



Washington

Make the most of your health plan

Getting Started Guide

Washington Apple Health Expansion

Look inside for:

- Getting help
- Health assessment details
- Your benefits
- Getting care
- Requesting plan materials
- Important numbers



United
Healthcare®
Community Plan



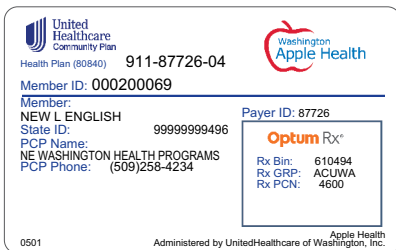
Simple for you. That's our promise.

Thank you for joining UnitedHealthcare Community Plan. We want you to have the best health care experience possible. This guide will walk you through important information to get started.

Your plan gives you access to **physical and behavioral health benefits**. Behavioral health includes mental health and substance use disorder treatment services. There are no costs to you for covered benefits and services.

Do you have your ID cards?

You'll need to show these 2 cards when you get health care services.



This is your UnitedHealthcare Community Plan member ID card. If you have not received this card, please call Member Services at **1-877-542-8997**, TTY **711**, 8 a.m.–5 p.m., Monday–Friday.

The name of your primary care provider (PCP) is on the front of your card. Your PCP is the doctor you'll see for most of your care. You can call us if you want to change your PCP.



This is your ProviderOne Services Card. If you did not receive this card, contact the Health Care Authority Customer Service at **1-800-562-3022**.

If you need to replace this card, you can:

- Visit the ProviderOne client portal website at **waproviderone.org/client**
- Call **1-800-562-3022**
- Go online to the contact us form and choose the topic “Services Card” at **fortress.wa.gov/hca/p1contactus/home/client**

We're here for you

Member Services can help you:

- Choose or change your PCP
- Find specialists, hospitals and other providers
- Learn about covered benefits and services
- File a complaint or appeal
- Answer any questions you may have

To reach Member Services, call **1-877-542-8997**, TTY **711**, 8 a.m.–5 p.m., Monday–Friday.

Get connected any time

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

- **Go to UHCCP.com/wa/ahe.** It has details on your benefits, in-network providers and much more.
- **Visit** our member website at myuhc.com/communityplan and register your online member account.
- **Download** the **UnitedHealthcare mobile app**. Anything you can do on our member website, you can also do on your phone or tablet using the UnitedHealthcare app. It's free on the App Store® or Google Play®.
- **Request** a free copy of your **Member Handbook**, the **Preferred Drug List** or a **Provider Directory** by mail. Complete the form attached to the envelope included in this packet. Tear off the form, place it in the postage-paid envelope, and return to us.



Find/change doctors



View/print ID card



View benefits



View Preferred Drug List



1-877-542-8997, TTY 711



myuhc.com/CommunityPlan



UnitedHealthcare app





Tell us about your health needs

To help you feel your best, we need to get to know you better. A short health assessment helps us learn about your health needs. It only takes a few minutes, so please complete it as soon as you can.

Fill out 1 form for each person in your family who is an Apple Health Expansion member of UnitedHealthcare Community Plan. You can use the Health Assessment form(s) included with this booklet. Or you can complete an online form at UHCCP.com/wa/ahe.

Fill out your Health Assessment and send it back to us in the return envelope included in this packet.

Adult Health Assessment

Dear Member:

Your health is important to us at UnitedHealthcare Community Plan. We want you to stay as healthy as possible, and get the most from your health plan. That's why it's important that you fill out this survey and send it back to us right away. It will help us connect you with benefits and services available to you. Your answers will not reduce your health care coverage in any way.

You can also do this by phone. Just call Member Services at 1-877-542-8997, TTY 711.

Thank you for being a member of UnitedHealthcare Community Plan. We look forward to serving your health care needs.

Please fill out a survey for every adult in your family who has joined UnitedHealthcare Community Plan.

