to an MCO in your area. It takes 10–15 days after you chose or were automatically assigned until you are enrolled in HealthChoice. Until then you could use the red and white Medicaid card from the State.

You must now use your MCO ID card when you get services. If the MCO assigned you a different number, your Medicaid ID will also be the MCO member ID card. The phone number for MCO Member Services and the HealthChoice Help Line (**1-800-284-4510**) are both on your card. If you have questions always call MCO Member Services first at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday. If you did not receive your MCO member ID card or the card is misplaced, call MCO Member Services at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday.

Communication is key in ensuring your health care needs are met. Help the MCO to better serve you. If you enrolled by phone or online, you were asked to complete the Health Service Needs Information form. This information helps the MCO to determine what kinds of services you may need and how quickly you need services. If the form is not completed, we will make efforts to contact you so we know what your needs are.

The MCO will assist you in receiving needed care and services. If you kept your same PCP but it has been three months since your last appointment, call to see when you are due for a wellness visit. If you selected a new PCP, make an appointment now. It is important that you get to know your PCP. The PCP will help to coordinate your care and services. The PCP will help to coordinate your care and services. The MCO will assist you in receiving the needed care and services.

# E. HealthChoice enrollment process



\* The State will disenroll you from HealthChoice and your MCO when Medicaid is **not** renewed in a timely manner.

## 1. HealthChoice overview

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### F. HealthChoice eligibility/disenrollment

You will remain enrolled in the HealthChoice Program and in the MCO unless you fail to renew or are no longer eligible for Medicaid. If your Medicaid is cancelled the State will automatically cancel your enrollment in the MCO.

Even if you still qualify for Medicaid there are other situations that will cause the State to cancel your MCO coverage. This happens when:

- You turn age 65 – regardless of whether you enroll in Medicare,
- You enroll in Medicare earlier than age 65 because of disability,
- You are in a Nursing Facility longer than 90 days or lose Medicaid coverage while in the Nursing Facility,
- You qualify for Long-Term Care,
- You are admitted to an intermediate care facility for individuals with intellectual disabilities,
- You are incarcerated (a judge has sentenced you to jail or prison), or
- You move to a different state.

If you lose Medicaid eligibility but regain coverage within 120 days, the State will re-enroll you with the same MCO. However your enrollment back into the MCO will take 10 days before it is effective. Until then you can use your red and white Medicaid card if your provider accepts it.

Always make sure the provider accepts your insurance otherwise you may be responsible for the bill. Also remember Medicaid and HealthChoice are State-run programs. They are not like the federal Medicare program for the elderly and disabled. HealthChoice is only accepted in Maryland and by providers in nearby states when they are part of the MCO's network, or your care is arranged by the MCO. Even when a nationwide insurance company operates a Maryland MCO the MCO is only required to cover emergency services when you are out of the State.

### G. Updating status and personal information

You must notify the State (where you applied for Medicaid, for example Maryland Health Connection, local Department of Social Services or myDHR, Local Health Department) of any change in your status or if corrections are needed. You must also keep your MCO informed about where you live and how to contact you. Notify the State when:

- Your mailing address changes. **If your mailing address is different from where you live, we also need to know where you live.**
- You move. **Remember you must be a Maryland resident.**
- You need to change or correct your name, date of birth, or social security number
- Your income increases
- You get married or divorced
- You have a baby, adopt a child, or place a child for adoption or in foster care
- You gain or lose a tax dependent
- You gain or lose other health insurance
- Your disability status changes
- You are involved in an accident or are injured, and another insurance or person may be liable

## 2. Important information

### A. HealthChoice and State programs contact information

Help information	Phone number	Website
Enrollment into <b>HealthChoice</b>	855-642-8572 TDD (for hearing impaired) 800-977-7389	<a href="https://www.marylandhealthconnection.gov/">https://www.marylandhealthconnection.gov/</a>
General Questions about <b>HealthChoice</b>	410-767-5800 (local) 800-492-5231 (rest of state) TDD (for hearing impaired) 800-735-2258	<a href="https://health.maryland.gov/mmcp/healthchoice/pages/home.aspx">https://health.maryland.gov/mmcp/healthchoice/pages/home.aspx</a>
<b>HealthChoice</b> Help Line – for problems and complaints about access, enrollment process, and quality of care.	800-284-4510	
Pregnant members and family planning	800-456-8900	
Healthy Kids, EPSDT	410-767-1903	<a href="https://mmcp.health.maryland.gov/EPSDT/Pages/Home.aspx">https://mmcp.health.maryland.gov/EPSDT/Pages/Home.aspx</a>
Healthy Smiles Dental Program	855-934-9812	<a href="https://health.maryland.gov/mmcp/Pages/maryland-healthy-smiles-dental-program.aspx">https://health.maryland.gov/mmcp/Pages/maryland-healthy-smiles-dental-program.aspx</a>
Rare and Expensive Case Management Program (REM) – for questions about referrals, eligibility, grievances, services	800-565-8190	<a href="https://health.maryland.gov/mmcp/longtermcare/Pages/REM-Program.aspx">https://health.maryland.gov/mmcp/longtermcare/Pages/REM-Program.aspx</a>

16 **Questions?** Visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan), or call Member Services at **1-800-318-8821**, TTY **711**.

## 2. Important information

Help information	Phone number	Website
Mental Health and substance use disorders – for referrals, provider information, grievances, preauthorization	800-888-1965	<a href="https://health.maryland.gov/bha/Pages/HELP.aspx">https://health.maryland.gov/bha/Pages/HELP.aspx</a>
Maryland Health Connection Consumer Support Center	855-642-8572 TDD (for hearing impaired) 855-642-8573	<a href="http://www.marylandhealthconnection.gov">www.marylandhealthconnection.gov</a>

## B. Local Health Department contact information

County	Main phone number	Transportation phone number	Administrative Care Coordination Unit (ACCU) phone number	Website
Allegany	301-759-5000	301-759-5123	301-759-5094	<a href="https://health.maryland.gov/allegany">https://health.maryland.gov/allegany</a>
Anne Arundel	410-222-7095	410-222-7152	410-222-7541	<a href="http://www.aahealth.org/">http://www.aahealth.org/</a>
Baltimore City	410-396-4398	410-396-7633	410-640-5000	<a href="http://health.baltimorecity.gov/">http://health.baltimorecity.gov/</a>
Baltimore County	410-887-2243	410-887-2828	410-887-8741	<a href="http://www.baltimorecountymd.gov/agencies/health">http://www.baltimorecountymd.gov/agencies/health</a>
Calvert	410-535-5400 410-269-1051 301-855-1353	410-414-2489	410-535-5400 ext. 360	<a href="http://www.calverthealth.org/">http://www.calverthealth.org/</a>

**Questions?** Visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan), 17  
or call Member Services at **1-800-318-8821**, TTY 711.

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County	Main phone number	Transportation phone number	Administrative Care Coordination Unit (ACCU) phone number	Website
Caroline	410-479-8030	410-479-8014	410-479-8189	<a href="http://dhmh.maryland.gov/carolinecounty">http://dhmh.maryland.gov/carolinecounty</a>
Carroll	410-876-2152 800-966-3877	410-876-4813	410-876-4941	<a href="http://cchd.maryland.gov/">http://cchd.maryland.gov/</a>
Cecil	410-996-5550	410-996-5171	410-996-5130	<a href="http://www.cecilcountyhealth.org">http://www.cecilcountyhealth.org</a>
Charles	301-609-6900	301-609-6923	301-609-6760	<a href="http://www.charlescountyhealth.org/">http://www.charlescountyhealth.org/</a>
Dorchester	410-228-3223	410-901-2426	410-901-8167	<a href="http://www.dorchesterhealth.org/">http://www.dorchesterhealth.org/</a>
Frederick	301-600-1029	301-600-3124	301-600-3124	<a href="http://health.frederickcountymd.gov/">http://health.frederickcountymd.gov/</a>
Garrett	301-334-7777	301-334-7727	301-334-7771	<a href="http://garrettthealth.org/">http://garrettthealth.org/</a>
Harford	410-838-1500	410-638-1671	410-942-7999	<a href="http://harfordcountyhealth.com/">http://harfordcountyhealth.com/</a>
Howard	410-313-6300	877-312-6571	410-313-7323	<a href="https://www.howardcountymd.gov/Departments/Health">https://www.howardcountymd.gov/Departments/Health</a>
Kent	410-778-1350	410-778-7025	410-778-7035	<a href="http://kenthd.org/">http://kenthd.org/</a>

## 2. Important information

County	Main phone number	Transportation phone number	Administrative Care Coordination Unit (ACCU) phone number	Website
Montgomery	311 or 240-777-0311	240-777-5899	240-777-1635	<a href="http://www.montgomerycountymd.gov/hhs/">http://www.montgomerycountymd.gov/hhs/</a>
Prince George's	301-883-7879	301-856-9555	301-856-9550	<a href="http://www.princegeorgescountymd.gov/1588/Health-Services">http://www.princegeorgescountymd.gov/1588/Health-Services</a>
Queen Anne's	410-758-0720	443-262-4462	443-262-4456	<a href="http://www.qahealth.org/">www.qahealth.org/</a>
St. Mary's	301-475-4330	301-475-4296	301-475-4330	<a href="http://www.smchd.org/">http://www.smchd.org/</a>
Somerset	443-523-1700	443-523-1722	443-523-1758	<a href="http://somersehealth.org/">http://somersehealth.org/</a>
Talbot	410-819-5600	410-819-5609	410-819-5600	<a href="http://talbothealth.org">http://talbothealth.org</a>
Washington	240-313-3200	240-313-3264	240-313-3229	<a href="http://dhmh.maryland.gov/washhealth">http://dhmh.maryland.gov/washhealth</a>
Wicomico	410-749-1244	410-548-5142 Option #1	410-543-6942	<a href="https://www.wicomicohealth.org/">https://www.wicomicohealth.org/</a>
Worcester	410-632-1100	410-632-0092	410-629-0614	<a href="http://www.worcesterhealth.org/">http://www.worcesterhealth.org/</a>

**Questions?** Visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan), 19  
or call Member Services at **1-800-318-8821**, TTY 711.

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# 3. Rights and responsibilities

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## A. As a HealthChoice member, you have the right to:

- Receive health care and services that are culturally competent and free from discrimination
- Be treated with respect to your dignity and privacy
- Receive information, including information on treatment options and alternatives, regardless of cost or benefit coverage, in a manner you can understand
- Participate in decisions regarding your health care, including the right to refuse treatment
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation
- Request and receive a copy of your medical records and request that they be amended or corrected as allowed
- Request copies of all documents, records, and other information free of charge, that was used in an adverse benefit determination
- Exercise your rights, and that the exercise of those rights does not adversely affect the way the Managed Care Organizations (MCO), their providers, or the Maryland Department of Health treat you
- File appeals and grievances with a Managed Care Organization
- File appeals, grievances and State fair hearings with the State
- Request that ongoing benefits be continued during an appeal or state fair hearing; however, you may have to pay for the continued benefits if the decision is upheld in the appeal or hearing
- Receive a second opinion from another doctor within the same MCO, or by an out-of-network provider if the provider is not available within the MCO, if you do not agree with your doctor's opinion about the services that you need. Contact your MCO for help with this.
- Receive other information about how your Managed Care Organization is managed including the structure and operation of the MCO as well as physician incentive plans. You may request this information by calling your Managed Care Organization.
- Receive information about the organization, its services, its practitioners and providers and member rights and responsibilities
- Make recommendations regarding the organization's member rights and responsibilities policy

## B. As a HealthChoice member, you have the responsibility to:

- Inform your provider and MCO if you have any other health insurance coverage
- Treat HealthChoice staff, MCO staff, and health care providers and staff, with respect and dignity
- Be on time for appointments and notify providers as soon as possible if you need to cancel an appointment
- Show your membership card when you check in for every appointment. Never allow anyone else to use your Medicaid or MCO card. Report lost or stolen member ID cards to the MCO.
- Call your MCO if you have a problem or a complaint
- Work with your Primary Care Provider (PCP) to create and follow a plan of care that you and your PCP agree on
- Ask questions about your care and let your provider know if there is something you do not understand
- To understand your health problems and to work with your provider to create mutually agreed upon treatment goals that you will follow
- Update the State if there has been a change in your status
- Provide the MCO and their providers with accurate health information in order to provide proper care
- Use the emergency department for emergencies only
- Tell your PCP as soon as possible after you receive emergency care
- Inform your caregivers about any changes to your Advance Directive

## C. Nondiscrimination statement

It is the policy of all HealthChoice MCOs not to discriminate on the basis of race, color, national origin, sex, age or disability. MCOs have adopted internal grievance procedures providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 1557 of the Affordable Care Act (42 U.S.C. 18116) and its implementing regulations at 45 CFR part 92, issued by the U.S. Department of Health and Human Services. Section 1557 prohibits discrimination on the basis of race, color, national origin, sex, age or disability in certain health programs and activities. Section 1557 and its implementing regulations may be examined in the office of each MCO's nondiscrimination coordinator who has been designated to coordinate the efforts of each MCO in order to comply with Section 1557.

### 3. Rights and responsibilities

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Any person who believes someone has been subjected to discrimination on the basis of race, color, national origin, sex, age or disability may file a grievance under this procedure. It is against the law for an MCO to retaliate against anyone who opposes discrimination, files a grievance, or participates in the investigation of a grievance.

You can send a complaint to:

Civil Rights Coordinator  
UnitedHealthcare Civil Rights Grievance  
P.O. Box 30608  
Salt Lake City, UTAH 84130  
[UHC\\_Civil\\_Rights@uhc.com](mailto:UHC_Civil_Rights@uhc.com)

#### Procedure:

- Grievances must be submitted to the Section 1557 Coordinator within (60 days) of the date the person filing the grievance becomes aware of the alleged discriminatory action
- A complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.
- The Section 1557 Coordinator (or her/his designee) shall conduct an investigation of the complaint. This investigation may be informal, but it will be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. The Section 1557 Coordinators will maintain the files and records relating to such grievances. To the extent possible, and in accordance with applicable law, the Section 1557 Coordinators will take appropriate steps to preserve the confidentiality of files and records relating to grievances and will share them only with those who have a need to know.
- The Section 1557 Coordinators will issue a written decision on the grievance, based on a preponderance of the evidence, no later than 30 days after its filing, including a notice to the complainant of their right to pursue further administrative or legal remedies

The availability and use of this grievance procedure does not prevent a person from pursuing other legal or administrative remedies, including filing a complaint of discrimination on the basis of race, color, national origin, sex, age or disability in court or with the U.S. Department of Health and Human Services, Office for Civil Rights. A person can file a complaint of discrimination electronically through the Office for Civil Rights Complaint Portal, which is available at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
**1-800-368-1019, 1-800-537-7697 (TDD)**

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or call Member Services at **1-800-318-8821**, TTY **711**.

