



# United Healthcare Community Plan

Helping people live healthier lives.

United  
Healthcare®  
Community Plan

# Who We Are in WA.



- United Healthcare Community Plan serves 220,000+ members for Washington Apple Health (Medicaid) Integrated Managed Care including Behavioral Health.



- We serve 39,000+ Medicare-Medicaid Dual Complete (D-SNP) members in WA, making us the largest and fastest growing DSNP plan in WA and in the nation.



- We are the second largest Medicaid plan in Western WA.



- We serve on the Accountable Communities of Health, where we support mutual goals around health in housing programs, jail transitions, behavioral health integration and maternal-child health programs.



- We have a long-standing partnership with FQHC's, Enrollment Navigators, Community Partners, and CHW initiatives by providing resources that will help continue our quality of service.

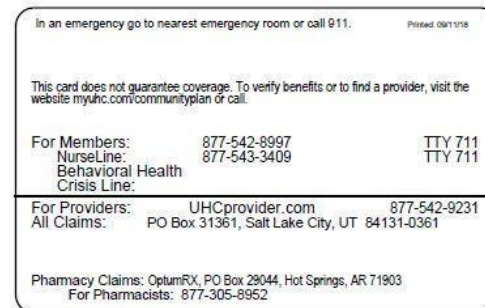


# Member ID Cards

## State Issued ID Card: UnitedHealthcare Dual Complete® (HMO DSNP)



## UnitedHealthcare Community Plan ID Card:



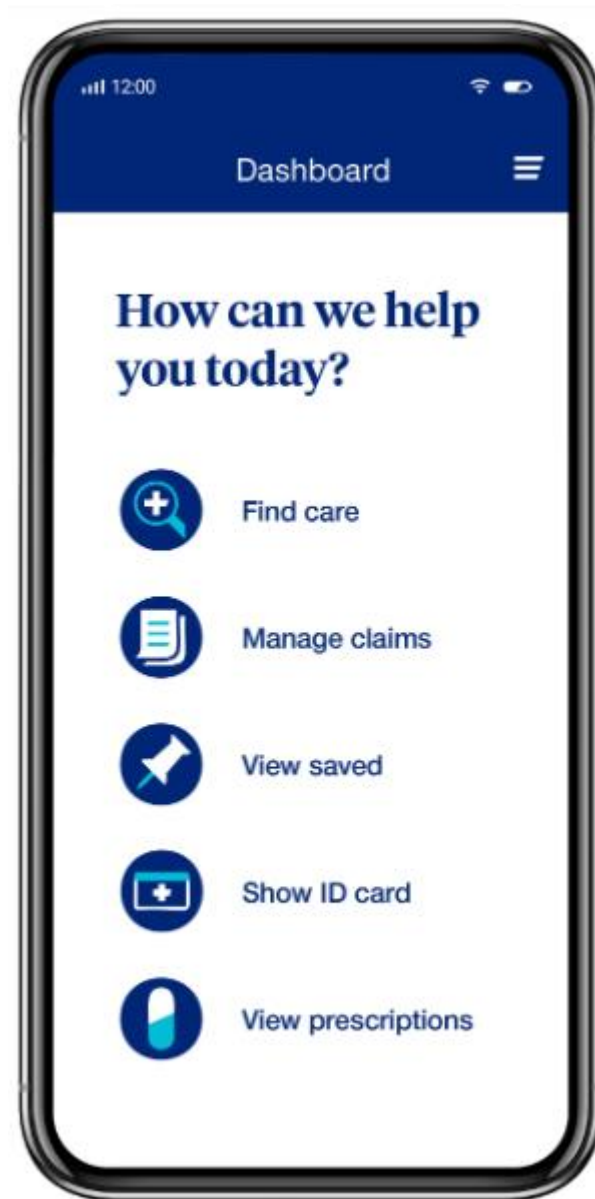
We recommend that you verify eligibility before providing medical services or medication to UnitedHealthcare Community Plan members.

- Use eligibilityLink at [UHCprovider.com/eligibility](http://UHCprovider.com/eligibility)
- Call Provider Services at **1-877-542-9231**

\*Not verifying eligibility may result in claim denial.

# Online and Mobile Tools

- Social media engagement
- Email and text reminders
- Quarterly Newsletters
- **Health4me™** - Members can access key insurance plan information on the go.  
Download the app or go to Myuhc.com
- **On My Way™** - Mobile-friendly website for youth transitioning to adulthood and independent living  
Go to uhcOMW.com



# Doctor Chat App

**Help your UnitedHealthcare Medicaid patients and reduce your after-hours calls.**

- UnitedHealthcare Medicaid patients can message a licensed doctor about non-emergency needs 24 hours a day, 7 days a week. Doctor Chat doctors can request photos and video chat to address complex needs. Doctor Chat doctors assume all liability.

## **Who are the Doctor Chat doctors?**

- UnitedHealthcare has partnered with the CirrusMD Provider Network (CMDPN) to form Doctor Chat. CMDPN doctors are licensed to practice in all 50 states.

For more information visit [cirrusmd.com/provider-network](https://cirrusmd.com/provider-network)

Questions? Email Laura Clark at [lclark@cirrusmd.com](mailto:lclark@cirrusmd.com)



# Member Rewards Program



## Member Rewards

Eligible members receive gift cards for completing recommended services.

