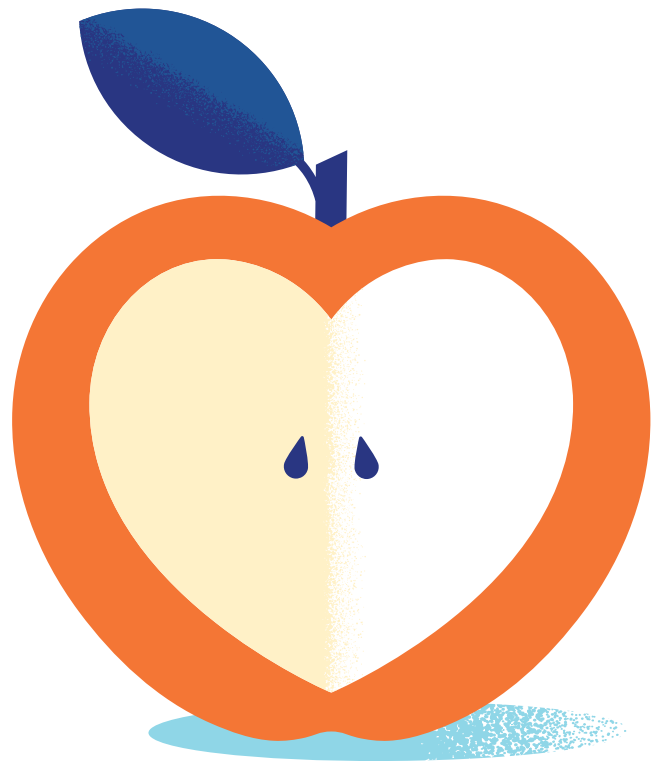




Indiana – July 2024

Make the most of your health plan

Getting Started Guide



United
Healthcare
Community Plan



Indiana PathWays for Aging

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An illustration of two hands, one in dark blue and one in yellow, holding a white heart. The hands are positioned at the top of the page, with the fingers pointing towards each other and the palm facing up, cradling the heart.

Simple for you. That's our promise.

Thank you for joining UnitedHealthcare Community Plan and the Indiana PathWays for Aging program (PathWays).

We are your health plan. We work with you and your doctor to understand your health care needs.

We make sure you get the most appropriate care based on your personal needs and to help you navigate health care. We want to be sure you have all the information you need to feel supported as you live life your way. This guide will walk you through the important steps for getting started.

PathWays is an Indiana health coverage program for Hoosiers aged 60 and older who are eligible for Medicaid.

Research shows that most older adults — 75% or more — want to age at home and in their communities. PathWays makes it possible for Hoosiers to age their way. A nursing home might be the right choice for some individuals. PathWays offers more choices that allow individuals to get nursing facility level of care at home or in a community setting, while living independently.

Health Needs Screening



Members new to the Indiana PathWays for Aging program and UnitedHealthcare must complete a Health Needs Screening. If you complete it during your first 30 days with us, you earn a reward. Choose from any item in our Member Rewards Catalog.

Someone will reach out very soon.

You can also call us at **1-800-832-4643** to get started. TTY users may dial **711**.



1-800-832-4643,
TTY 711



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Member handbook

You can get your member handbook online at myuhc.com/CommunityPlan. You can download it to your computer, laptop, or tablet. We can also email or mail it to you. Your member handbook covers many topics including:

- Your benefits and coverage (medical, behavioral health, dental, pharmacy, vision)
 - Free programs and services that we offer
 - Member resources
 - Staying safe where you live
 - Helping you with non-medical needs
 - Sharing information with UnitedHealthcare
 - Managing Medicare and Medicaid benefits
 - Redetermination
 - Member rights and responsibilities
 - Appeals and grievances
 - Getting information in other formats
-

Finding providers

All PathWays members have a Primary Medical Provider (PMP). Your PMP will work with you and is your primary contact when making medical decisions. Your PMP will also make referrals and help you with prior authorizations (PA) for services that are not always covered by Medicaid. Please let your PMP know about all other providers that you see.

If you already have a doctor or other primary or specialty medical provider, you will want to make sure that your provider is part of the UnitedHealthcare Community Plan provider network. If you do not have a PMP, we can work with you to choose one. If you do not choose one, we will assign a PMP for you. You may choose a new PMP at any time.

Finding a provider is easy. We have tools and support so that you can find:

- Mental health providers
- Specialists
- Dentists
- Hearing providers
- Eye doctors
- Places like hospitals, pharmacies, and labs



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For personal support, call us at **1-800-832-4643**.

TTY users may dial **711**. We can find or change a PMP or other provider. We can help you get to our website so that you can choose a provider. We can email you a list of provider options. We can also send a list in the mail.



**Find/change
doctors**



**View/print
ID card**



**View
benefits**



**Find
transportation**

Need more help? Call 1-800-832-4643, TTY 711,
8 a.m.–8 p.m. EST, Monday–Friday. Member Services can
answer questions about your coverage, help find a doctor or
help with an appointment.

Connect with us

You have a main point of contact at UnitedHealthcare.

This is your Care Coordinator. Someone will reach out very soon. You can also call us at **1-800-832-4643** to get started.

TTY users may dial **711**.

Your Care Coordinator listens to you. Their priority is to give you peace of mind. They will support you as you live life your way. They share options about programs and services that you choose. We:

- Gather details that help us understand how you want to work with us
- Collect your health needs screening and other assessments
- Support you as you live as independently as possible, for as long as possible
- Share options that address needs like personal safety, food, phone, medicine, transportation, housing, clothing, work, volunteering, or finances
- Help you get needed health care and extra support when you need it
- Provide support for the friends and family who help you
- Help you coordinate services supplied through a waiver or other health coverage, like Medicare



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Advance directives

Advance directives are instructions you give about your future medical care in case there is a time you can't speak or make decisions for yourself. Having an advance directive in place will not take away your right to decide your current health care choices.

The advance directive also allows you to name a person to make decisions about your health care. They help your family and physician understand your wishes. With advance directives, you can:

- Let your doctor know if you would or would not like to use life-support machines
- Let your doctor know if you would like to be an organ donor
- Give someone else permission to say “yes” or “no” to your medical treatments



Advance directives are only used if you can't speak for yourself. It does not take away your right to make a different choice if you later become able to speak for yourself.

You can make an advance directive by:

- Talking to your doctor and family
- Choosing someone to speak or decide for you, known as a health care representative
- Creating a power of attorney and/or living will

Types of advance directives recognized in Indiana

- Organ and tissue donation
- Health care representative
- Living will declaration or life-prolonging procedures declaration
- Psychiatric advance directives
- Out of Hospital Do Not Resuscitate Declaration and Physician Orders for Scope of Treatment (POST)
- Power of attorney



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For more information on advance directives and to find forms available to you, please visit Indiana Health Care Quality Resource Center, at [in.gov/isdh/25880.htm](https://www.in.gov/isdh/25880.htm). You can also talk to us if you need support. We can answer questions, send you forms, and help you find resources. Our Member Services phone number is listed at the bottom of this page. This phone number is also on the back of your member ID card.



Your personal safety

UnitedHealthcare is committed to your personal safety. If you or someone else is in danger, it should be reported immediately. We must report the same issue when we learn about it.

What is an endangered adult?

Indiana considers an endangered adult someone who has experienced or is experiencing abuse, neglect, self-neglect, or exploitation.



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- **Abuse:** physical, sexual, emotional, or psychological actions or threats of actions that directly influence you or another person
- **Neglect:** self-neglect, lack of food, clothing, shelter, or medical care
- **Exploitation:** unauthorized use of your money, property, or employment information

Home and community-based services (HCBS) and Non-HCBS endangered adults

Endangered adults can be members who are receiving or not receiving the HCBS Medicaid waiver. This waiver allows Medicaid to fund support and services for adults with disabilities in their family homes or other community residential programs. Non-HCBS members may be living in nursing facilities, private mental health care settings, state hospitals, or other residential treatment facilities.

Talk to your Care Coordinator

If you or another adult is experiencing or has experienced abuse, neglect, exploitation, unexpected death, or any of the following:

- Injury
- Threat or attempt of suicide
- Unusual hospitalization or admission to a nursing facility due to significant change in health or mental status
- Missing person
- Lack of support or supervision that may place you or another adult in danger
- Medication errors
- Unsafe housing that may cause a threat to your health
- Suspected or witnessed criminal activity by staff, family, friend, or police arrest
- Major disturbance or threat to your public safety
- Instance of being held against your will

Reporting a concern

Indiana has a confidential and central system for reporting. If you or someone you know is in immediate danger, call 911.