Name _____ Today's Date _____

Address _____

City _____ State _____ ZIP Code _____

Date of Birth _____ Current Phone Number _____

Member ID Number (found on member ID card) _____

1. Have you ever been told you have or had any of the following medical conditions?

<input type="checkbox"/> High Blood Pressure	<input type="checkbox"/> Currently on Dialysis	<input type="checkbox"/> Depression
<input type="checkbox"/> High Cholesterol	<input type="checkbox"/> Sickle Cell Disease	<input type="checkbox"/> Bi-Polar
<input type="checkbox"/> Heart Disease	<input type="checkbox"/> Currently Under Treatment for Cancer	<input type="checkbox"/> Schizophrenia
<input type="checkbox"/> Heart Failure	<input type="checkbox"/> None	<input type="checkbox"/> None
<input type="checkbox"/> Emphysema (COPD) or Asthma	<input type="checkbox"/> HIV/AIDS	<input type="checkbox"/> Don't know
	<input type="checkbox"/> Diabetes or Sugar Problems	

2. If you've been told you have other conditions not listed above, list them here:

3. Are you currently pregnant?

Would you like materials mailed to you?

Name: _____

Street Address: _____

City, State, Zip: _____

Member ID number: _____
(found on your member ID card)

Which ones:

Provider Directory

Preferred Drug List

Member Handbook

English Russian

Spanish Vietnamese

Chinese

Tear off this form and return in envelope. Also use this envelope to return your Health Assessment.

BUSINESS REPLY MAIL
POSTAGE WILL BE PAID BY ADDRESSEE

UNITEDHEALTHCARE COMMUNITY PLAN
PO BOX 30613
SALT LAKE CITY UT 84130-9931

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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Need help completing your Health Assessment?

Call Member Services at **1-877-542-8997, TTY 711**, 8 a.m.–5 p.m., Monday–Friday. We have interpreters who can speak your language.


Your benefits

UnitedHealthcare Community Plan covers the Apple Health Expansion services listed below. There's no cost to you if you use a UnitedHealthcare in-network care provider. "In-network" means the care provider has agreed to care for our Apple Health Expansion members.

Medical and Behavioral Health benefits	Your in-network cost
 <ul style="list-style-type: none"> Primary care visits, wellness exams and immunizations Specialist visits Prescriptions Behavioral health services Substance use disorder services Emergency and urgent care Hospital services Lab tests and X-rays Diabetes supplies Family planning Hearing/vision services and exams Transhealth services – hormone therapy and behavioral health support Quit smoking program 	\$0

To find in-network providers and covered prescriptions, visit myuhc.com/communityplan. Or call Member Services at **1-877-542-8997**, TTY **711**, 8 a.m.–5 p.m., Monday–Friday.

The Health Care Authority covers the following Apple Health Expansion services. There's no cost to you if you use their in-network care providers.

Medical and other benefits	Your in-network cost
 <ul style="list-style-type: none"> Medical transportation (emergency and non-emergency) Pregnancy and child birth Dental care Long-term skilled nursing care Transhealth services – surgery 	\$0

To reach the Health Care Authority, call **1-800-562-3022**.

If you get a bill for covered services

Providers cannot bill you for covered services. If you get a bill you believe we should pay, call Member Services at **1-877-542-8997**, TTY **711**.



1-877-542-8997, TTY 711



myuhc.com/CommunityPlan



UnitedHealthcare app



Getting care

Your primary care provider (PCP)

See your PCP for routine care, including wellness exams, vaccinations, coordinating care with a specialist, or treatment of colds and flu. You can also talk to your PCP about any behavioral health concerns. Your PCP is listed on your member ID card. If you want to change your PCP, call Member Services.

Behavioral health services

You can get a wide range of treatment and services for mental health and substance use disorder. You don't need a referral from your PCP. You can find a provider by searching the "Find Care" tab at myuhc.com/communityplan or call Member Services.

If you have a mental health crisis, it's important to get help right away. A mental health crisis is when someone's behavior puts themselves or others in danger. Call the Crisis Helpline on the back of your member ID card or see the "Important Numbers" on page 5 in this guide.

For 24/7 immediate help with a mental health crisis or thoughts of suicide call or text 988 or visit 988lifeline.org.

