



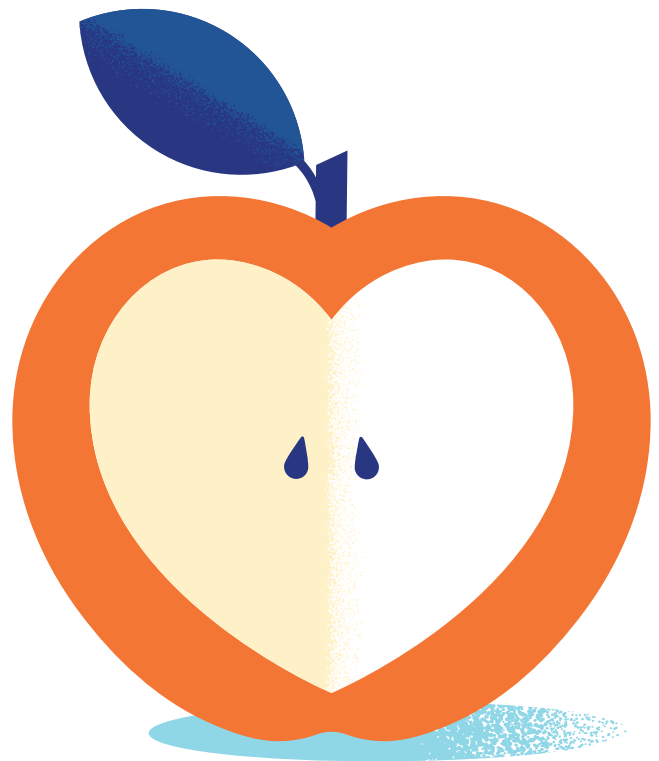
New York

# Make the most of your health plan

## Getting Started Guide Essential Plan 1 Standard

### Look inside for:

- Getting help
- Benefits
- Extras
- Getting care



United  
Healthcare®  
Community Plan

CSNY23MD0117066\_000

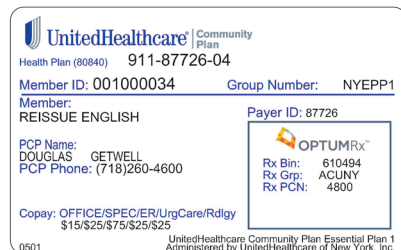


# Simple for you. That's our promise.

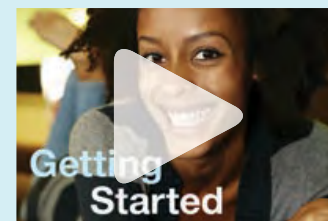
Thank you for joining the Essential Plan offered by UnitedHealthcare. We want to be sure you have all the information you need to make this the best health care experience possible. This guide will walk you through the important steps for getting started.

## Do you have your member ID card?

You will need this card when you get health care services.



This is your UnitedHealthcare Community Plan member ID card. If you have not received this card, please call us at **1-866-265-1893**, TTY **711**, Monday–Friday, 8 a.m.–6 p.m.



## Watch our Getting Started videos

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

## Get connected

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

- **Register at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan).** This is your secure member website. See your covered benefits, search for providers, view your subscriber contract and much more.
- **Download the UnitedHealthcare mobile app.** It's designed for people on the go, and includes many of the same features as the member website. Find it at the App Store or Google Play.
- **Follow us on Facebook at [facebook.com/UnitedHealthcareCommunityPlan](https://facebook.com/UnitedHealthcareCommunityPlan).** Keep up on local events and health plan news.



Find/change  
doctors



View/print  
ID card



View  
benefits



Prescription  
coverage

**Need more help? Call 1-866-265-1893, TTY 711, 8 a.m.–6 p.m. EST., Monday–Friday.**

Visit [UHCCommunityPlan.com/NY](https://UHCCommunityPlan.com/NY) to view/print a copy of the Subscriber Contract.



1-866-265-1893, TTY 711



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




UnitedHealthcare app

# Your benefits

There are some copayments and coinsurance costs for benefits and services. For full details, please refer to the Schedule of Benefits section of your **subscriber contract** or visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan) for full details.

<b>Cost-sharing</b>	<b>Essential Plan 1</b>
Deductible <ul style="list-style-type: none"> <li>• Individual</li> </ul>	\$0
Out-of-pocket limit <ul style="list-style-type: none"> <li>• Individual</li> </ul> Deductibles, coinsurance and copayments that make up your out-of-pocket limit accumulate on a plan year basis	\$2,000
<b>Office visits</b>	
Primary care office visits (or home visits)	\$15
Specialist office visits (or home visits)	\$25
<b>Preventive care</b>	
Adult annual physical examinations*	Covered in full
Adult immunizations*	Covered in full
Routine gynecological services/well woman exams*	Covered in full
Mammograms, screening and diagnostic imaging for the detection of breast cancer	Covered in full
Sterilization procedures for women*	Covered in full
Vasectomy	See surgical services section
Bone density testing*	Covered in full
Screening for prostate cancer <ul style="list-style-type: none"> <li>• Performed in PCP office</li> <li>• Performed in specialist office</li> </ul>	\$0 \$0
All other preventive services required by USPSTF and HRSA	Covered in full
*See benefit description in contract for more details.	
<b>Emergency care</b>	
Pre-hospital emergency medical services (ambulance services)	\$75
Non-emergency ambulance services	\$75
Emergency department	\$75
Copayment/coinsurance waived if hospital admission	