If you or another adult has been or is being abused, neglected, or exploited, you can report to:

- Adult Protective Services (APS) at 1-800-992-6978 or online at aps-govcloud.my.site.com/APSONlineReport/s/
- Your UnitedHealthcare Care Coordinator or Member Services
- Your Primary Medical Provider



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Reporting for long-term care members

Long-term care facilities can report to any of the methods above or you can report to your ombudsman. Your ombudsman advocates for your rights as a resident living in a long-term care facility.

Call the State Ombudsman Hotline at 1-800-622-4484 or report online at www.in.gov/health/ltc/.

Call the Indiana Department of Health (INDOH):
1-800-382-9480

After the report

After a report is submitted, it is sent to APS. APS will keep your report confidential. They will not disclose your name without a court order or the consent of all parties named in the report.

- APS does not discuss ongoing investigations. They will not provide you with the details or status of the investigation.
 - Please understand that when adults have the capacity to make their own decisions, they may refuse services and have the right to do so. APS has no authority to force someone to do anything against their will.
-

- UnitedHealthcare is committed to your safety. All information is confidential.

Resources

For more information about APS, visit: [in.gov/fssa/da/adult-protective-services](https://www.in.gov/fssa/da/adult-protective-services).

In addition, we will reach out to inform you about your personal safety. These outreaches may include:

- Phone calls, visits, emails, or texts that share information about how to stay safe. You may choose how we contact you.
- Online articles and checklists to keep you up to date or to share more resources

State Ombudsman/Adult Protective Services (APS)

UnitedHealthcare will provide information to authorities as required. You have the right to be involved in the process. We have a member advocate who works closely with APS, any state ombudsman, and you to assist everyone involved in making sure the right services are in place to keep you safe.



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Materials in other formats

We offer materials in other languages and formats. This includes large print and braille. Call Member Services to let us know how you want to get information.



See your member handbook

You can learn more about the Indiana PathWays for Aging program in your member handbook.

You can always view it online at myuhc.com/CommunityPlan. We can also send you a member handbook.

Extras offered by UnitedHealthcare



DialCare Dentist

Use this free tool 24/7 to talk with a dentist by phone or video chat and get advice quickly. Visit **UHCcommunity.DialCare.com** to get started.



Farmbox

We offer a box of supplies that contains farm-fresh fruits and vegetables. It is a choice in our member rewards catalog when you earn a gift. You earn a gift when you work with your Care Coordinator or get needed preventive care. See the Quality section of your member handbook for details.



Doctor Chat

Get free medical advice within minutes. This doctor's "office" is open 24/7. We can also connect you to mental health providers. Visit **uhcDoctorChat.com** to get started.



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Fitness

Want to work out?

Our One Pass program includes many gyms across Indiana. Visit as many as you like, all for free! Online exercise classes are also available. Sign up at **YourOnePass.com**.



Free smartphone

We offer smartphones with talk, text, and data. This offer is limited to one per household. Apply at **assurancewireless.com**.



HERO Council

HERO stands for Health, Empowerment, Resources, and Opportunities. Your voice matters! This is a group open to members and those who help them. Share your thoughts. Ask questions. Play games and win a prize. Enjoy a snack. Join us in person or by phone. We take action based on what our members say. We look forward to meeting you!





Legal assistance

Do you need legal support? We can connect you with resources. Get help with a Power of Attorney or Advance Directive. Work to remove a criminal record that makes getting work or housing a challenge.

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Extras offered by UnitedHealthcare



Member rewards catalog

When it comes to earning rewards, we offer choices. Earning is as easy as connecting with us. Talk to your Care Coordinator or member services today to learn more. Rewards include food, household items, and gift cards. View our catalog online at [MyUHC.com/CommunityPlan](https://www.myuhc.com/CommunityPlan).

We can also email you this catalog or send it to you in the mail.



Postbook

A Postbook creates deeper relationships with a relative or friend. Pick your Postbook pal, and share post cards based on ideas in the journal. We include postage and supplies.

Respite support

If you get long-term help from a friend or family member, we offer a special program to support them. Your Care Coordinator will arrange the care you need while they take a break.





Self Care app

This is a health and well-being mobile app. Get tools to help with stress, anxiety, and coping. It is free to members and those who help them.



Transportation

If you do not drive, we work to get you the rides you need. We offer transportation to the grocery store, food banks, the pharmacy, non-medical appointments, and community events.



Virtual community center

It is never too late to learn how to use and enjoy the internet. This website is for older adults. Classes are led by your peers. They show you how to use apps and other websites. There are also sessions about many other topics, like exercise, cooking, and even time scheduled to chat with others. You can start using this site when you log into your member portal at **MyUHC.com/CommunityPlan**.