Member	Recommended Service	Reward Amount
Diabetic Management	Eye exam, HbA1C and kidney function	\$25 per visit/ \$75 total
Age 3–6	Wellness exam	\$25
Age 12–21	Wellness exam	\$25
Women 50–74	Breast cancer screening	\$25



# Extra Help for Members

**Get the help you need**  
with our free, anonymous  
Substance Use Disorder Helpline.



## Substance Use Disorder Helpline

Licensed clinicians are available 24/7 to answer questions and provide supports on alcohol and drug addiction. Call **1-855-780-5955** or visit [liveandworkwell.com/recovery](https://liveandworkwell.com/recovery) to use live chat.

**Quit tobacco  
for good with  
Quit For Life.**

## Enroll today.

Get tips, tools and proven, personal support—at no additional cost to you.

- 1 Go to [myuhc.com](https://myuhc.com)\*
- 2 Select the **Health Resources** tab on the top right.
- 3 Choose the **Quit For Life**® tile.



## Quit For Life® Program

Coaching and online support to help members quit tobacco. Get assistance deciding which type of nicotine substitute or medication is right. **1-866-QUIT-4-Life (1-866-784-8454).**



# Behavioral Health Services

- Our plan offers a range of behavioral health benefits. These include mental health services and drug or alcohol treatment.
- It's for people who meet income requirements and are eligible for Washington Apple Health (Medicaid) but receive physical health services some other way.

## We cover:

- Medication management and monitoring
- Individual and group counseling
- Peer support
- Family counseling
- Education about mental health, treatments, & medications
- Rehab case management
- Withdrawal management (detox)
- Opiate replacement treatment
- Case management





# Substance Use Disorder

- Substance Use Helpline Free, confidential alcohol and drug addiction help - whenever a member may need support, 24 hours at **1-855-780-5955**.



# Boys & Girls Club Membership

- **Free Annual membership for UHC Members ages 6 to 17 at participating clubs.**

- Clubs of King County
- Clubs of Snohomish
- Clubs of Skagit
- Clubs of Whatcom
- Clubs of Olympic Peninsula
- Clubs of Thurston
- \* Clubs of South Puget Sound



\*Monthly activity fees are waived ONLY for the first 2 months at the South Puget Sound Clubs.

- **Supporting**

- ✓ Healthy Lifestyles Youth Obesity Partnership Fund
- ✓ Youth Mental Health Fund
- ✓ Youth of the Year
- ✓ Fitness donations



# OB Programs and Maternity Benefits



## Healthy First Steps®

Our staff of nurses helps members:

- Find a doctor and make appointments
- Overcome barriers to care such as lack of transportation
- Fill gaps in education on care plan and healthy pregnancy habits
- Refer members by calling [800-599-5985](tel:800-599-5985)
- Local Healthy First Steps nurse can be reached at [800-224-6597](tel:800-224-6597)



## Breastfeeding and Pumping Support

- Free breast pump (contact Member Services)
- Provide coaching and support

## Text4baby™

- No charge text messaging service with tips for pregnant moms

## Wellhop

- A community of moms who share support and real-world answers
- Facilitated online group conversations and educational tools help women get ready for their new baby



# Healthy First Steps Rewards

Our web-based, mobile tool reminds pregnant women and new mothers about appointments and rewards them for attending prenatal, postpartum and well-child care visits. Moms get to choose between two items for each milestone

Milestone	Reward Option One	Reward Option Two
Enrollment Gift	Old Navy Gift Card	Stylish Diaper Bag
24-Week Prenatal Appointment	Teething Rattle	Nursing Cover
32-Week Prenatal Appointment	Tabletop Toy	First Aid Kit
Birth	Rubber Ducks Bath Thermometers	Digital Thermometer
Postpartum Appointment	Old Navy Gift Card	Sorting Blocks
6-Month Well-Child Visit	Feeding Kit	Dental Care Kit
Lead Screen	Childproofing Kit	<i>Goodnight Moon</i> Book
15-Month Well-Child Visit	Spa Kit	Puzzle



## Health & Wellness Campaigns

- Clinic-based programs – resource tables, social service referrals, partner appreciation, recertification support.
- Disease management tools and information.
- Health fairs, screenings and health & wellness programs.
- New member welcome events and Q&A's.
- Flu Shot Events and outreach with Walgreens.

The Walgreens logo is displayed in a red, cursive script font.The UnitedHealthcare Community Plan logo features a blue icon of three vertical bars of varying heights on the left, followed by the text "UnitedHealthcare" in a bold, blue, sans-serif font, and "Community Plan" in a smaller, blue, sans-serif font below it.

# Collaboration & Outreach Priorities.

- COVID-19 Response
- Donating 25,000 PPE Masks to community partners and providers
- Donated 1000+ Blankets & Hand Sanitizer. Impacting 30+ CBO's/FQHC's
- Updating COVID-19 Resource List weekly for our members.
- Provider Appreciation "Thank You Cards"



 UnitedHealthcare



# UHC Community Outreach Team



**Clover Thurk** (King, Clallam, Jefferson, Kitsap, Grays Harbor, Mason, Lewis, Pacific, Wahkiakum, Cowlitz)

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