### 3. Rights and responsibilities

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Complaint forms are available at: <https://www.hhs.gov/ocr/complaints/index.html>. Such complaints must be filed within 180 days of the date of the alleged discrimination.

UnitedHealthcare Community Plan will make appropriate arrangements to ensure that individuals with disabilities and individuals with limited English proficiency are provided auxiliary aids and services or language assistance services, respectively, if needed to participate in this grievance process. Such arrangements may include, but are not limited to, providing qualified interpreters, providing taped cassettes of material for individuals with low vision, or assuring a barrier-free location for the proceedings. The Section 1557 Coordinator will be responsible for such arrangements.

## D. Notice of Privacy Practices

The Health Insurance Portability and Accountability Act (HIPAA) requires MCOs and providers to report their privacy practices to their members. The Notice of Privacy Practices informs members of their rights to privacy as well as the access and disclosure of their protected health information (PHI). Examples of PHI include medical records, medical claims/billing, and health plan records. If you feel that your privacy rights have been violated, you can file a complaint with your provider, MCO, or the U.S. Department of Health and Human Services.

To file a complaint, see contact information below:

- Provider: call your provider's office
- MCO: call MCO Member Services at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday
- U.S. Department of Health and Human Services
  - Online at: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>
  - Email: [OCRComplaint@hhs.gov](mailto:OCRComplaint@hhs.gov)
  - In writing at:

Centralized Case Management Operations  
U.S. Department of Health and Human Services  
200 Independence Avenue SW  
Room 509F, HHH Bldg.  
Washington, D.C. 20201

See **Attachment B** for the MCO's Notice of Privacy Practices.

# 4. Benefits and services

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## A. HealthChoice benefits

The table below lists the basic benefits that all MCOs must offer to HealthChoice members. Review the table carefully as some benefits have limits, you may have to be a certain age, or have a certain kind of problem. Except for pharmacy copayments (fee member pays for a health care service), you should never be charged for any of these health care services. Your PCP will assist you in coordinating these benefits to best suit your health care needs. You will receive most of these benefits from providers that participate in the MCO's network (participating provider) or you may need a referral to access them. There are some services and benefits you may receive from providers that do not participate with your MCO (non-participating provider) and do not require a referral. These services are known as self-referral services.

MCOs may waive pharmacy copays and offer additional benefits such as more frequent eye exams (see **Attachment C**). Those are called optional benefits and can change from year to year. If you have questions call MCO Member Services at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday.

Benefit	What it is	Who can get this benefit	What you <u>do not</u> get with this benefit
Primary Care Services	These are all of the basic health services you need to take care of your general health needs, and are usually provided by your primary care provider (PCP). A PCP can be a doctor, advanced practice nurse, or physician assistant.	All members.	

## 4. Benefits and services

Benefit	What it is	Who can get this benefit	What you <u>do not</u> get with this benefit
<b>Early Periodic Screening Diagnosis Treatment (EPSDT) Services for Children</b>	Regular well-child check-ups, immunizations (shots), developmental screens and wellness advice. These services provide whatever is needed to take care of sick children and to keep healthy children well.	Under age 21.	
<b>Pregnancy-Related Services</b>	Medical care during and after pregnancy, including hospital stays, doula support and, when needed, home visits after delivery.	Members who are pregnant, and for one year after the birth.	
<b>Family Planning</b>	Family planning office visits, lab tests, birth control pills and devices (includes latex condoms and emergency contraceptives from the pharmacy, without a doctor's order) and permanent sterilizations.	All members.	



## 4. Benefits and services

Benefit	What it is	Who can get this benefit	What you <u>do not</u> get with this benefit
<p><b>Primary Mental Health Services</b></p>	<p>Primary mental health services are basic mental health services provided by your PCP or another provider within the MCO. If more than just basic mental health services are needed, your PCP will refer you to or you can call the Public Behavioral Health System at <b>1-800-888-1965</b> for specialty mental health services.</p>	<p>All members.</p>	<p>You do not get specialty mental health services from the MCO. For treatment of serious emotional problems, your PCP or specialist will refer you or you can call the Public Behavioral Health System at <b>1-800-888-1965</b>.</p>
<p><b>Dental Services</b></p>	<p>The Maryland Healthy Smiles Dental Program covers a wide range of dental services including regular checkups, teeth cleaning, fluoride treatments, x-rays, fillings, root canals, crowns, extractions, and anesthesia. To find a dentist, replace a member ID or handbook, or to learn more about covered services, call Maryland Healthy Smiles Member Services at 1-855-934-9812.</p>	<p>All members.</p>	

## 4. Benefits and services

Benefit	What it is	Who can get this benefit	What you <u>do not</u> get with this benefit
<b>Prescription Drug Coverage (Pharmacy Services)</b>	Prescription drug coverage includes prescription drugs (drug dispensed only with a prescription from an authorized prescriber) insulin, needles and syringes, birth control pills and devices, coated aspirin for arthritis, iron pills (ferrous sulfate), and chewable vitamins for children younger than age 12. You can get latex condoms and emergency contraceptives from the pharmacy without a doctor's order.	All members.  There are no copays for children under age 21, pregnant members, individuals in a nursing facility or hospice, American Indians or for birth control.	
<b>Specialist Services</b>	Health care services provided by specially trained doctors, advanced practice nurses or physicians assistants. You may need a referral from your PCP before you can see a specialist.	All members.	
<b>Laboratory and Diagnostic Services</b>	Lab tests and X-rays to help find out the cause of an illness.	All members.	

## 4. Benefits and services

Benefit	What it is	Who can get this benefit	What you <u>do not</u> get with this benefit
Home Health Care	Health care services received in-home that includes nursing and home health aide care.	Those who need skilled nursing care (care provided by or under the supervision of a registered nurse) in their home, usually after being in a hospital.	No personal care services (help with daily living).
Case Management	A case manager may be assigned to help you plan for and receive health care services. The case manager also keeps track of what services are needed and what has been provided. You must communicate with your case manager to receive effective case management.	<ul style="list-style-type: none"> <li>(1) Children with special health care needs.</li> <li>(2) Pregnant and postpartum members.</li> <li>(3) Individuals with HIV/AIDS.</li> <li>(4) Individuals who are homeless.</li> <li>(5) Individuals with physical or developmental disabilities.</li> <li>(6) Children in State-supervised care.</li> <li>(7) Case management provided by MCO for other members as needed.</li> </ul>	

## 4. Benefits and services

Benefit	What it is	Who can get this benefit	What you <u>do not</u> get with this benefit
Diabetes Care	Special services, medical equipment, and supplies for members with diabetes.	Members who have been diagnosed with diabetes.	
Diabetes Prevention Program	A program to prevent diabetes in members who are at risk.	Members 18 to 64 years old who are overweight and have elevated blood glucose level or a history of diabetes during pregnancy.	Not eligible if previously diagnosed with diabetes or if pregnant.
Podiatry	Foot care when medically needed.	All members.	Routine foot care; unless you are under 21 years of age or have diabetes or vascular disease affecting the lower extremities.
Vision Care	<p><b>Eye Exams:</b></p> <ul style="list-style-type: none"> <li>• <u>Under 21</u>: one exam every year</li> <li>• <u>21 and older</u>: one exam every two years</li> </ul> <p><b>Glasses:</b></p> <ul style="list-style-type: none"> <li>• Under 21 only</li> <li>• Contact lenses if there is a medical reason why glasses will not work</li> </ul>	<p><b>Exams</b> — all members.</p> <p><b>Glasses and contact lenses</b> — Members under age 21.</p>	More than one pair of glasses per year unless lost, stolen, broken or new prescription needed.
Oxygen and Respiratory Equipment	Treatment to help breathing problems.	All members.	

## 4. Benefits and services

Benefit	What it is	Who can get this benefit	What you <u>do not</u> get with this benefit
Hospital Inpatient Care	Services and care received for scheduled and unscheduled admittance for inpatient hospital stays (hospitalization).	All members with authorization or as an emergency.	
Hospital Outpatient Care	Services and care received from an outpatient hospital setting that does not require inpatient admittance to the hospital. Services would include diagnostic and laboratory services, physician visit, and authorized outpatient procedures.	All members.	MCOs are not required to cover hospital observation services beyond 24 hours.
Emergency Care	Services and care received from a hospital emergency facility to treat and stabilize an emergent medical condition.	All members.	
Urgent Care	Services and care received from an urgent care facility to treat and stabilize an urgent medical need.	All members.	
Hospice Services	Home or inpatient services designed to meet the physical, psychological, spiritual, and social needs for people who are terminally ill.	All members.	
Nursing Facility/ Chronic Hospital	Skilled nursing care or rehab care up to 90 days.	All members.	

## 4. Benefits and services

<b>Benefit</b>	<b>What it is</b>	<b>Who can get this benefit</b>	<b>What you <u>do not</u> get with this benefit</b>
<b>Rehabilitation Services/ Devices</b>	Outpatient services/ devices that help a member function for daily living. Services include: Physical, Occupational, and Speech Therapy.	Members ages 21 and older.  Members under 21 are eligible under EPSDT (see Section 6 E).	
<b>Habilitation Services/ Devices</b>	Services/devices that help a member function for daily living. Services include: Physical Therapy, Occupational Therapy, and Speech Therapy.	Eligible members; benefits may be limited.	
<b>Audiology</b>	Assessment and treatment of hearing loss.	All members.	Members over 21 must meet certain criteria for hearing devices.
<b>Blood and Blood Products</b>	Blood used during an operation, etc.	All members.	
<b>Dialysis</b>	Treatment for kidney disease.	All members.	
<b>Durable Medical Equipment (DME) and Disposable Medical Supplies (DMS)</b>	DME (can use repeatedly) are things like crutches, walkers, and wheelchairs) DMS (cannot use repeatedly) are equipment and supplies that have no practical use in the absence of illness, injury, disability or health condition. DMS are things like finger stick supplies, dressings for wounds, and incontinence supplies.	All members.	

## 4. Benefits and services

Benefit	What it is	Who can get this benefit	What you <u>do not</u> get with this benefit
Transplants	Medically necessary transplants.	All members.	No experimental transplants.
Clinical Trials	Members costs for studies to test the effectiveness of new treatments or drugs.	Members with little threatening conditions, when authorized.	
Plastic and Restorative Surgery	Surgery to correct a deformity from disease, trauma, congenital or development abnormalities or to restore body functions.	All members.	Cosmetic surgery to make you look better.

### B. Self-referral services

You will go to your PCP for most of your health care, or your PCP will send you to a specialist who works with the same MCO. For some types of services, you can choose a local provider who does not participate with your MCO. The MCO will still pay the non-participating provider for services if the provider agrees to see you and accept payment from the MCO. Services that work in this way are called “self-referral services.” The MCO will also pay for any related lab work and medicine received at the same site that you receive the self-referral visit. The following services are self-referral services:

- Emergency services
- Family planning
- Pregnancy, under certain conditions, and birthing centers
- Doctor’s check of newborn baby
- School-based health centers
- Assessment for placement in foster care
- Certain specialist for children
- Diagnostic evaluation for people with HIV/AIDS
- Renal dialysis
- Laboratory tests to detect COVID-19 infection

#### **Emergency services**

An emergency is considered a medical condition which is sudden, serious, and puts your health in jeopardy without immediate care. You do not need preauthorization or a referral from your doctor to receive emergency services. Emergency services are health care services provided in a hospital emergency facility from the result of an emergency medical condition. After you are treated or stabilized for an emergency medical condition, you may need additional services to make sure the emergency medical condition does not return. These are called post-stabilization services.

#### **Family planning services (birth control)**

If you choose to do so, you can go to a provider who is not a part of your MCO for family planning services. Family planning includes services such as contraceptive devices/supplies, laboratory testing, and medically necessary office visits. Voluntary sterilization is a family planning service but is NOT a self-referral service. If you need a voluntary sterilization, you will need preauthorization from your PCP and must use a participating provider of the MCO’s network.



## 4. Benefits and services

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### Pregnancy services

If you were pregnant when you joined the MCO, and had already seen a non-participating provider, for at least one complete prenatal check-up, then you can choose to keep seeing that non-participating provider all through your pregnancy, delivery, and for one year after the baby is born for follow-up, so long as the non-participating provider agrees to continue to see you.

Doula support is available for prenatal visits, attendance at labor and delivery, and postpartum visits. You also have access to home visiting services. Home visiting services provide support to pregnant members during pregnancy and childbirth, as well as support for parents and children during the postpartum period and up to two or three years of age. Home visiting services include prenatal home visits, postpartum home visits, and infant home visits. Group-based support with CenteringPregnancy is also available to provide education and support with members that are due around the same time as you.

### Birth centers

Services performed at a birthing center, including an out-of-state center located in a contiguous (a state that borders Maryland) state.

### Baby's first check-up before leaving hospital

It is best to select your baby's provider before you deliver. If the MCO provider you selected or another provider within the MCO network does not see your newborn baby for a check-up before the baby is ready to go home from the hospital, the MCO will pay for the on-call provider to do the check-up in the hospital.

### School-based health center services

For children enrolled in schools that have a health center, there are a number of services that they can receive from the school health center. Your child will still be assigned to a PCP.

Services include:

- Office visits and treatment for acute or urgent physical illness, including needed medicine;
- Follow up to EPSDT visits when needed; and
- Self-referred family planning services.

### Check-up for children entering State custody

Children entering foster care or kinship care are required to have a check-up within 30 days. The foster parent can choose a convenient provider to self-refer to for this visit.

### **Certain providers for children with special health care needs**

Children with special health care needs may self-refer to providers outside of the MCO network (non-participating provider) under certain conditions. Self-referral for children with special needs is intended to ensure continuity of care, and assure that appropriate plans of care are in place. Self-referral for children with special health care needs will depend on whether the condition that is the basis for the child's special health care needs is diagnosed before or after the child's initial enrollment in an MCO. Medical services directly related to a special needs child's medical condition may be accessed out-of-network only if the following specific conditions are satisfied:

- **New member:** A child who at the time of initial enrollment was receiving these services as part of a current plan of care may continue to receive these specialty services provided the pre-existing non-participating provider submits the plan of care for review and approval within 30 days of the child's effective date of enrollment. The approved services must be medically necessary.
- **Established member:** A child who is already enrolled in an MCO when diagnosed as having a special health care need requiring a plan of care that includes specific types of services may request a specific non-participating provider. The MCO must grant the request unless the MCO has a local participating specialty provider with the same professional training and expertise who is reasonably available and provides the same services.