Cost-sharing	Essential Plan 1
<b>Allergy testing and treatment</b>	
Performed in a PCP office	\$15
Performed in a specialist office	\$25
<b>Laboratory procedures</b>	
Performed in a PCP office	\$15
Performed in a freestanding laboratory facility or specialist office	\$25
Performed as outpatient hospital services	\$25
<b>Maternity and newborn care</b>	
Prenatal care	\$0
Inpatient hospital services and birthing center	\$150 per admission
Physician and midwife services for delivery	\$50
Breast pump	\$0
Postnatal care	Included in physician and midwife services for delivery cost-sharing
<b>Mental health and substance use disorder services</b>	
Inpatient mental health care (for a continuous confinement when in a hospital)	\$150
Outpatient mental health care (including partial hospitalization and intensive outpatient program services)	\$15
Inpatient substance use services (for a continuous confinement when in a hospital)	\$150
Outpatient substance use services	\$15
<b>Wellness benefits</b>	
Gym reimbursement	
 Scan to download the form	Up to \$400 per plan year, \$200 per 6-month period after attending 50 visits in a 6-month period



### See your subscriber contract

Some services may require preauthorization. You'll find more details about your covered benefits in your subscriber contract. You can always view it online at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan).



# Extras from UnitedHealthcare

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

### Mental health/chemical dependence (including alcohol and substance use)

We have trained professionals who are experienced in understanding substance use disorder and able to help you get treatment or give you information that will help you make decisions about your health care. “Addiction can happen to anyone, any family, at any time,” according to the New York State Office of Alcoholism and Substance Abuse Services (OASAS). UnitedHealthcare is here to assist you in all your health care needs. You can call Member Services for help at **1-866-265-1893**, TTY **711**, Monday–Friday, 8 a.m.–6 p.m.

### Prescriptions

You are covered for prescription drugs, with some copays. See your subscriber contract for copay information. When you have a prescription filled, be sure to check that:

- It’s included on the Preferred Drug List (PDL)
- It’s written by a network provider
- It’s filled at a network pharmacy
- You show your member ID card when you have it filled

Cost-sharing	Essential Plan 1
<b>Prescription drugs</b>	
Retail pharmacy 30-day supply	
Tier 1	\$6
Tier 2	\$15
Tier 3	\$30
Mail order pharmacy up to a 90-day supply	
Tier 1	\$15
Tier 2	\$37.50
Tier 3	\$75
Enteral formulas	
Tier 1	\$6
Tier 2	\$15
Tier 3	\$30

## Getting care



### Your primary care provider

We call the main doctor you see a primary care provider, or PCP. When you see the same PCP over time, it's easier to develop a relationship with them. Each family member can have his or her own PCP, or you may all choose to see the same person. Your PCP is available to assist you 24 hours a day, 7 days a week for:

- Routine care, including yearly checkups
- Coordinating your care with a specialist
- Treatment for colds and flu
- Referrals for non-emergency services
- Information for accessing medical services
- Managing medical problems
- Other health concerns



### Change your PCP at any time

It's important to have a PCP you like and trust. You can change your PCP at any time simply by calling us. If you like, we can recommend someone for you.



### Schedule a wellness exam soon

A yearly wellness exam with your PCP is important for good health. These visits are fully covered. Schedule your visit within the first 30 days of joining your health plan.



### Need help finding a PCP?

Call us at **1-866-265-1893**, TTY 711, Monday–Friday, 8 a.m.–6 p.m.



# Guide to getting care



## Your primary care provider (PCP)

This is the person you should see for most of your care. This includes checkups, treatments, vaccinations, minor injuries and other health concerns.

## Urgent care clinics

Network urgent care clinics are a good option if your primary care provider is not available, and you have an illness or injury that needs quick attention. This could include sprains or strains, minor cuts needing stitches, sore throat, minor burns, rash, fever or infection of any kind.

## Emergency care

This level of care is for chest pain, bleeding that won't stop, trouble breathing, severe allergic rashes or the feeling that you might hurt someone or yourself. If it's an emergency, **call 911 or go to the nearest emergency room.**

## We speak your language

If you speak a language other than English, we can provide translated printed materials. Or we can provide a telephonic or video interpreter to help translate materials sent to you. You can also get materials in other formats, such as Braille, large print or audio CD. Call Member Services at **1-866-265-1893, TTY 711**, Monday–Friday, 8 a.m.–6 p.m.

## Suicide prevention

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

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







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

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call Member Services at **1-866-265-1893**, TTY **711**, 8 a.m. – 6 p.m., Monday – Friday.

ATTENTION: Language assistance services, free of charge, are available to you. Call **1-866-265-1893**, TTY **711**.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-866-265-1893**, TTY **711**.

注意：您可以免費獲得語言援助服務。請致電 **1-866-265-1893**, TTY **711**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-866-265-1893** (телетайп: TTY **711**).