Schedule a wellness exam soon

Wellness exams with your PCP are important for good health. A yearly wellness exam can help catch any medical or behavioral issues.

Prescriptions

The list of covered prescription drugs is called the Preferred Drug List (PDL). The PDL is created and reviewed regularly by the Health Care Authority. Drugs on the PDL are covered at no cost to you.

Your provider should prescribe drugs for you that are on the PDL. For certain drugs, you may need prior approval. This means your provider will tell us why you need a specific drug and will ask for our permission before you can get it.

If you have a prescription to fill, be sure to:

- Go to a pharmacy that's in our network — you can find a list of in-network pharmacies on our websites.
- Show your member ID card at the pharmacy when you get your prescriptions.

If you have questions about your prescription drugs, ask your doctor or call Member Services.

Healthy Rewards

Earn rewards for doing important things for preventive care. Up to \$200 per member per year. Eligible members will be notified by mail or email.

NurseLine

Speak with a registered nurse 24/7 to get answers to any health-related question or concern. Our nurses can also help figure out if you need to go to a doctor's office, urgent care or ER. Call **1-877-543-3409**, TTY **711**.

UHC Doctor Chat

Connect to a doctor in seconds. Skip the waiting room and chat with a doctor 24/7 at no cost to you. Download the app, "UnitedHealthcare Doctor Chat" on the App Store® or Google Play®. Or visit **uhcdoctorchat.com**.

Urgent care and emergency care

Urgent care clinics are good if you want care quickly for things like sprains or strains, minor cuts, sore throats, minor burns, rash, fever or infection.

Emergency care is for chest pain, bleeding that won't stop, trouble breathing, severe allergic rashes or the feeling you might hurt someone or yourself. If you're having a life-threatening emergency, call 911 or go to the nearest emergency room.

Non-emergency medical transportation

Rides for Apple Health Expansion members are paid by the Health Care Authority. The transportation provider (broker) in your area will arrange the transportation for you. View a list of brokers at **hca.wa.gov/transportation-help**.

Dental care

Dental benefits are covered using your ProviderOne Services Card. For more information, call the Health Care Authority Customer Service at **1-800-562-3022** or visit **hca.wa.gov/dental-services**. To find a dental provider that accepts Apple Health Expansion, go to **DentistLink.org**

Vision care

Eye exams are covered by UnitedHealthcare. Search for a vision care center near you at **MarchVisionCare.com**. Or call Member Services.

Members age 19 - 20 can get eyeglasses and fitting services using your ProviderOne Services Card. Call the Health Care Authority Customer Service at **1-800-562-3022**. Or view the "Eyewear Supplier" list at **fortress.wa.gov/hca/p1findaprovider**.

UnitedHealthcare OMW™ (UnitedHealthcare On My Way)

This interactive program helps teach young adults life skills to prepare them for living independently. Visit **uhcOMW.com**.

How to reach Member Services

Call **1-877-542-8997**, TTY **711**, 8 a.m.–5 p.m., Monday–Friday.



1-877-542-8997, TTY 711



myuhc.com/CommunityPlan



UnitedHealthcare app

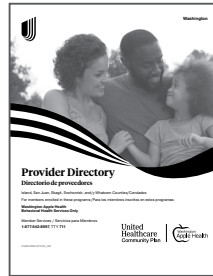
Requesting plan materials

The following materials include important details about your health plan:



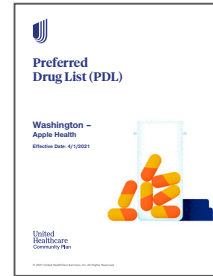
Member Handbook

This is full of details about your Apple Health Expansion benefits and services. It also tells you about your member rights and responsibilities, advance directives and how to file a grievance or appeal.



Provider Directory

You're covered for services provided by in-network providers. Most services provided by out-of-network providers are not covered without prior authorization. The list may change throughout the year, but you can always see the most up-to-date listing of in-network providers by using "Find Care" on myuhc.com/communityplan.