### **Diagnostic Evaluation Service (DES)**

If you have HIV/AIDS, you can receive one annual diagnostic and evaluation service (DES) visit. The DES will consist of a medical and psychosocial assessment. You must select the DES provider from an approved list of sites, but the provider does not have to participate with your MCO. The MCO is responsible to assist you with this service. The State and not your MCO will pay for your HIV/AIDS related blood tests.

### **Renal dialysis**

If you have kidney disease that requires you to have your blood cleaned on a regular basis, then you can select your renal dialysis provider. You will have the option to choose either a renal dialysis provider who participates with your MCO or a provider who does not participate with your MCO. People needing this service may be eligible for the Rare and Expensive Case Management Program (REM).

If the MCO denies, reduces, or terminates the services, you can file an appeal.

See **Attachment I** for additional details on self-referrals.

## 4. Benefits and services

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### C. Benefits not offered by MCOs but offered by the State

Benefits in the table below are not covered by the MCO. If you need these services, you can get them through the State using your red and white Medicaid or dental card. If you have questions on how to access these benefits, call the HealthChoice Help Line (**1-800-284-4510**).

Benefit	Description
Dental Services	General dentistry, including regular and emergency treatment, is offered. Dental services are provided by the Maryland Healthy Smiles Dental Program administered by SKYGEN USA. If you are eligible for the Dental Services Program, you will receive information and a dental card from SKYGEN USA. If you have not received your dental ID card or have questions about your dental benefits, call the Maryland Healthy Smiles Dental Program at <b>1-855-934-9812</b> .
Occupational, Physical and Speech Therapies for Children Under the Age of 21	The State pays for these services if medically needed. For help in finding a provider, you can call the State's Hotline at <b>1-800-492-5231</b> .
Speech Augmenting Devices	Equipment that helps people with speech impairments to communicate.
Behavioral Health	Substance use disorder and specialty mental health services are provided through the Public Behavioral Health System. You can reach them by calling <b>1-800-888-1965</b> .
Intermediate Care Facility (ICF) – Mental Retardation (MR) Services	This is treatment in a care facility for people who have an intellectual disability and need this level of care.

## 4. Benefits and services

Benefit	Description
Skilled Personal Care Services	This is skilled help with daily living activities.
Medical Day Care Services	This is help to improve daily living skills in a center licensed by the state or local health department, which includes medical and social services.
Nursing Facility and Long-Term Care Services	The MCO does not cover care in a nursing home, chronic rehabilitation hospital, or chronic hospital after the first 90 days. If you lose Medicaid coverage while you are in a nursing facility, you will not be re-enrolled in the MCO. If this happens, you will need to apply for Medicaid under long-term care coverage rules. If you still meet the State's requirements after you are disenrolled from the MCO or after the MCO has paid the first 90 days, the State would be responsible.
HIV/AIDS	Certain diagnostic services for HIV/AIDS are paid for by the State (Viral load testing, genotypic, phenotypic, or other HIV/AIDS resistance testing).
Abortion Services	<p>This medical procedure to end certain kinds of pregnancies is covered by the State only if:</p> <ul style="list-style-type: none"> <li>• The patient will have serious physical or mental health problems, or could die, if the patient has the baby</li> <li>• The patient is pregnant because of rape or incest, and reported the crime; or</li> <li>• The baby will have very serious health problems.</li> </ul> <p>Members eligible for HealthChoice only because of their pregnancy are not eligible for abortion services.</p>

## 4. Benefits and services

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Benefit	Description
Transportation Services	<p><b>Emergency Medical Transportation:</b> Medical services while transporting the member to a health care facility in response to a 911 call. This service is provided by local fire companies. If you are having an emergency medical condition, call 911.</p> <p><b>Non-Emergency Medical Transportation:</b> MCOs are not required to provide transportation for non-emergency medical visits. The exception is when you are sent to a far-away county to get treatment that you could get in a closer county.</p> <p>Certain MCOs may provide some transportation services such as bus tokens, van services, and taxis to medical appointments. Call your MCO to see if they provide any transportation services.</p> <p>Local health departments (LHD) provide non-emergency medical transportation to qualified individuals. The transports provided are only to Medicaid covered services. Transportation through the LHD is meant for individuals who have no other means of getting to their appointments. If you select an MCO that is not offered within your service area, both the LHD and MCO are not required to provide non-emergency medical transportation services.</p> <p>For assistance with transportation from your local health department, call the local health department's transportation program.</p>

## D. Additional services offered by MCOs and NOT by the State

At the beginning of each year, MCOs must tell the State if they will offer additional services. Additional services are also called optional benefits. This means the MCO is not required to provide those services and the State does not cover them. If there is ever a change to the MCO's additional service(s), you will be notified in writing. However, if the MCO changes or stops offering additional services, this is not an approved reason to change MCOs. Optional services and limitations of each service can vary between each MCO. Transportation to optional services may or may not be provided by the MCO. To find out the optional services and limitations provided by your MCO, see **Attachment C** or call MCO Member Services at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday.

See **Attachment C** for details on Additional Services.

38 **Questions?** Visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan), or call Member Services at **1-800-318-8821**, TTY **711**.

### E. Excluded benefits and services not covered by the MCO or the State

Below are the benefits and services that MCOs and the State are not required to cover (excluded services). The State requires MCOs to exclude most of these services. See **Attachment C** or call MCO Member Services at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday to find out their additional benefits and services.

#### Benefits and services NOT covered:

- Orthodontist services for people 21 years and older or children who do not have a serious problem that makes it difficult for them to speak or eat;
- Non-prescription drugs (except coated aspirin for arthritis, insulin, iron pills, and chewable vitamins for children younger than age 12);
- Routine foot care for adults 21 years and older who do not have diabetes or vascular problems;
- Special (orthopedic) shoes and supports for people who do not have diabetes or vascular problems;
- Shots for travel outside the continental United States or medical care outside the United States;
- Diet and exercise programs, to help you lose weight;
- Cosmetic surgery to make you look better, but you do not need for any medical reason;
- Fertility treatment services, including services to reverse a voluntary sterilization;
- Private hospital room for people without a medical reason such as having a contagious disease;
- Private duty nursing for people 21 years and older;
- Autopsies;
- Anything experimental unless part of an approved clinical trial; or
- Anything that you do not have a medical need for.

## 4. Benefits and services

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# F. Change of benefits and service locations

### Change of benefits

There may be times when HealthChoice benefits and services are denied, reduced, or terminated because they are not or are no longer medically necessary. This is called an adverse benefit determination. If this situation occurs, you will receive a letter in the mail prior to any change of benefits or services. If you do not agree with this decision, you will be given the opportunity to file a complaint.

### Loss of benefits

Loss of HealthChoice benefits will depend on your Medicaid eligibility. Failure to submit necessary Medicaid redetermination paperwork or not meeting Medicaid eligibility criteria are causes for disenrollment from HealthChoice. If you become ineligible for Medicaid, the State will disenroll you from the MCO and you will lose your HealthChoice benefits. If you regain eligibility within 120 days, you will automatically be re-enrolled with the same MCO.

### Change of health care locations

When there is a change in a health care provider's location, you will be notified in writing. If the provider is a PCP, and the location change is too far from your home, you can call MCO Member Services at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday to switch to a PCP in your area.

# 5. Information on providers

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## A. What is a Primary Care Provider (PCP), specialist, and specialty care

Your PCP is the main coordinator of your care and assists you in managing your health care needs and services. Go to your PCP for routine checkups, medical advice, immunizations, and referrals for specialists when needed. A PCP can be a doctor, nurse practitioner, or physician assistant and will typically work in the field of General Medicine, Family Medicine, Internal Medicine, or Pediatrics.

When you need a service not provided by your PCP, you will be referred to a Specialist. A Specialist is a doctor, nurse practitioner, or physician assistant that has additional training to focus on providing services in a specific area of care. The care you receive from a Specialist is called Specialty Care. To receive specialty care, you may need a referral from your PCP. There are some specialty care services that do not need a referral; these are known as self-referral services. For female members, if your PCP is not a women's health specialist, you have the right to see a women's health specialist within your MCO network without a referral.

Your providers will not be penalized for advising or advocating on your behalf.

## B. Selecting or changing providers

When you first enroll in an MCO, you need to select a PCP that is a part of the MCO's network. If you do not have a PCP or need assistance choosing a PCP, call MCO Member Services at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday. If you do not choose a PCP, the MCO will choose one for you. If you are not satisfied with your PCP, you can change your PCP at any time by calling MCO Member Services at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday. They will assist you in changing your PCP and inform you of when you can begin seeing your new PCP.



## 5. Information on providers

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If there are other members of your household that are HealthChoice members, they will need to choose a PCP too. HealthChoice members of a household can all choose the same PCP, or each member can choose a different PCP. It is recommended for HealthChoice members, who are under 21 years of age, select an Early Periodic Screening Diagnosis and Treatment (EPSDT) provider. EPSDT providers are trained and certified to identify and treat health problems before they become complex and costly. MCO Member Services will be able to tell you which providers are EPSDT certified.

To view a list of participating providers within an MCO, provider directories are available on the MCO's website. If you would like a paper copy of the provider directory mailed to you, contact MCO Member Services at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday.

## C. Termination of a provider

There may be times when a PCP or provider no longer contracts or works with an MCO. You will be notified in writing and/or you will receive a phone call from the MCO.

- If the MCO terminates your PCP, you will be asked to select a new PCP and may be given the opportunity to switch MCOs if that PCP participates with a different MCO
- If your PCP terminates the contract with your MCO, you will be asked to select a new PCP within your MCO
- If you do not choose a new PCP, your current MCO will choose a PCP for you. After a PCP is selected, you will receive a new MCO ID card in the mail with the updated PCP information.

# 6. Getting into care

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## A. Making or canceling an appointment

**To make an appointment** with your PCP or another provider, call the provider's office. Your PCPs name and number will be located on the front of the ID card the MCO provided you. You can also call MCO Member Services at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday and they will provide you with your PCP's or other provider's name and number. To ensure the provider's office staff can have your records ready and there is availability in the provider's schedule, make an appointment prior to going to the provider's office. When making an appointment:

- Inform the staff who you are,
- Inform staff why you are calling, and
- Inform staff if you think you need immediate attention.

Giving this information can help determine how quickly you need to be seen.

The day of the appointment, arrive on time. Arriving on time allows for the provider to spend the most amount of time with you and prevents long waiting times. For all appointments, bring your:

- Medicaid card
- MCO ID card
- A photo ID

**To cancel an appointment** with your PCP or another provider, call the provider's office as soon as you know you cannot make the appointment. Canceling appointments allows for providers to see other patients. Reschedule the appointment as soon as you can to stay up to date with your health care needs.

## B. Referral to a specialist or specialty care




Your PCP oversees your care. If your PCP feels that you need specialty care, they will refer you to a specialist. Depending on your MCO, a referral may be needed from your PCP prior to making an appointment with a specialist. Call MCO Member Services at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday for their referral requirements.

## 6. Getting into care

### C. After-hours, urgent care, and emergency room care

#### Know where to go

Depending on your health needs, it is important to choose the right place at the right time. Below is a guide to help choose the right place based on your health needs.

		
Doctor's office	Urgent care center	Emergency room
<ul style="list-style-type: none"> <li>• Check-ups</li> <li>• Health screenings</li> <li>• If something causes you concern</li> <li>• Cough/cold</li> <li>• Fever</li> <li>• Lingering pain</li> <li>• Unexplained weight loss</li> </ul>	<ul style="list-style-type: none"> <li>• Minor illness/injury</li> <li>• Flu/fever</li> <li>• Vomiting/diarrhea</li> <li>• Sore throats, earaches, or eye infection</li> <li>• Sprains/strains</li> <li>• Possible broken bones</li> <li>• Sports injuries</li> </ul>	<ul style="list-style-type: none"> <li>• Unconsciousness</li> <li>• Difficulty breathing</li> <li>• Serious head, neck, or back injury</li> <li>• Chest pain/pressure</li> <li>• Severe bleeding</li> <li>• Poisons</li> <li>• Severe Burns</li> <li>• Convulsions/seizures</li> <li>• Severely broken bone</li> <li>• Sexual Assault</li> </ul>

### After-hours

If you need non-emergency care after normal business hours, call your PCP's office or the MCO 24 hour Nurse Advice Line. Both numbers are on your MCO member ID card. Your doctor or their answering service will be able to answer your questions, provide you instructions, and can arrange any necessary services. The Nurse Advice Line is always open to answer your questions. They will help guide you to the right place so you get the best care and so you don't get billed unnecessarily.

### Urgent care

If you have an illness or injury that could turn into an emergency within 48hrs if it is not treated go to an Urgent Care Center. Be sure to go to an in-network Urgent Care Center. Preauthorization is not required but make sure they participate with the MCO or you may be billed. If you are unsure if you should go to an Urgent Care Center, call your PCP or the MCO 24-hour Nurse Advice Line. Both numbers are on your MCO card.

### Emergency room care

An emergency medical condition is when one requires immediate medical attention to avoid serious impairment or dysfunction to one's health. If you have an emergency medical condition and need emergency room care (services provided by a hospital emergency facility), call 911 or go to the closest hospital emergency department. You will be able to self-refer to any emergency department; preauthorization is not required.

**If you are unsure if you should go to the emergency department, call your PCP or the MCO 24-hour Nurse Advice Line.** After you are treated for an emergency medical condition, you may need additional services to make sure the emergency medical condition does not return. These are called post-stabilization services. The MCO will work with the hospital staff to decide if you need these services. If you would like additional information about how this is decided, contact your MCO.

If your PCP and MCO are unaware of your emergency room care visit, call them as soon as you can after you receive emergency services so they can arrange for any follow-up care you may need.

## D. Out of service area coverage

Not all MCOs operate in all areas of the State. If you need non-emergency care while out of the MCO's service area, call your PCP or MCO Member Services. Both numbers are on your MCO card. If you move and your new residence is in a different Maryland county that your MCO does not service, you can change MCOs by calling Maryland Health Connection (**1-855-642-8572**). If you decide to stay with your MCO you may need to provide your own transportation to an in-network provider in another county.

## 6. Getting into care

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HealthChoice is only accepted in Maryland and by providers in nearby states when they are part of the MCO's network, or your care has been arranged by the MCO. Remember that when you travel out of the State of Maryland, the MCO is only required to cover emergency services and post-stabilization services.

### **E. Wellness care for children: Healthy Kids/ Early Periodic Screening, Diagnosis, and Treatment (EPSDT)**

It is important for infants, children, and adolescents up to age 21 to receive regular checkups. The Healthy Kids/EPSDT program helps to identify, treat, and prevent health problems before they become complex and costly. EPSDT is a comprehensive benefit that covers medically necessary medical, dental, vision, and hearing services. Many of the EPSDT services will be covered by the MCO, but services such as dental, behavioral health, and therapies will be covered through fee-for-service Medicaid (see page 25).

Healthy Kids is the preventive well-child component of EPSDT. The State will certify your child's PCPs to ensure they know the Healthy Kids/EPSDT requirements, is prepared to perform the required screenings, and has the required vaccines so your child receives immunizations at the appropriate times. We highly recommend that you select a PCP for your child who is EPSDT certified. If you choose a provider that is not EPSDT certified, the MCO will notify you. You can switch your child's PCP at any time. Contact MCO Member Services at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday if you have any questions or need assistance switching your child's PCP.

The table below shows the ages that children need well-child visits. If your child's PCP recommends more visits, they will also be covered. During well-child visits, the PCP will check your child's health and all aspects of development. They will also check for problems through screening. Some screenings for health problems are done through blood work while others are done by asking questions. Additional screens may be required based on age and risk. The PCP will also offer advice and tell you what to expect. Make sure you keep appointments for well-child exams. Do not miss immunizations and make sure children get their blood tested for lead. Lead in the blood causes serious problems, so testing is required for all children regardless of risk. This applies even if your child has both Medicaid and other insurance.

## 6. Getting into care

<b>Age</b>	<b>Well-child exam Assess development Health education</b>	<b>Childhood immunizations</b> (*influenza recommended every year starting at 6 months of age)	<b>Blood lead test</b> (* additional if at risk)
Birth	X	X	
3–5 days	X		
1 month	X		
2 months	X	X	
4 months	X	X	
6 months	X	X	
9 months	X		
12 months (1 year)	X	X	X
15 months	X	X	
18 months (1.5 years)	X	X	
24 months (2 years)	X		X
30 months (2.5 years)	X		
36 months (3 years)	X		
4–20 years	X (yearly)	X (ages 4–6, 9–12 and 16)	

## 6. Getting into care

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### F. Wellness care for adults

Wellness visits with your doctor are important. Your PCP will examine you, provide or recommend screenings based on your age and needs, review your health history and current medications. Your PCP will coordinate the services you need to keep you healthy. During your visit, let your PCP know if anything has changed since your last visit, if you have any questions, and how you are doing with your plan of care. When speaking with your PCP, always give the most honest and up-to-date information about your physical, social, and mental health so that you can get the care that best meets your needs.

#### Adult preventive care recommendations

Service	Frequency – Population
Blood Pressure Check	Yearly.
Cholesterol	Every 5 years starting at age 35 for men and 45 for women, starting at age 20 if at increased risk.
Diabetes	Adults aged 40 to 70 years who are overweight or obese.
Colon Cancer Screening	Age 50–75, frequency depends on test used: stool-based – yearly to every 3 years, flex sigmoid every 5 years, CT colonography every 5 years, or colonoscopy every 10 years.
Sexually Transmitted Disease Screening	HIV – Once for all adults regardless of risk, additionally based on risk.  Hepatitis C (HCV) – Once for anyone born between 1945 and 1965, others based on risk.  Hepatitis B – Adults at increased risk.  Chlamydia/Gonorrhea – Yearly for members with internal reproductive organs age 16 to 24 if sexually active, based on risk for age 25+.  Syphilis – Adults at increased risk.
Influenza Vaccine	Yearly.

Service	Frequency – Population
Tdap (tetanus, diphtheria, acellular Pertussis) Vaccine	Once as an adult (if didn't receive at age 11–12). During every pregnancy.
Td (tetanus) Vaccine	Every 10 years, additional doses if dictated by risk.
Shingles (zoster) Vaccine	Once for all adults age 60 and older.
Pneumococcal Vaccine (PPSV23)	Once for everyone (age 2–64) with diabetes, lung disease, heart disease, smokers, alcoholism, or other risk factors (talk to your doctor to determine your risk).
Breast Cancer Screening (via Mammogram)	Every 2 years age 50–75, risk-based 40–50.
Lung Cancer Screening	Yearly for adults age 55–80 with 30-pack-year smoking history who are actively smoking or quit smoking less than 15 years ago; screening done using Low Dose CT (LDCT) scan.
Cervical Cancer Screening	Every 3 years for members with internal reproductive organs ages 21–29, every 5 years for members with internal reproductive organs ages 30–65.
Substance Use/Misuse: Alcohol, Tobacco, Other	Adults 18 and older. Yearly or more frequently depending on risk.

**\*All recommendations are based on U.S. Preventive Services Task Force (USPSTF).  
Excludes recommendations for patients 65 and older since not eligible for HealthChoice.**

## G. Case management

If there is a time when you have a chronic health care need or an episode of care that affects your health status, the MCOs will assign a case manager to assist in coordinating your care. Case managers are nurses or licensed social workers trained to work with your providers to ensure your health care needs are being met. Communication with your case manager is important in order for them to help develop and implement a person-centered plan of care. Case managers will work with you over the phone or may provide case management in-person.



## 6. Getting into care

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### H. Care for members during pregnancy and one year after delivery

When you are pregnant or suspect you are pregnant, it is very important that you call the MCO. They will help you get prenatal care (care members receive during pregnancy). Prenatal care consists of regular check-ups with an obstetrician (OB doctor) or certified nurse midwife to monitor your health and the health of your unborn baby.

If you are pregnant, the MCO will assist you in scheduling an appointment for prenatal care within 10 days of your request. If you already started prenatal care before you enrolled in the MCO, you may be able to keep seeing the same prenatal care provider through your pregnancy, delivery, and for one year after the baby is born.

The MCO may also connect you with a case manager. The case manager will work with you and your prenatal care provider to help you get necessary services, education and support. If you have other health problems or were pregnant before and had health problems, the MCO will offer extra help.

The State will automatically enroll your newborn in your MCO. If you qualified for Medicaid because you were pregnant, your Medicaid and HealthChoice coverage will end one year after delivery.

If you have questions, call the Help Line for Pregnant Members (**1-800-456-8900**) or MCO Member Services at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday. For additional information, see **Special Services for Pregnant Members** (7.1.) and **Attachment D**.

### I. Family planning (birth control)

Family planning services provide individuals with information and means to prevent unplanned pregnancy and maintain reproductive health. You are eligible to receive family planning services without a referral. The MCO will pay a non-participating provider for services so long as the provider agrees to see you and accept payment from the MCO. Additionally, MCOs are not allowed to charge copays for family planning services. Family planning services include but are not limited to:

- Birth control,
- Pregnancy testing, and
- Voluntary sterilizations (in network with a pre-authorization).

Call MCO Member Services at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday or the State’s Help Line (**1-800-456-8900**) for additional information on Family Planning and Self-Referral services.

50 **Questions?** Visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan), or call Member Services at **1-800-318-8821**, TTY **711**.

### J. Dental care

Maryland Medicaid will provide coverage of dental services to adults under the Maryland Healthy Smiles Dental Program. There are no premiums, deductibles, or copays for covered services. There is no maximum benefit amount each year. Members should never pay for covered services out of pocket. Maryland Healthy Smiles Dental Program services include but are not limited to:

- Regular checkups
- Teeth cleaning
- Fluoride treatments
- X-rays
- Fillings
- Root canals
- Crowns
- Pulling teeth – extractions
- Anesthesia

Call Maryland Healthy Smiles Member Services at 1-855-934-9812 if you have questions or need help finding a dental provider.

See **Attachment C** for details on Dental Services for adults 21 and older.

### K. Vision care

- If you are under the age of 21, you are eligible for:
  - Eye exams,
  - Glasses once a year, or
  - Eye contact lenses if medically necessary over glasses.
- If you are age 21 and over, you are eligible for:
  - Eye exams every two years
  - See **Attachment C** for additional adult vision benefits offered by your MCO

Call MCO Member Services at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday if you have questions or need help finding a vision care provider

## 6. Getting into care

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### L. Health education/Outreach

You have access to health education programs offered by your MCO. Health education programs provide information and resources to help you become active in your health and medical care. Programs are delivered in multiple formats and cover different health topics. See **Attachment E** or call MCO Member Services at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday to find out what health education programs are available, when they occur, and how you can stay informed about them.

MCOs will also provide outreach services to members they have identified who may have barriers to access their health care. The MCO's outreach plan targets individuals who are difficult to reach or are non-compliant with a plan of care. If the MCO cannot contact you or you have missed appointments, you may be referred to the Administrative Care Coordination Unit (ACCU) at your local health department.

ACCUs are not employed by MCOS. The State contracts with ACCUs to help you understand how the Medicaid and HealthChoice Programs work. If you are contacted by the ACCU from the local health department, they will tell you the reason they called. If they cannot contact you by phone, they may come to your house. The goal of the ACCU is to help you get and stay connected to appropriate medical care and services.

### M. Behavioral health services

If you have a mental health or substance use problem, call your PCP or MCO Member Services at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday. Your PCP may treat you or may refer you to the Public Behavioral Health System. A range of behavioral health services are covered by the State's Behavioral Health System. You can access these services without a referral from your PCP by calling the Public Behavioral Health System (**1-800-888-1965**). This toll-free help line is open 24 hours a day, 7 days a week. Staff members are trained to handle your call and will help you get the services you need. Behavioral health services include but are not limited to:

- Case management,
- Emergency crisis/Mobile crisis services,
- Inpatient psychiatric services,
- Outpatient mental health centers, and
- Residential treatment centers.

If the Public Behavioral Health System finds that you do not need a specialist to handle your behavioral health needs, your PCP (with your permission) will be informed so that you can receive any needed follow-up care.

52 **Questions?** Visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan), or call Member Services at **1-800-318-8821**, TTY **711**.

# 7. Special services

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## A. Services for special needs populations

The State has named certain groups as needing special support from the MCO. These groups are called “special needs populations” and include:

1. Pregnant members and members who have just given birth,
2. Children with special health care needs,
3. Children in State-supervised care,
4. Adults or children with a physical disability or developmental disability,
5. Adults and children with HIV/AIDS, and
6. Adults and children who are homeless.

The MCO has a process to let you know if you are in a special needs population. If you have a question about your special needs, call MCO Member Services at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday.

### Services every special needs population receives

If you or a family member is in one or more of these special needs populations, you are eligible to receive the services below. You will need to work and communicate with the MCO to help you get the right amount and the right kind of care:

- **A Case Manager** — A case manager will be a nurse or a social worker or other professional that may be assigned to your case soon after you join an MCO. This person will help you and your PCP develop a patient-centered plan that addresses the treatment and services you need. The case manager will:
  - Help develop the plan of care,
  - Ensure the plan of care is updated at least every 12 months or as needed,
  - Keep track of the health care services, and
  - Help those who give you treatment to work together.
- **Specialists** — Having special needs requires you to see providers who have the most experience with your condition. Your PCP and your case manager will work together to be sure to send you to the right specialists. This will include specialists for supplies and equipment you might need.

## 7. Special services

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- **Follow-up when visits are missed** — If your PCP or specialist finds that you keep missing appointments, they will let us know and someone will try to get in touch with you by mail, by telephone or by a visit to your home to remind you to call for another appointment. If you still miss appointments, you may be visited by someone from the local health department near where you live.
- **Special Needs Coordinator** — MCOs are required to have a Special Needs Coordinator on staff. The Special Needs Coordinator will educate you about your condition and will suggest places in your area where you can get support from people who know about your needs.

As a member of a special needs population, the MCO will work with you to coordinate all of the services above. Some groups will receive other special services. The following are other special services specific to the special needs population:

### 1. Pregnant members and members who have just given birth:

- **Appointments** — The MCO will assist in scheduling an appointment for prenatal care within 10 days of your request.
- **Prenatal Risk Assessment** — Pregnant members will have a prenatal risk assessment. At your first prenatal care visit the provider will complete a risk assessment. This information will be shared with the local health department and the MCO. The MCO will offer a range of services to help you take care of yourself and to help make sure your baby is born healthy. The local health department may also contact you and offer help and advice. They will have information about local resources.
- **Link to a Pediatric Provider** — The MCO will assist you in choosing a pediatric care provider. This may be a pediatrician, family practitioner or nurse practitioner.
- **Length of Hospital Stay** — The length of hospital stay after delivery is 48 hours for an uncomplicated vaginal delivery or 96 hours for an uncomplicated cesarean delivery. If you elect to be discharged earlier, a home visit will be offered within 24 hours after discharge. If you must remain in the hospital after childbirth for medical reasons, you may request that your newborn remain in the hospital while you are hospitalized; additional hospitalization up to four (4) days is covered for your newborn.
- **Follow-up** — The MCO will schedule the newborn for a follow-up visit two weeks after discharge if no home visit has occurred or within 30 days after discharge if there has been a home visit.
- **Dental** — Good oral health is important for a healthy pregnancy. All HealthChoice recipients are eligible to receive dental services through the State's Maryland Healthy Smiles Dental Program. Call Healthy Smiles (**1-855-934-9812**) if you have questions about your dental benefits.
- **Substance Use Disorder Services** — If you request treatment for a substance use disorder you will be referred to the Public Behavioral Health System within 24 hours of request.

- **HIV Testing and Counseling** — Pregnant members will be offered a test for HIV and will receive information on HIV infection and its effect on the unborn child.
- **Nutrition Counseling** — Pregnant members will be offered nutritional information to teach them to eat healthy.
- **Smoking Counseling** — Pregnant members will receive information and support on ways to stop smoking.
- **EPSDT Screening Appointments** — Pregnant adolescents (up to age 21) should receive all EPSDT screening services in addition to prenatal care.

See **Attachment D** for additional services the MCO offers for pregnant members.

### 2. Children with special health care needs

- **Work with Schools** — The MCO will work closely with the schools that provide education and family services programs to children with special needs.
- **Access to Certain Non-Participating Providers** — Children with special health care needs may self-refer to providers outside of the MCO's network under certain conditions. Self-referral for children with special needs is intended to ensure continuity of care and to assure that appropriate plans of care are in place. Self-referral for children with special health care needs will depend on whether the condition that is the basis for the child's special health care needs is diagnosed before or after the child's initial enrollment in an MCO. Medical services directly related to a special needs child's medical condition may be accessed out-of-network if specific conditions are satisfied.

### 3. Children in State-supervised care

- **State Supervised Care** — Foster and Kinship Care –The MCO will ensure that children in State supervised care (foster care or kinship care) get the services that they need from providers by having one person at the MCO be responsible for organizing all services. If a child in State supervised care moves out of the area and needs another MCO, the State and the current MCO will work together to quickly find the child new providers close to where the child has moved, or if needed, the child can change to another MCO.
- **Screening for Abuse or Neglect** — Any child thought to have been abused physically, mentally or sexually will be referred to a specialist who is able to determine if abuse has occurred. In the case of possible sexual abuse, the MCO will ensure that the child is examined by someone who knows how to find and keep important evidence.

## 7. Special services

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### 4. Adults and children with physical and developmental disabilities

- **Materials Prepared in a Way You Can Understand** – The MCO has materials reviewed by people with experience in the needs of people with disabilities. This means that the information will be presented using the right methods so that people with disabilities can understand, whether in writing or by voice translation.
- **DDA Services** – Members that currently receive services through the Developmental Disabilities Administration (DDA) or under the DDA Waiver can continue to receive those services.
- **Medical Equipment and Assistive Technology** – MCO providers have the experience and training for both adults and children to provide medical equipment and assistive technology services.
- **Case Management** – Case managers are experienced in working with people with disabilities.

### 5. Adults and children with HIV/AIDS

- **HIV/AIDS Case Management** – The MCO has special case managers trained in dealing with HIV/AIDS issues and in linking persons with the services that they need.
- **Diagnostic Evaluation Service (DES) assessment visits once every year** – One annual diagnostic and evaluation service (DES) visit for any member diagnosed with HIV/AIDS, which the MCO is responsible for facilitating on the member's behalf.
- **Substance Use Disorder Services** – Individuals with HIV/AIDS who need treatment for a substance use disorder will be referred to the Public Behavioral Health System within 24 hours of request.

### 6. Adults and children who are homeless

The MCO will attempt to identify individuals who are homeless and link them with a case manager and appropriate health care services. It can be difficult for MCOs to identify when members become homeless. If you find yourself in this situation, contact the MCO Member Services at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday.

See **Attachment I** for information on Assistive Communication Equipment.

### **B. Rare and Expensive Case Management program (REM)**

The Rare and Expensive Case Management Program, REM for short, is a program provided by the State for children and adults who have very expensive and very unusual medical problems. The REM program offers Medicaid benefits plus other specialty services needed for special medical problems. Your Primary Care Provider (PCP) and MCO will have a list of the REM diagnoses and will let you know if you or any of your children should consider entering the REM Program. The MCO and your PCP will know if you have one of the diagnoses that may qualify you for the REM Program.

Your PCP or MCO will let you know if you or any of your children should consider entering the REM Program. You will be informed by telephone, by mail, or by a visit from an REM case manager. If you do not want to transfer to the REM program, you can stay in the MCO. Once a member is in REM, they will no longer be enrolled in an MCO. This change will happen automatically.

Once you are enrolled in REM, you will be assigned a REM Case Manager. The REM case manager will work with you to transition your care from the MCO. They will help you select the right provider. If possible, they will help you arrange to see the same PCP and specialists. If your child is under age 21, and was getting medical care from a specialty clinic or other setting before going into REM, you may choose to keep receiving those services. Call the REM Program (**1-800-565-8190**) if you have additional questions.



# 8. Utilization management

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## A. Medical necessity

You are eligible to receive HealthChoice benefits when needed as described in the benefits and services section of this manual. Some benefits may have limitations or restrictions. **All HealthChoice benefits/services need to be medically necessary for you to receive them.**

For a benefit or service to be considered medically necessary it must be:

- Directly related to diagnostic, preventive, curative, palliative, rehabilitative, or ameliorative treatment of an illness, injury, disability, or health condition;
- Consistent with current accepted standards of good medical practice;
- The most cost-efficient service that can be provided without sacrificing effectiveness or access to care; and
- Not primarily for the convenience of the member, the member's family, or the provider.

## B. Preauthorization/Prior approval

There will be times when services and medications will need Preauthorization (also called prior approval or prior authorization) before you can receive that specific service or medication. Preauthorization is the process where a qualified health care professional reviews and determines if a service is medically necessary.

If the preauthorization is approved, then you can receive the service or medication. You will be notified in writing of the decision within 14 calendar days, or 28 calendar days if there was a request for an extension.

If the preauthorization is denied or reduced in amount, duration, or scope, then that service or medication will not be covered by the MCO. You will be notified in writing of the decision within 14 calendar days, or 28 calendar days if there was a request for an extension. You will be given the right to file an appeal for the denied preauthorization. (See section 10: **Complaints, grievance, and appeals.**)

There may be times where an expedited authorization is required to avoid potentially serious health complications. In these situations, the MCO must make their decision with 72 hours. If an extension is requested for an expedited authorization, then the MCO has up to 14 calendar days to make their decision.

See **Attachment F** for UnitedHealthcare Community Plan's Internal Complaint/Appeals Procedure.

### C. Continuity of care notice

If you are currently receiving treatment and fit in to a category below, then you have special rights in Maryland.

- New to HealthChoice; or
- Switched from another MCO; or
- Switched from another company's health benefit plan.

If your old company gave you preauthorization to have surgery or to receive other services, you may not need to receive new approval from your current MCO to proceed with the surgery or to continue receiving the same services. Also, if you are seeing a doctor or other health care provider who is a participating provider with your old company or MCO, and that provider is a non-participating provider under your new plan, you may continue to see your provider for a limited period of time as though the provider were a participating provider with us. The rules on how you can qualify for these special rights are described below.

#### **Preauthorization for health care services.**

- If you previously were covered under another company's plan, a preauthorization for services that you received under your old plan may be used to satisfy a preauthorization requirement for those services if they are covered under your new plan with us
- To be able to use the old preauthorization under this new plan, you will need to contact your current MCO Member Services to let them know that you have a preauthorization for the services and provide us with a copy of the preauthorization. Your parent, guardian, designee, or health care provider may also contact us on your behalf about the preauthorization.
- There is a time limit for how long you can rely on this preauthorization. For all conditions other than pregnancy, the time limit is 90 days or until the course of treatment is completed, whichever is sooner. The 90-day limit is measured from the date your coverage starts under the new plan. For pregnancy, the time limit lasts through the pregnancy and the first visit to a health practitioner after the baby is born.

## 8. Utilization management

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- Limitation on Use of Preauthorization: Your special right to use a preauthorization does not apply to:
  - Dental services
  - Mental health services
  - Substance use disorder services
  - Benefits or services provided through the Maryland Medicaid fee-for-service program
- If you do not have a copy of the preauthorization, contact your old company and request a copy. Under Maryland law, your old company must provide a copy of the preauthorization within 10 days of your request.

### Right to use non-participating providers

- If you have been receiving services from a health care provider who was a participating provider with your old company, and that provider is a non-participating provider under your new health plan with us, you may be able to continue to see your provider as though the provider were a participating provider. You must contact your current MCO to request the right to continue to see the non-participating provider. Your parent, guardian, designee, or health care provider may also contact us on your behalf to request the right for you to continue to see the non-participating provider.
- This right applies only if you are being treated by the non-participating provider for covered services for one or more of the following types of conditions:
  1. Acute conditions;
  2. Serious chronic conditions;
  3. Pregnancy; or
  4. Any other condition upon which we and the out-of-network provider agree.
- Examples of conditions listed above include bone fractures, joint replacements, heart attacks, cancer, HIV/AIDS, and organ transplants
- There is a time limit for how long you can continue to see a non-network provider. For all conditions other than pregnancy, the time limit is 90 days or until the course of treatment is completed, whichever is sooner. The 90-day limit is measured from the date your coverage starts under the new plan. For pregnancy, the time limit lasts through the pregnancy and the first visit to a health care provider after the baby is born.

### Example of how the right to use non-participating providers works:

You broke your arm while covered under Company A's health plan and saw a Company A network provider to set your arm. You changed health plans and are now covered under Company B's plan. Your provider is a non-participating provider with Company B. You now need to have the cast removed and want to see the original provider who put on the cast.

In this example, you or your representative needs to contact Company B so that Company B can pay your claim as if you are still receiving care from a participating provider. If the non-participating provider will not accept Company B's rate of payment, the provider may decide not to provide services to you.

- Limitation on Use of Non-participating Providers: Your special right to use a non-participating provider does not apply to:
  - Dental services;
  - Mental health services;
  - Substance use disorder services; or
  - Benefits or services provided through the Maryland Medicaid fee-for-service program.

### Appeal rights:

- If your current MCO denies your right to use a preauthorization from your old company or your right to continue to see a provider who was a participating provider with your old company, you may appeal this denial by contacting the MCO Member Services
- If your current MCO denies your appeal, you may file a complaint with the Maryland Medicaid Program by calling the HealthChoice Help Line at **1-800-284-4510**
- If you have any questions about this procedure, call MCO Member Services at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday or the HealthChoice Help Line at **1-800-284-4510**

## D. Coordination of benefits — What to do if you have other insurance

You are required to notify the MCO if you received medical care after an accident or injury. MCOs are required by the State to seek payment from other insurance companies. If you have other medical insurance, make sure you inform the MCO and tell your provider. They will need the name of the other insurance policy, the policy holder's name and the membership number. The State does a check of insurance companies to identify individuals that have both Medicaid/HealthChoice and other insurance.

Medicaid/HealthChoice is not a supplemental health insurance plan. Your other health insurance will always be your primary insurance which means participating providers must bill your other insurance first. It is likely that your primary insurance will have paid more than the MCO's allowed amount and therefore the provider cannot collect additional money from you or from the MCO. Talk with MCO Member Services to better understand your options. Since other insurers will likely have copays and deductibles, in most cases MCOs will require you to use participating providers.

## 8. Utilization management

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### E. Out-of-network services

There may be times that you need a covered service that the MCO's network cannot provide. If this situation occurs, you may be able to receive this service from a provider that is out of the MCO's network (a non-participating provider). You will need preauthorization from your MCO to receive this service out-of-network. If your preauthorization is denied, you will be given the right to file an appeal.

### F. Preferred drug list

If you need medications, your PCP or specialist will use the UnitedHealthcare Community Plan's preferred drug list (also called a formulary) to prescribe you medicines. A preferred drug list is a listing of medicines that you and your provider can choose from, that are safe, effective, and cost saving. If you want to know what medicines are on the MCO's preferred drug list, call MCO Member Services at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday or go online and access their website. There are some medicines on the preferred drug list as well as any medicine not on the list that will require preauthorization before the MCO will cover it. If the MCO denies the preauthorization for the medicine, then you will be given the right to file an appeal.

A copy of the preferred drug list can be found on the MCO's website or you can request a paper copy by calling MCO's Member Services at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday.

See **Attachment CII** for details on Outpatient Drugs, Drug Formulary, and Temporary Supplies.

### G. New technology and Telehealth

As new and advanced health care technology emerges, MCOs have processes in place to review and determine if these innovations will be covered. Each MCO has their own policy on the review of new medical technology, treatments, procedures, and medications. To find out an MCO's policy and procedure on reviewing new technology for health care, contact the MCO's Member Services at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday. MCOs are required to provide telehealth services as medically necessary. Telehealth services utilize video and audio technology to improve health care access. Providing telehealth services can improve:

- Education and understanding of a diagnosis;
- Treatment recommendations; and
- Treatment planning.

# 9. Billing

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## A. Explanation of benefits or denial of payment notices

From time to time you may receive a notice from the MCO that your provider's claim has been paid or denied.

Explanation of Benefits (EOB) or Denial of Payment notices are not a bill. The notices may list the type of service, date of service, amount billed, and amount paid by the MCO on your behalf. The purpose of the notice is to summarize which provider charges are a covered service or benefit. If you feel that there is an error, like finding a service that you never received, contact the MCO Member Services.

If you are copied on a notice that your provider was not paid, you are not responsible for payment. Your provider should not charge you. If you have questions call MCO Member Services.

## B. What to do if you receive a bill

- Do not pay for a service that is not your responsibility as you may not be reimbursed. Only providers can receive payment from Medicaid or MCOs. If you receive a medical bill for a covered benefit:
  - First – Contact the provider who sent the bill
  - If you are told you did not have coverage on the date you received care or that the MCO did not pay, call MCO Member Services at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday
  - The MCO will determine if there has been an error or what needs to be done to resolve the problem
  - If the MCO does not resolve the problem, contact the HealthChoice Help Line **(1-800-284-4510)**
- Providers are required to verify eligibility. Providers must bill the MCO. (If the service is covered by the State and not the MCO, the Eligibility Verification System (EVS) will tell them where to send the bill.)
- With few exceptions, Medicaid and HealthChoice providers are not allowed to bill members. Small pharmacy copays and copays for optional services such as eyeglasses for adults are examples of services you could be billed for.

# 10. Complaints, grievances and appeals

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## A. Adverse benefit determination, complaints and grievances

### Adverse benefit determination

An adverse benefit determination is when an MCO does any of the following:

- Denies or limits a requested service based on type or level of service, meeting medical necessity, appropriateness, setting, effectiveness;
- Reduces, suspends, or terminates a previously authorized service;
- Denies partial or full payment of a service (a denial, in whole or in part, of a payment for a service because the claim is not “clean” is not an adverse benefit determination);
- Fails to make an authorization decision or to provide services in a timely manner;
- Fails to resolve a grievance or appeal in a timely manner;
- Does not allow members living in a rural area with only one MCO to obtain services outside the network; or
- Denies a member’s request to dispute a financial liability, including cost sharing, copayments, coinsurance, and other member financial liabilities.

Once an MCO makes an adverse benefit determination, you will be notified in writing at least 10 days before the adverse benefit determination goes into effect. You will be given the right to file an appeal and can request a free copy of all of the information the MCO used when making their determination.

### Complaints

If you disagree with the MCO or provider about an adverse benefit determination, this is called a complaint. Examples of complaints include reducing or stopping a service you are receiving, being denied a medication not on the preferred drug list, or having a preauthorization for a procedure denied.

### Grievances

If your complaint is about something other than an adverse benefit determination, this is called a grievance. Examples of grievances include quality of care, not being allowed to exercise your rights, not being able to find a doctor, trouble getting an appointment, or not being treated fairly by someone who works at the MCO or at your doctor's office. See **Attachment F** for UnitedHealthcare Community Plan's Internal Complaint/Appeals Procedure.

## B. Appeals

If your complaint is about a service you or a provider feels you need but the MCO will not cover, you can ask the MCO to review your request again. This request for a review is called an appeal.

If you want to file an appeal, you have to file it within 60 days from the date on the letter saying the MCO would not cover the service you wanted.

Your doctor can also file an appeal for you if you sign a form giving him or her permission. Your doctor won't be penalized for acting on your behalf. Other people can also help you file an appeal, like a family member or a lawyer.

When you file an appeal, be sure to let the MCO know of any new information that you have that will help them make a decision. The MCO will send you a letter letting you know that they received your appeal within five business days. While your appeal is being reviewed, you can still send or deliver any additional information that you think will help the MCO decide.

When reviewing your appeal, the MCO reviewers:

- Will be different from the medical professionals who made the previous decision;
- Will not be a subordinate of the reviewers who made the previous decision;
- Will have the appropriate clinical knowledge and expertise to perform the review;
- Will review all information submitted by the member or representative regardless if this information was submitted for the previous decision; and
- Will make a decision about your appeal within 30 calendar days.

The appeal process may take up to 44 days if you ask for more time to submit information or the MCO needs to get additional information from other sources. The MCO will call and send you a letter within two days if they need additional information.

If your doctor or MCO feels that your appeal should be reviewed quickly due to the seriousness of your condition, you will receive a decision about your appeal within 72 hours.



## 10. Complaints, grievances and appeals

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If your appeal does not need to be reviewed quickly, the MCO will try to call you and send you a letter letting you know that your appeal will be reviewed within 30 days.

If your appeal is about a service that was already authorized, the period has not expired, and you were already receiving, you may be able to keep getting the service while your appeal is under review. You will need to contact the MCO's Member Services at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday and request to keep getting services while your appeal is reviewed. You will need to contact Member Services within 10 days from when the MCO sent the determination notice or before the intended effective date of the determination. If you do not win your appeal, you may have to pay for the services that you received while the appeal was being reviewed.

Once the review is complete, you will receive a letter informing you of the decision. If the MCO decides that you should not receive the denied service, the letter will tell you how to ask for a State Fair Hearing.

If you file a grievance and it is:

- About an urgent medical problem you are having, it will be solved within 24 hours
- About a medical problem but it is not urgent, it will be solved within 5 days
- Not about a medical problem, it will be solved within 30 days

See **Attachment F** for UnitedHealthcare Community Plan's Internal Complaint/Appeals Procedure.

## C. How to file a complaint, grievance or appeal

To submit a complaint or grievance, you can contact the MCO's Member Services at **1-800-318-8821**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday. If you need auxiliary aids or interpreter services, let the Member Services representative know (hearing impaired members can use the Maryland Relay Service, **711**). The MCO's customer service representatives can assist you with filing a complaint, grievance, or appeal.

You can request to file an appeal verbally or in writing. You can appeal verbally by calling the MCO's Member Services line. To file the appeal in writing, the MCO can send you a simple form that you can complete, sign, and mail back. The MCO can also assist you in completing the form if you need help. You will also be given the opportunity to give the MCO your testimony and factual arguments prior to the appeal resolution.

See **Attachment F** for UnitedHealthcare Community Plan's Internal Complaint/Appeals Procedure. If you need a copy of the MCO's official internal complaint procedure, call MCO Member Services at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday.

### D. The State's complaint/appeal process

#### Getting help from the HealthChoice Help Line

If you have a question or complaint about your health care and the MCO has not solved the issue to your satisfaction, you can ask the State for help. The HealthChoice Help Line (**1-800-284-4510**) is open Monday through Friday between 8:00 a.m. and 5:00 p.m. When you call the Help Line, you can ask your question or explain your problem to one of the Help Line staff, who will:

- Answer your questions;
- Work with the MCO to resolve your problem; or
- Send your complaint to a Complaint Resolution Unit nurse who may:
  - Ask the MCO to provide information about your case within five days;
  - Work with your provider and MCO to assist you in getting what you need;
  - Help you to get more community services, if needed; or
  - Provide guidance on the MCO's appeal process and when you can request a State Fair Hearing.

#### Asking the State to review the MCO's decision

If you appealed the MCO's initial decision and you received a written denial, you have the opportunity for the State to review your decision.

You can contact the HealthChoice Help Line at **1-800-284-4510** and tell the representative that you would like to appeal the MCO's decision. Your request will be sent to a nurse in the Complaint Resolution Unit. The Complaint Resolution Unit will attempt to resolve your issue with us in 10 business days. If it cannot be resolved in 10 business days, you will be contacted and provided with more options.

When the Complaint Resolution Unit is finished working on your request, you will be notified of their findings.

- If the State thinks the MCO should provide the requested service, it can order the MCO to give you the service; or
- If the State thinks that the MCO does not have to give you the service, you will be told that the State agrees with the MCO.
- If you do not agree with the State's decision, you will again be given the opportunity to request a State Fair Hearing.

## 10. Complaints, grievances and appeals

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### Fair Hearings

To appeal the MCO's decision, you must request that the State file a notice of appeal with the Office of Administrative Hearings on your behalf. The request for a State Fair Hearing must be submitted no later than 120 days from the date of the MCO's notice of appeal resolution. The Office of Administrative Hearings will set a date for the hearing based on the type of decision being appealed.

If the Office of Administrative Hearings decides against you, you may appeal to the Circuit Court.

### Continuing services during the Fair Hearing

There are times when you may be able to keep getting a service while the State reviews your Fair Hearing. This can happen if your Fair Hearing is about a service that was already authorized, the time period for the authorization has not expired, and you were already receiving the service. Call the HealthChoice Help Line **(1-800-284-4510)** for more information. If you do not win your Fair Hearing, you may have to pay for the services that you received while the appeal was being reviewed.

## E. Reversed appeal resolutions

If the State reverses a denial, termination, reduction, or delay in services, that were not provided during the appeal process, the MCO will have to provide the services no later than 72 hours from the date it receives the reverse appeal notice.

If the MCO reverses a denial, termination reduction, or delay in services that a member was receiving during the appeal or fair hearing process, the MCO will pay for the services received during the appeal or fair hearing process.

If you need to appeal a service covered by the State, follow the directions provided in the adverse determination letter.

### F. Making suggestions for changes in policies and procedures

If you have an idea on ways to improve a process or want to bring a topic to the MCO's attention, call MCO Member Services at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday. MCOs are interested in both hearing from you and ways to enhance your experience receiving health care.

Each MCO is required to have a consumer advisory board. The role of the consumer advisory board is to provide member input to the MCO. The consumer advisory board is made up of members, members' families, guardians, caregivers, and member representatives who meet regularly throughout the year. If you would like more information about the consumer advisory board, call MCO Member Services at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday.

You may be contacted about services you receive from the MCO. If contacted, provide accurate information as this helps to determine the access and quality of care provided to HealthChoice members.

# 11. Changing your MCO

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## A. 90-day rules

- The first time you enroll in the **HealthChoice Program** you have one opportunity to request to change MCOs. You must make this request within the **first 90 days**. You can make this one-time change even if you originally selected the MCO.
- If you are out of the MCO for more than 120 days and the State automatically assigned you to the MCO, you can request to change MCOs. You must make this request within **90 days**.

## B. Once every 12 months

You may change your MCO if you have been with the same MCO for 12 or more months.

## C. When there is an approved reason to change MCOs

You may change your MCO and join another MCO near where you live for any of the following reasons at any time:

- If you move to another county where your current MCO does not offer care
- If you become homeless and find that there is another MCO closer to where you live or have shelter, which would make getting to appointments easier
- If you or any of your family has a doctor in a different MCO and the adult member wishes to keep all family members together in the same MCO. (This does not apply to newborns, newborns must remain in the MCO that the mother was in at the time of delivery for the first 90 days.)
- If you have a foster child placed in your home and you or your family members receive care by a doctor in a different MCO than the foster child, the foster child being placed can switch to the foster family's MCO
- If the MCO terminates your PCP contract for reasons other than listed below, then you will be notified by the state
  - Your MCO has been purchased by another MCO,
  - The provider and the MCO cannot agree on a contract for certain financial reasons, or
  - Quality of care

### D. How to change your MCO

Contact Maryland Health Connection (**1-855-642-8572**). Note that:

- MCOs are not allowed to authorize changes. Only the State can change your MCO.
- If you are hospitalized or in a nursing facility, you may not be allowed to change MCOs
- If you lose Medicaid eligibility but are approved again within 120 days, you will automatically be enrolled with the same MCO that you had prior to losing eligibility

# 12. Reporting fraud, waste and abuse

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## A. Types of fraud, waste and abuse

Medicaid fraud is the intentional deception or misrepresentation by a person who is aware that this action could result in an unauthorized benefit for themselves or others. Waste is overusing or inappropriate use of Medicaid resources. Abuse is the practice of causing unnecessary cost to the Medicaid program. Fraud, waste and abuse require immediate reporting and can occur at all levels in the health care system. Examples of Medicaid fraud, waste and abuse include but are not limited to:

- Member examples:
  - Falsely reporting your income and or assets to qualify for Medicaid
  - Permanently living in another state while receiving Maryland Medicaid benefits
  - Lending your member ID card or using another member's ID card to obtain health services
  - Selling or making changes to a prescription medicine
- Provider examples:
  - Providing services that are not medically necessary
  - Billing for services that were not provided
  - Billing multiple times for the same service
  - Altering medical records to cover up fraudulent activity

### B. How to report fraud, waste and abuse

If you suspect or know that fraud, waste, or abuse is occurring, report it immediately. Reporting fraud, waste and abuse will not affect how you will be treated by the MCO. You have the choice to remain anonymous when you make the report. Provide as much information as possible; this will assist those investigating the report. There are many ways to report fraud, waste and abuse.

See the options below:

- Call MCO Member Services at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday or write the MCO a letter
- Contact the Maryland Department of Health, Office of the Inspector General
  - **1-866-770-7175**
  - [http://dhmh.maryland.gov/oig/Pages/Report\\_Fraud.aspx](http://dhmh.maryland.gov/oig/Pages/Report_Fraud.aspx)
- Contact the U.S. Department of Health and Human Services, Office of the Inspector General
  - **1-800-447-8477**
  - <https://oig.hhs.gov/fraud/report-fraud/index.asp>



## Attachment A – Managed Care Organization contact information

<b>UnitedHealthcare Community Plan</b>	
Member Services	<b>1-800-318-8821</b> , TTY 711 8:00 a.m.–7:00 p.m. ET, Monday–Friday
24/7 Nurse Advice Line	<b>1-877-440-0251</b> , TTY 711
Website	<b>UHCCommunityPlan.com</b> or <b>myuhc.com/CommunityPlan</b>
Online Member Portal	<b>myuhc.com/CommunityPlan</b>
Nondiscrimination Coordinator	Civil Rights Coordinator UnitedHealthcare Civil Rights Grievance P.O. Box 30608 Salt Lake City, UTAH 84130 <b>UHC_Civil_Rights@uhc.com</b>
Complaints, Grievance, Appeals Address	UnitedHealthcare Member Appeals P.O. Box 31364 Salt Lake City, UT 84131
Reporting Fraud and Abuse Address	<ul style="list-style-type: none"> <li>• UnitedHealth Group maintains a 24-hour toll-free telephone line, known as the Compliance Help Line, at <b>1-800-455-4521</b>. Callers may choose to remain anonymous.</li> <li>• Call the HealthChoice Fraud Hotline at <b>1-866-770-7175</b></li> <li>• Online at <b><a href="http://dhmh.maryland.gov/oig/Pages/Report_Fraud.aspx">http://dhmh.maryland.gov/oig/Pages/Report_Fraud.aspx</a></b>, then click on “Report Fraud”</li> <li>• Write to the: Maryland Department of Health Office of the Inspector General 201 W. Preston Street Baltimore, MD 21201 or fax to <b>410-333-7194</b></li> </ul>

74 **Questions?** Visit **[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)**, or call Member Services at **1-800-318-8821**, TTY 711.

# Health Plan Notices of Privacy Practices

**THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.**

Effective January 1, 2023

By law, we<sup>1</sup> must protect the privacy of your health information (“HI”). We must send you this notice. It tells you:

- How we may use your HI.
- When we can share your HI with others.
- What rights you have to access your HI.

By law, we must follow the terms of this notice.

HI is information about your health or health care services. We have the right to change our privacy practices for handling HI. If we change them, we will notify you by mail or e-mail. We will also post the new notice at this website ([www.uhccommunityplan.com](http://www.uhccommunityplan.com)). We will notify you of a breach of your HI. We collect and keep your HI to run our business. HI may be oral, written or electronic. We limit employee and service provider access to your HI. We have safeguards in place to protect your HI.

## How we collect, use, and share your information

### We collect, use, and share your HI with:

- You or your legal representative.
- Government agencies.

**We have the right to collect, use and share your HI for certain purposes.** This must be for your treatment, to pay for your care, or to run our business. We may use and share your HI as follows.

- **For Payment.** We may collect, use, and share your HI to process premium payments and claims. This may include coordinating benefits.
- **For Treatment or Managing Care.** We may collect, use, and share your HI with your providers to help with your care.
- **For Health Care Operations.** We may suggest a disease management or wellness program. We may study data to improve our services.
- **To Tell You about Health Programs or Products.** We may tell you about other treatments, products, and services. These activities may be limited by law.

## Attachment B – Notice of Privacy Practices

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- **For Plan Sponsors.** We may give enrollment, disenrollment, and summary HI to your employer. We may give them other HI if they properly limit its use.
- **For Underwriting Purposes.** We may collect, use, and share your HI to make underwriting decisions. We will not use your genetic HI for underwriting purposes.
- **For Reminders on Benefits or Care.** We may collect, use and share your HI to send you appointment reminders and information about your health benefits.
- **For Communications to You.** We may use the phone number or email you gave us to contact you about your benefits, healthcare or payments.

### We may collect, use, and share your HI as follows:

- **As Required by Law.**
- **To Persons Involved with Your Care.** This may be to a family member in an emergency. This may happen if you are unable to agree or object. If you are unable to object, we will use our best judgment. If permitted, after you pass away, we may share HI with family members or friends who helped with your care.
- **For Public Health Activities.** This may be to prevent disease outbreaks.
- **For Reporting Abuse, Neglect or Domestic Violence.** We may only share with entities allowed by law to get this HI. This may be a social or protective service agency.
- **For Health Oversight Activities** to an agency allowed by the law to get the HI. This may be for licensure, audits and fraud and abuse investigations.
- **For Judicial or Administrative Proceedings.** To answer a court order or subpoena.
- **For Law Enforcement.** To find a missing person or report a crime.
- **For Threats to Health or Safety.** This may be to public health agencies or law enforcement. An example is in an emergency or disaster.
- **For Government Functions.** This may be for military and veteran use, national security, or the protective services.
- **For Workers' Compensation.** To comply with labor laws.
- **For Research.** To study disease or disability.
- **To Give Information on Decedents.** This may be to a coroner or medical examiner. To identify the deceased, find a cause of death, or as stated by law. We may give HI to funeral directors.
- **For Organ Transplant.** To help get, store or transplant organs, eyes or tissue.
- **To Correctional Institutions or Law Enforcement.** For persons in custody: (1) to give health care; (2) to protect your health and the health of others; and (3) for the security of the institution.
- **To Our Business Associates** if needed to give you services. Our associates agree to protect your HI. They are not allowed to use HI other than as allowed by our contract with them.

## Attachment B – Notice of Privacy Practices

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- **Other Restrictions.** Federal and state laws may further limit our use of the HI listed below. We will follow stricter laws that apply.
  1. Alcohol and Substance Abuse
  2. Biometric Information
  3. Child or Adult Abuse or Neglect, including Sexual Assault
  4. Communicable Diseases
  5. Genetic Information
  6. HIV/AIDS
  7. Mental Health
  8. Minors' Information
  9. Prescriptions
  10. Reproductive Health
  11. Sexually Transmitted Diseases

We will only use your HI as described here or with your written consent. We will get your written consent to share psychotherapy notes about you. We will get your written consent to sell your HI to other people. We will get your written consent to use your HI in certain promotional mailings. If you let us share your HI, the recipient may further share it. You may take back your consent. To find out how, call the phone number on your ID card.

### Your rights

You have the following rights.

- **To ask us to limit** use or sharing for treatment, payment, or health care operations. You can ask to limit sharing with family members or others. We may allow your dependents to ask for limits. **We will try to honor your request, but we do not have to do so.**
- **To ask to get confidential communications** in a different way or place. For example, at a P.O. Box instead of your home. We will agree to your request as allowed by state and federal law. We take verbal requests. You can change your request. This must be in writing. Mail it to the address below.
- **To see or get a copy** of certain HI. You must ask in writing. Mail it to the address below. If we keep these records in electronic form, you can request an electronic copy. You can have your record sent to a third party. We may send you a summary. We may charge for copies. We may deny your request. If we deny your request, you may have the denial reviewed.
- **To ask to amend.** If you think your HI is wrong or incomplete you can ask to change it. You must ask in writing. You must give the reasons for the change. Mail this to the address below. If we deny your request, you may add your disagreement to your HI.

**Questions?** Visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan), 77  
or call Member Services at **1-800-318-8821**, TTY 711.

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## Attachment B – Notice of Privacy Practices

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- **To get an accounting** of HI shared in the six years prior to your request. This will not include any HI shared for the following reasons. (i) For treatment, payment, and health care operations; (ii) With you or with your consent; (iii) With correctional institutions or law enforcement. This will not list the disclosures that federal law does not require us to track.
- **To get a paper copy of this notice.** You may ask for a paper copy at any time. You may also get a copy at our website ([www.uhccommunityplan.com](http://www.uhccommunityplan.com)).
- **To ask that we correct or amend** your HI. Depending on where you live, you can also ask us to delete your HI. If we can't, we will tell you. If we can't, you can write us, noting why you disagree and send us the correct information.

### Using your rights

- **To Contact your Health Plan. Call the phone number on your ID card.** Or you may contact the UnitedHealth Group Call Center at **1-866-633-2446**, or TTY/RTT **711**.
- **To Submit a Written Request.** Mail to:  
UnitedHealthcare Privacy Office  
MN017-E300, P.O. Box 1459, Minneapolis MN 55440
- **Timing.** We will respond to your phone or written request within 30 days.
- **To File a Complaint.** If you think your privacy rights have been violated, you may send a complaint at the address above.

**You may also notify the Secretary of the U.S. Department of Health and Human Services.** We will not take any action against you for filing a complaint.

<sup>1</sup> This Medical Information Notice of Privacy Practices applies to the following health plans that are affiliated with UnitedHealth Group: AmeriChoice of New Jersey, Inc.; Arizona Physicians IPA, Inc.; Care Improvement Plus South Central Insurance Company; Care Improvement Plus of Texas Insurance Company; Care Improvement Plus Wisconsin Insurance; Health Plan of Nevada, Inc.; Optimum Choice, Inc.; Oxford Health Plans (NJ), Inc.; Physicians Health Choice of Texas, LLC; Preferred Care Partners, Inc.; Rocky Mountain Health Maintenance Organization, Incorporated; UnitedHealthcare Benefits of Texas, Inc.; UnitedHealthcare Community Plan of California, Inc.; UnitedHealthcare Community Plan of Ohio, Inc.; UnitedHealthcare Community Plan of Texas, L.L.C.; UnitedHealthcare Community Plan, Inc.; UnitedHealthcare Community Plan of Georgia, Inc.; UnitedHealthcare Insurance Company; UnitedHealthcare Insurance Company of America; UnitedHealthcare Insurance Company of River Valley; UnitedHealthcare of Alabama, Inc.; UnitedHealthcare of Florida, Inc.; UnitedHealthcare of Kentucky, Ltd.; UnitedHealthcare of Louisiana, Inc.; UnitedHealthcare of the Mid-Atlantic, Inc.; UnitedHealthcare of the Midlands, Inc.; UnitedHealthcare of the Midwest, Inc.; UnitedHealthcare of Mississippi, Inc.; UnitedHealthcare of New England, Inc.; UnitedHealthcare of New Mexico, Inc.; UnitedHealthcare of New York, Inc.; UnitedHealthcare of Pennsylvania, Inc.; UnitedHealthcare of Washington, Inc.; UnitedHealthcare of Wisconsin, Inc.; and UnitedHealthcare Plan of the River Valley, Inc. This list of health plans is complete as of the effective date of this notice. For a current list of health plans subject to this notice go to <https://www.uhc.com/privacy/entities-fn-v2>.

78 **Questions?** Visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan), or call Member Services at **1-800-318-8821**, TTY **711**.

# Financial Information Privacy Notice

**THIS NOTICE SAYS HOW YOUR FINANCIAL INFORMATION MAY BE USED AND SHARED. REVIEW IT CAREFULLY.**

Effective January 1, 2023

We<sup>2</sup> protect your “personal financial information” (“FI”). FI is non-health information. FI identifies you and is generally not public.

## Information we collect

- We get FI from your applications or forms. This may be name, address, age and social security number.
- We get FI from your transactions with us or others. This may be premium payment data.

## Sharing of FI

We will only share FI as permitted by law.

We may share your FI to run our business. We may share your FI with our Affiliates. We do not need your consent to do so.

- We may share your FI to process transactions.
- We may share your FI to maintain your account(s).
- We may share your FI to respond to court orders and legal investigations.
- We may share your FI with companies that prepare our marketing materials.

## Confidentiality and security

We limit employee and service provider access to your FI. We have safeguards in place to protect your FI.

## Attachment B – Notice of Privacy Practices

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### Questions about this notice

Please **call the toll-free member phone number on health plan ID card** or contact the UnitedHealth Group Customer Call Center at **1-866-633-2446**, or TTY/RTT **711**.

<sup>2</sup> For purposes of this Financial Information Privacy Notice, “we” or “us” refers to the entities listed in footnote 1, beginning on the last page of the Health Plan Notices of Privacy Practices, plus the following UnitedHealthcare affiliates: ACN Group of California, Inc.; AmeriChoice Corporation.; Benefitter Insurance Solutions, Inc.; Claims Management Systems, Inc.; Dental Benefit Providers, Inc.; Ear Professional International Corporation; Excelsior Insurance Brokerage, Inc.; gethealthinsurance.com Agency, Inc. Golden Outlook, Inc.; Golden Rule Insurance Company; HealthMarkets Insurance Agency; Healthplex of CT, Inc.; Healthplex of ME, Inc.; Healthplex of NC, Inc.; Healthplex, Inc.; HealthSCOPE Benefits, Inc.; International Healthcare Services, Inc.; Level2 Health IPA, LLC; Level2 Health Management, LLC; Life Print Health, Inc.; Managed Physical Network, Inc.; Optum Care Networks, Inc.; Optum Global Solutions (India) Private Limited; Optum Health Care Solutions, Inc.; Oxford Benefit Management, Inc.; Oxford Health Plans LLC; Physician Alliance of the Rockies, LLC; POMCO Network, Inc.; POMCO, Inc.; Real Appeal, LLC; Solstice Administrators of Alabama, Inc.; Solstice Administrators of Arizona, Inc.; Solstice Administrators of Missouri, Inc.; Solstice Administrators of North Carolina, Inc.; Solstice Administrators of Texas, Inc.; Solstice Administrators, Inc.; Solstice Benefit Services, Inc.; Solstice of Minnesota, Inc.; Solstice of New York, Inc.; Spectera, Inc.; Three Rivers Holdings, Inc.; U.S. Behavioral Health Plan, California; UHIC Holdings, Inc.; UMR, Inc.; United Behavioral Health; United Behavioral Health of New York I.P.A., Inc.; UnitedHealthcare, Inc.; United HealthCare Services, Inc.; UnitedHealth Advisors, LLC; UnitedHealthcare Service LLC; Urgent Care MSO, LLC; USHEALTH Administrators, LLC; and USHEALTH Group, Inc.; and Vivify Health, Inc. This Financial Information Privacy Notice only applies where required by law. Specifically, it does not apply to (1) health care insurance products offered in Nevada by Health Plan of Nevada, Inc. and Sierra Health and Life Insurance Company, Inc.; or (2) other UnitedHealth Group health plans in states that provide exceptions. This list of health plans is complete as of the effective date of this notice. For a current list of health plans subject to this notice go to <https://www.uhc.com/privacy/entities-fn-v2>.

## Attachment C – Additional services offered by UnitedHealthcare Community Plan

Benefit	What it is	Who can get this benefit	Limitations
Vision Care	<p><b>Glasses</b></p> <ul style="list-style-type: none"> <li>Members 21 and older: One pair of glasses every two years</li> <li>Contact lenses if there is a medical reason why glasses will not work</li> </ul>	Adults 21 and older.	<p>\$150 maximum benefit for frames.</p> <p>More than one pair of glasses per year unless lost, stolen, broken or new prescription needed.</p> <p>Not covered for any member:</p> <ul style="list-style-type: none"> <li>Tinted lenses</li> <li>Oversize lenses</li> <li>Safety lenses</li> </ul>
NurseLine	<p>If you cannot reach your PCP, call UnitedHealthcare’s NurseLine 24 hours a day, 7 days a week. You can talk to a nurse, day or night, to get advice on your medical problems. A nurse can also help you decide if you can wait to see your PCP or if you should seek immediate care. Call NurseLine toll-free at <b>1-877-440-0251</b>.</p>	All enrollees.	



## Attachment C – Additional services offered by UnitedHealthcare Community Plan

Benefit	What it is	Who can get this benefit	Limitations
<b>Whole Person Care Team</b>	<p>Members may be contacted by a non-clinical Community Health Worker (CHW) to provide support by telephone and through home visits.</p> <p>The CHW helps members understand how to best use health care benefits, get access to care, identify barriers to care, prepare for their next doctor visit and facilitate access to community resources.</p>	<p>All enrollees when medically necessary.</p>	
<b>Weight Loss Treatment</b>	<p>Medically necessary and appropriate treatments for morbid obesity.</p>	<p>All enrollees when medically necessary.</p>	<p>Must be medically necessary.</p>

## Benefits at a glance

As a UnitedHealthcare Community Plan member, you have a variety of health care benefits and services available to you. Here is a brief overview. You'll find a complete listing in the Benefits section.

### Primary Care services

You are covered for all visits to your Primary Care Provider (PCP). Your PCP is the main doctor you will see for most of your health care. This includes checkups, treatment for colds and flu, health concerns, health screenings, and referrals to see some specialists.

### Large provider network

You can choose any PCP from our large network of providers. Our network also includes specialists, hospitals and drug stores — giving you many options for your health care. Find a complete list of network providers at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan) or call **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday.

### Specialist services

Your coverage includes services from specialists. Specialists are doctors or nurses who are highly trained to treat certain conditions. You may need a referral from your PCP first.

### Medicines

Review the list of covered prescription drugs at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan) by clicking on Pharmacy Information or call **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday.

### Hospital services

You're covered for hospital stays. You're also covered for outpatient services. These are services you get in the hospital without spending the night.

### Urgent care

You are covered for urgent care. To find an urgent care center, visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan) and click on Find Physician, Laboratory, or Facility under Links and Tools or call Member Services at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday.

## Attachment CI – Benefits at a glance

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### Laboratory services

Covered services include tests and X-rays that help find the cause of illness.

### Well-child visits

All well-child visits and immunizations are covered by your plan.

### Maternity and pregnancy care

You are covered for doctor visits before and after your baby is born. That includes hospital stays. If needed, we also cover home visits after the baby is born.

### Family planning

You are covered for services that help you manage the timing of pregnancies. These include birth control products and procedures.

### Vision care

Your vision benefits include routine eye exams and glasses.

### Dental care

Dental services are provided by the Maryland Healthy Smiles Program.

You can view and print your ID card online at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan).

## Manage your health care information 24/7 on myuhc.com

As a member of a UnitedHealthcare Community Plan, you're just a click away from everything you need to take charge of your health benefits. Register on [myuhc.com](https://myuhc.com). The tools and new features can save you time and help you stay healthy. Registration on the site is free.

### Great reasons to use [myuhc.com](https://myuhc.com)

- Look up your benefits
- Find a PCP
- Print a UnitedHealthcare ID card
- Find a hospital
- View claims history
- Keep track of your medical history, prescriptions and more on your Personal Health Record

### Learn how to stay healthy

- Improve your health with an online Health Assessment
- Chat with a nurse in real-time

### Register on [myuhc.com](https://myuhc.com) today.

Registration is easy and fast. Sign up today! Just visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan). Select “Register” on the Home Page. Follow the simple prompts. You're just a few clicks away from access to all types of information. Get more from your health care.

## Attachment CI – Benefits at a glance

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### UnitedHealthcare® mobile app

It's designed for people on the go, and includes many of the same features as the member website. The app is available for Apple® or Android® tablets and smartphones. UnitedHealthcare mobile app makes it easy to:

- Find a doctor, ER, urgent care center, or pharmacy near you
- View your UnitedHealthcare ID card
- Read your handbook
- Learn about your benefits
- Contact Member Services and NurseLine
- Learn about community resources and social services in your area

Download the free UnitedHealthcare mobile app today. Use it to connect with your health plan wherever you are, whenever you want.

Use Group ID: MDCAID to register.



# Outpatient drugs and drug formulary

UnitedHealthcare Community Plan covers pharmacy benefits that include outpatient drugs, which are drugs that you do not get in the hospital. Outpatient drugs include prescription medicines and over-the-counter medicines and vitamins with a doctor's prescription.

## Prescriptions

When a provider prescribes a medication for you, you can take it to any pharmacy that is in UnitedHealthcare Community Plan's network. You will need to have your UnitedHealthcare Community Plan prescription ID card with you. UnitedHealthcare Community Plan will pay for any medicine listed on UnitedHealthcare Community Plan's drug formulary and may pay for other medicines if they are prior authorized. Either your prescription or the label on your medicine will tell you if your doctor ordered refills of the prescription and how many refills you may get. If your doctor ordered refills, you may only get one refill at a time. If you have questions about whether a prescription medicine is covered, need help finding a pharmacy in UnitedHealthcare Community Plan's network, or have any other questions, please call Member Services at **1-800-318-8821**, TTY **711**, **8:00 a.m.–7:00 p.m. ET, Monday–Friday**.

Adults 21 and older have a copay of \$1 for generic drugs and \$3 for brand-name drugs. Children, pregnant members, members in hospice care and American Indians do not have a copay. Find the list of covered medications at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan) and click on Pharmacy Information.

## Prior authorization of outpatient drugs

If the drug is not listed in the formulary, your care provider may ask for a prior authorization for you to get it. UnitedHealthcare Community Plan has 24 hours from the time a request is received to approve or deny the request. If a request is denied, you and your PCP will be informed of the decision in writing. The written decision notice will explain how and when to appeal this decision, file a complaint or grievance with UnitedHealthcare Community Plan, or ask the HealthChoice HelpLine to review our decision.

## 90-day supply benefit

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. If you pay a copay for your medication now, you will only pay one copay for a 90-day supply. 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 **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday.

## Attachment CII – Additional plan requirements

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### Specialty pharmacy

There are certain medications which are considered a specialty medication. A specialty medication is used to treat a difficult and chronic condition. This medication is supplied by a specialty pharmacy and usually not at a retail pharmacy. It is your right to change this specialty pharmacy to another participating pharmacy. Call Member Services at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday, to get help finding a participating pharmacy or visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan) and click on Pharmacy Locator.

### Temporary supplies

If you go to a pharmacy to fill a prescription and the prescription cannot be filled because it needs prior authorization, the pharmacist will give you a temporary supply unless the pharmacist thinks the medicine will harm you. If you have not already been taking the medicine, you will get a 3-day supply. Your provider will still need to ask UnitedHealthcare Community Plan for prior authorization as soon as possible.

You will need a written prescription from your care provider to have your prescription filled. Many generic over-the-counter medicines are covered with a written prescription. Call Member Services at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday, to get help finding a participating pharmacy or visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan) and click on Pharmacy Locator.

You will responsible to pay for that medicine, except when:

- UnitedHealthcare Community Plan approved ahead of time for you to get that prescription filled and pre-approval (prior authorization) requirements are not met, or
- The provider writing the prescription and the pharmacy are Medicaid providers, or
- The provider writing the prescription and the pharmacy are your providers for other insurance you have.

## Information about your PCP and specialists

You can find information about network PCPs and specialists such as their name, telephone number, qualifications, specialty, medical school attended, residency completed and board certification status, board certifications and languages they speak at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan) or by calling Member Services at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday.

### If you get a bill for services

Hospitals and doctors cannot bill members for covered services. If you get a bill, call Member Services at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday. A representative will work with you to find out if you need to pay the bill or if you should send it to us at:

UnitedHealthcare Claims Department  
P.O. Box 31365  
Salt Lake City, UT 84131-0365

Keep a copy of the bill for yourself. We will review these bills to make sure the services are covered benefits. If they are covered, we will pay the health care provider right away. You may have to pay medical bills if you receive treatment from providers who are not part of UnitedHealthcare Community Plan’s network.

### Specialist referral requirements

Your primary care provider (PCP) may send you to a specialist for additional care that you need. This is called a referral. A specialist is a doctor that specializes in a specific area of care. You will need a referral from your PCP before you visit most specialists. Your PCP will need to get a referral number from UnitedHealthcare. You will need the referral number from your PCP in order to make an appointment with the specialist.

#### Do all specialty providers or services require a referral?

Some services are self-referred services that you will not need a referral for, including:

- Emergency services at an emergency room or hospital, in or outside the network
- Urgent care visits
- Routine women’s health care, screening mammograms, Pap tests, and pelvic exams
- Prenatal care
- Family planning services
- Kidney dialysis services from a certified dialysis facility

You will also be able get the following in-network services without a referral from your PCP:

- Allergy and Immunology
- Chiropractor
- Physical, Occupational, and Speech Therapy
- Physical Medicine and Rehabilitation/Physiatrist



## Attachment CII – Additional plan requirements

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- Audiology
- Hospice and Palliative Medicine
- Pulmonary Medicine
- OB/GYN services
- Routine eye exams, eyeglasses, and/or contacts
- Diabetic foot care by a Podiatrist
- Home Health services such as durable medical equipment (DME)
- Laboratory and radiology services with the appropriate medical order

## Yes to good health

You make the difference! You can work with your doctor to make a difference in your health. Ask your doctor questions about what you can do to live a healthier life and feel better. If you are not comfortable doing this, invite someone that you trust to speak with your doctor for you. Express how you feel about your current treatment plan. If you are NOT taking your medicine or don't want to do a certain treatment, speak with your doctor or contact the NurseLine at 877-440-0251 today. A nurse is available 24 hours a day, 7 days a week. Your doctor may help you find another option that works for you. Share every symptom, change and possible side effect with your doctor. Every symptom and every change is important. Something as simple as a mild cough or feeling itchy after taking your medicine is important.

## Assistive communication equipment

Maryland residents who are deaf, hard of hearing, blind, or are living with limited speech, mobility, or cognitive abilities could qualify for assistive telephone equipment or a tablet computer at no charge through the Maryland Telecommunications Program from Maryland Relay. For details and application, visit <http://doit.maryland.gov/mdrelay/pages/Equipment.aspx>. Or, call Maryland Relay at **1-800-552-7724**.

## Attachment D – Care for pregnant members

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When you are pregnant, it is very important to get medical care from your PCP or an OB/GYN. This is called prenatal care. UnitedHealthcare offers prenatal programs to support female members during their pregnancy and information to help ensure their baby is healthy.

### If you think you may be pregnant:

- Call your PCP or OB/GYN right away to schedule a visit. You do not need a referral to visit your OB/GYN.
- If you need help finding a participating OB/GYN, call Member Services at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday
- Call UnitedHealthcare Member Services and let us know who you will be seeing for prenatal care. We will send you information about pregnancy-related services you qualify for.

### Programs to support you during pregnancy:

- Our Healthy First Steps program provides pregnant members with information and resources to help ensure a healthy pregnancy, including nutritional advice, transportation for doctor’s visits, and supplies for new moms. Pregnant members and new moms can earn rewards for going to the doctor. For information on how to enroll, visit [UHCHealthyFirstSteps.com](https://www.uhc.com/HealthyFirstSteps) or call 1-800-599-5985.
- Wellhop for Mom & Baby is a new program for pregnant members to connect with other expectant moms for support during your pregnancy and beyond. Meetings happen on Zoom. Each group has a leader with a background in pregnancy and postpartum health. Group members are due around the same time. That means expecting members go through their pregnancy together. To sign up, download the Wellhop for Mom & Baby app or visit [momandbaby.wellhop.com](https://momandbaby.wellhop.com).
- Text4baby is a free service to remind you of important milestones throughout your pregnancy and your baby’s first year of life. To sign up, simply text the word BABY to 511411 and use the participant code HFS.

### When you have a baby:

- Contact Member Services at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday so that we can ensure your baby is enrolled in our plan and help you schedule a visit with an in-network pediatrician if you don’t have one already
- Schedule your postpartum follow-up visits with your PCP or OB/GYN. It is just as important to get medical care after you give birth as it is during your pregnancy.

## Attachment E – Health education programs

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UnitedHealthcare's Health Education Program's mission is to keep you healthy by providing useful information in different ways:

- Health education materials,
- Community events,
- Member website, and
- Member newsletters.

There is information on asthma, diabetes, high blood pressure, and other chronic conditions that you may find helpful. There is also information on well care. This is to help you with ways to eat better, stay active, and visit your PCP every year.

Our Health Educator works with health care providers, community agencies, and others in your community to make sure information is available and easy to read. Our goal is for you to live a healthier life.

Please visit our member webpage at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan) and consider downloading the free UnitedHealthcare mobile app. Use Group ID MDCAID to register for the app. Call **1-855-817-5624** for more information about staying healthy.

### Quality health services monitoring

You and your health are important to us. That is why UnitedHealthcare Community Plan takes steps to make sure you and your family stay healthy by receiving high-quality health care. We make calls and send reminder letters to help you with making and keeping your appointment with your provider. We also review and measure how well we are doing with providing care on important health topics like diabetes and high blood pressure or shots for your children.

### Other areas that are important to us because they are important to you are:

- Making sure there are enough primary and specialty providers in your community
- Promoting patient safety programs
- Providing health education and information programs

## Attachment F – UnitedHealthcare Community Plan internal complaint/ appeals procedure

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If you have a complaint, you can contact us at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday.

Requests for an interpreter for members who do not speak English should be directed to Member Services at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday.

## Appeals

If your complaint is about a service you or a provider feels you need but we will not cover, you can ask us to review your request again. This is called an appeal.

If you want to file an appeal, you have to file it within 60 days from the date on the letter saying that we would not cover the service you wanted.

You can request to file an appeal verbally or in writing. Just call **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday to get one. We will mail or fax the appeal form to you and provide assistance if you need help completing it.

Once you complete the form, you should mail it to:

UnitedHealthcare Member Appeals  
P.O. Box 31364  
Salt Lake City, UT 84131

Your doctor can also file an appeal for you if you sign a form giving him or her permission. Other people can also help you file an appeal, like a family member or a lawyer.

When you file an appeal, be sure to let us know any new information that you have that will help us make our decision. We will send you a letter letting you know that we received your appeal within 5 business days. While your appeal is being reviewed, you can still send or deliver any additional information that you think will help us decide.

When reviewing your appeal, we will:

- Use doctors who know about the type of illness you have
- Not use the same people who denied your request for a service
- Make a decision about your appeal within 30 days

The appeal process may take up to 44 days if you ask for more time to submit information or we need to get additional information from other sources. We will call and send you a letter within two days if we need additional information.

## Attachment F – UnitedHealthcare Community Plan internal complaint/appeals procedure

If your doctor or UnitedHealthcare feels that your appeal should be reviewed quickly due to the seriousness of your condition, you will receive a decision about your appeal within 72 hours.

If we do not feel that your appeal needs to be reviewed quickly, we will try to call you and send you a letter letting you know that your appeal will be reviewed within 30 days.

If your appeal is about a service that was already authorized and you were already receiving, you may be able to keep getting the service while we review your appeal. Contact us at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday, if you would like to keep getting services while your appeal is reviewed. If you do not win your appeal, you may have to pay for the services that you received while the appeal was being reviewed.

Once we complete our review, we will send you a letter letting you know our decision. If we decide that you should not receive the denied service, that letter will tell you how to ask for a State Fair Hearing.

## Grievances

If your complaint is about something other than a denial, this is called a grievance. Examples of grievances would be not being able to find a doctor, trouble getting an appointment, or not being treated fairly by someone who works at UnitedHealthcare Community Plan or at your doctor's office.

If your grievance is:

- About an urgent medical problem you are having, it will be solved within 24 hours
- About a medical problem but it is not urgent, it will be solved within 5 days
- Not about a medical problem, it will be solved within 30 days

If you would like a copy of our official complaint procedure or if you need help filing a complaint, please call **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday.



# Your Life, Your Decisions

## Advance Directives Information Sheet

Regardless of age or health status, a medical crisis could leave you too ill or injured to communicate decisions about your health care. Thinking about the types of treatment you would or wouldn't like and potential outcomes is important before a medical crisis occurs. Start the conversation with family, friends, health care providers, an attorney, or religious advisor.

### ADVANCE CARE PLANNING – DISCUSS

Advance care planning is an ongoing conversation with people you trust to discuss your personal preferences and decisions that might need to be made in a medical crisis, not just end-of-life care. Advance care planning requires careful consideration of your values, religious beliefs, preferences for treatment, and acceptable outcomes, which are documented in an advance directive or a Medical Orders for Life-Sustaining Treatment (MOLST) form. An advance directive is not the same as a MOLST form; to learn more about the Maryland MOLST form, visit [marylandmolst.org](http://marylandmolst.org). These conversations make your wishes known so they can be honored in the event you have limited or no capacity to make decisions for yourself. This eases burden on family and loved ones and helps prevent conflicts about your care. Identifying who can speak on your behalf is important – in Maryland, this individual is called a health care agent. If you don't appoint a health care agent, your next of kin will be designated under law to make decisions for you if you can't speak for yourself.

### ADVANCE DIRECTIVE – RECORD

You have the option to create an advance directive, a useful and legal way to direct your medical care when you can't speak for yourself. You can appoint a health care agent to make decisions on your behalf and specify your treatment preferences in future situations, such as when to use life-sustaining treatments. Pick someone you trust to make these serious decisions and talk to that person to make sure they accept the responsibility. Include their name and contact information and any back-up health care agents in your advance directive. Various advance directive forms are available from health care providers, religious organizations, estate planners, lawyers, and others. There is no one form that must be used; you can personalize your advance directive to fit your wishes. Make sure to provide a copy of your advance directive to your family, health care providers, lawyer, or anyone else who should be aware of your decisions. **Remember– you are not required to have an advance directive, and you can revoke your advance directive and complete a new one at any time.**

### ELECTRONIC DOCUMENTATION – SHARE

An advance directive can be most effective if you make it available in electronic form that is easily accessible by a health care provider. Talk to your health care provider about storing a copy of your advance directive and health care agent information in their secure electronic health record system. You may be able to add and update this information outside of clinical visits using the health care provider's patient portal, a secure online website where you can view your health record and communicate with your care team. You can also use a State Recognized electronic advance directives service to create, upload, share, and update your advance directive and health care agent information; learn more about how health care providers involved in your care can access your information at [crisphealth.org/for-patients/#advance-directives](http://crisphealth.org/for-patients/#advance-directives).

*More information about how to get started with your advance directive, including sample forms, is available on the Maryland Attorney General's website: [www.marylandattorneygeneral.gov/Pages/HealthPolicy/AdvanceDirectives.aspx](http://www.marylandattorneygeneral.gov/Pages/HealthPolicy/AdvanceDirectives.aspx)*



# We're here for you

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Remember, we're always ready to answer any questions you may have. Just call Member Services at **1-800-318-8821**, TTY **711**, 8:00 a.m.–7:00 p.m. ET, Monday–Friday. You can also visit our website at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan).

UnitedHealthcare Community Plan  
6220 Old Dobbin Lane  
Columbia, MD 21045

**United  
Healthcare  
Community Plan**