Preferred Drug List (PDL)

This list shows the prescription medicines covered by Apple Health Expansion. The PDL is created and reviewed regularly by the Health Care Authority. Prescription drugs on the PDL are covered at no cost to you.



How to get these materials

Phone — Call Member Services at **1-877-542-8997**, TTY **711** to request a free copy of materials by mail

Online — Register on our secure member website at myuhc.com/communityplan. You can also find this information at UHCCP.com/wa/ahe.

Mail — Complete the form attached to the envelope included in this packet. Tear off the form, place it in the envelope, seal it and return to us.

Download — Get the **UnitedHealthcare mobile app**. Find it on the App Store® or Google Play®

Important numbers and resources

Emergency

911

Member Services

1-877-542-8997, TTY 711

8 a.m.–5 p.m., Monday–Friday

Crisis Lines

Available 24 hours a day, 7 days a week

King county

1-866-427-4747

Pierce county

1-800-576-7764

Island, San Juan, Snohomish, Skagit and Whatcom counties

1-800-584-3578

Clallam, Jefferson and Kitsap counties

1-888-910-0416

Thurston and Mason counties

1-800-270-0041

Cowlitz, Grays Harbor, Lewis, Pacific and Wahkiakum counties

1-800-803-8833

Asotin, Benton, Columbia, Franklin, Garfield, Kittitas, Walla Walla, Whitman and Yakima counties

1-888-544-9986

Chelan, Douglas, Grant and Okanogan counties

1-800-852-2923

Clark, Klickitat and Skamania counties

1-800-626-8137

Adams, Ferry, Lincoln, Pend Oreille, Spokane and Stevens counties

1-877-266-1818

NurseLine

Available 24 hours a day, 7 days a week

1-877-543-3409, TTY 711

National Suicide Prevention Lifeline

24/7 immediate help with a mental health crisis or thoughts of suicide

Call or text 988

988lifeline.org

Washington Recovery Help Line

24-hour crisis intervention and referral line

1-866-789-1511, TTY 206-461-3219

Email: recovery@crisisclinic.org

warecoveryhelpline.org

Substance Use Disorder Helpline

1-855-780-5955

liveandworkwell.com/recovery

UnitedHealthcare Fraud and Abuse Hotline

1-844-359-7736

Washington Medicaid Fraud Control Unit

MFCUreferrals@atg.wa.gov

Health Care Authority

Dental –

1-800-562-3022

Transportation –

hca.wa.gov/transportation-help

Washington Healthplanfinder

Renew eligibility, change address or phone number

1-855-923-4633, TTY/TDD 1-855-627-9604

healthplanfinder.org



1-877-542-8997, TTY 711



myuhc.com/CommunityPlan



UnitedHealthcare app

UnitedHealthcare Community Plan complies with all Federal civil rights laws that relate to healthcare services. UnitedHealthcare Community Plan offers healthcare services to all members without regard to race, color, national origin, age, disability, or sex. UnitedHealthcare Community Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. This includes gender identity, pregnancy and sex stereotyping.

UnitedHealthcare Community Plan also complies with applicable state laws and does not discriminate on the basis of creed, gender, gender expression or identity, sexual orientation, marital status, religion, honorably discharged veteran or military status, or the use of a trained dog guide or service animal by a person with a disability.

If you think you were treated unfairly because of your sex, age, race, color, disability or national origin, you can send a complaint to:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UT 84130

UHC_Civil_Rights@uhc.com

You can call or write us about a complaint at any time. We will let you know we received your complaint within two business days. We will try to take care of your complaint right away. We will resolve your complaint within 45 calendar days and tell you how it was resolved.

If you need help with your complaint, please call **1-877-542-8997**, TTY **711**, 8 a.m.–5 p.m., Monday–Friday.

You can also file a complaint with the U.S. Dept. of Health and Human Services.

Online:

<https://www.hhs.gov/civil-rights/filing-a-complaint/index.html>

Phone:

Toll-free **1-800-368-1019**, **1-800-537-7697** (TDD)

Mail:

U.S. Dept. of Health and Human Services
200 Independence Avenue SW, Room 509F, HHH Building
Washington, D.C. 20201

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 **1-877-542-8997**, TTY **711**, 8 a.m.–5 p.m., Monday–Friday.

English:

If the enclosed information is not in your primary language, please call UnitedHealthcare Community Plan at **1-877-542-8997, TTY 711.**

Hmong:

Yog cov ntaub ntauv no tsis yog sau ua koj hom lus, thov hu rau UnitedHealthcare Community Plan ntawm 1-877-542-8997, TTY 711.

Samoan:

Afai o fa'amatalaga ua tuuina atu e le'o tusia i lau gagana masani, fa'amolemole fa'afesoota'i mai le vaega a le UnitedHealthcare Community Plan ile telefoni 1-877-542-8997, TTY 711.

Russian:

Если прилагаемая информация представлена не на Вашем родном языке, позвоните представителю UnitedHealthcare Community Plan по тел. 1-877-542-8997, телетайп 711.

Ukrainian:

Якщо інформацію, що додається, подано не Вашою рідною мовою, зателефонуйте представнику UnitedHealthcare Community Plan за телефоном 1-877-542-8997, телетайп 711.

Korean:

동봉한 안내 자료가 귀하의 모국어로 준비되어 있지 않으면 1-877-542-8997, TTY 711로 UnitedHealthcare Community Plan에 전화하십시오.

Romanian:

Dacă informațiile alăturate nu sunt în limba dumneavoastră principală, vă rugăm să sunați la UnitedHealthcare Community Plan, la numărul 1-877-542-8997, TTY 711.

Amharic:

ተያይዞ ያለው መረጃ በቋንቋዎ ካልሆነ፣ እባክዎ በሚከተለው ስልክ ቁጥር ወደ UnitedHealthcare Community Plan ይደውሉ፡-1-877-542-8997፣ መስማት ለተሳናቸው/TTY: 711

Tigrinya:

ተተሓሒዙ ዘሎ ሓበሬታ ብቋንቋኹም እንተዘይኮይኑ፣ ብኸብረትኩም በዚ ዝስዕብ ቁጽሪ ስልኪ ናብ UnitedHealthcare Community Plan ደውሉ፡ 1-877-542-8997፣ ንፀማማት/TTY:711

Spanish:

Si la información adjunta no está en su lengua materna, llame a UnitedHealthcare Community Plan al 1-877-542-8997, TTY 711.

Lao:

ຖ້າຂໍ້ມູນທີ່ຕິດຄັດມານີ້ບໍ່ແມ່ນພາສາຕົ້ນຕໍຂອງທ່ານ, ກະລຸນາໂທຫາ UnitedHealthcare Community Plan ທີ່ເປີ
1-877-542-8997, TTY:711.

Vietnamese:

Nếu ngôn ngữ trong thông tin đính kèm này không phải là ngôn ngữ chính của quý vị, xin gọi cho
Unitedhealthcare Community Plan theo số 1-877-542-8997, TTY 711.

Traditional Chinese:

若隨附資訊的語言不屬於您主要使用語言，請致電 UnitedHealthcare Community Plan，電話號碼
為 1-877-542-8997（聽障專線 (TTY) 為 711）

Khmer:

ប្រសិនបើព័ត៌មានដែលភ្ជាប់មកនេះមិនមែនជាភាសាដើមរបស់លោកអ្នកទេ សូមទូរស័ព្ទមកកាន់ UnitedHealthcare Community Plan ឬ
លេខ 1-877-542-8997 ឬប្រើអ្នកឮ TTY: 711។

Tagalog:

Kung ang nakalakip na impormasyon ay wala sa iyong pangunahing wika, mangyaring tumawag sa
UnitedHealthcare Community Plan sa 1-877-542-8997, TTY 711.

Farsi:

در صورت اینکه اطلاعات پیوست به زبان اولیه شما نمیباشد، لطفاً با UnitedHealthcare Community Plan با این شماره تماس حاصل
نمایید: 1-877-542-8997 وسیله ارتباطی برای ناشنوايان 711 TTY:

