



UnitedHealthcare Connected (Medicare-Medicaid Plan)

Flexible Benefits, Rewards and Incentives

Effective Jan. 1, 2020

To help our members lead healthier lives, we offer flexible benefits, rewards and incentives at no cost to UnitedHealthcare Connected (Medicare-Medicaid Plan) members who live in the community or in a nursing facility. These benefits are outlined in the following chart. If your patient, who is a UnitedHealthcare Connected (Medicare-Medicaid Plan) member, has questions about any of these incentives, they can call Member Services at **800-256-6533** or their case manager for assistance, unless there are separate instructions under the column “How It Works.”

If you have questions, please call Provider Services at **888-887-9003**. Thank you.

Flexible Benefit, Reward or Incentive	Description	How It Works	Eligible Members
Alzheimer’s Care Planning	For members and their families, a consultation with a licensed professional is available at the member’s local Alzheimer’s Association. The consultation addresses financial, legal, family and health issues for members diagnosed with Alzheimer’s disease.	The member’s case manager can assist them with determining eligibility and arranging a care planning session.	<ul style="list-style-type: none"> Community Nursing facility
Assistance for Members Who Have Severe Asthma	Members who have been diagnosed with severe asthma receive one hypoallergenic mattress cover and one hypoallergenic pillowcase per year.	The member’s case manager can assist them in obtaining the mattress cover and pillowcase. There must be documentation/referral from an in-network care provider indicating a diagnosis of severe asthma.	<ul style="list-style-type: none"> Community
Extra Dental Services	<p>\$1,000 maximum annual benefit to cover these extra dental services:</p> <ul style="list-style-type: none"> One routine exam and cleaning Full-mouth X-ray Scaling and root planing, if medically necessary <p>Discounted fees are available to members for non-covered services.</p>	The member’s case manager can assist them in finding an in-network dental care provider, which is required for extra dental services. Use billing codes D0120, D0140, D0150, D0210, D0220, D0230, D0270, D0272, D0273, D0274, D0330, D1110, D2140, D2150, D2160, D2161, D2330, D2331, D2332, D2335, D2391, D2392, D2393, D2394, D4341, D4342, D7140, D7210, D7250, D9110	<ul style="list-style-type: none"> Community (ages 21 and older and not on a Medicaid waiver) Nursing facility (ages 21 and older and not on a Medicaid waiver)
Extra Vision Services	<p>Maximum benefit of up to \$105 every two years for corrective eyeglass lenses or contact lenses (\$70 maximum towards frames) to cover:</p> <ul style="list-style-type: none"> Prescription upgrades with selected frames and lenses Contact lenses provided in lieu of spectacle lens and frames. If the member chooses the contact lens program, the benefit will cover the fitting/evaluation fees and contacts. <p>Any remaining allowance may be used for replacement frames and lenses due to loss, theft or damage.</p>	<p>The member’s case manager can assist them in finding an in-network vision care provider, which is required for extra vision services.</p> <p>Extra vision services cannot be used for a second or spare pair of glasses or contact lenses.</p> <p>Use vision billing codes V2500, V2501, V2502, V2503, V2510, V2511, V2512, V2513, V2520, V2521, V2522, V2523, V2530, V2531, and CPT® code 92310</p>	<ul style="list-style-type: none"> Community (ages 21 and older) Nursing facility (ages 21 and older)



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WW [®] (Weight Watchers)	Members receive 13 vouchers (not to exceed \$150) to attend WW [®] in-person meetings.	The member's case manager can assist them in signing up for WW [®] .	<ul style="list-style-type: none"> • Community • Nursing facility
Help Getting A Ride	When the Texas Medical Transportation Program (MTP) or Medical Transportation Management (MTM) are not available, we can arrange non-emergent transportation to medical appointments and pharmacies.	The member's case manager can help them arrange a ride, which is limited to eight one-way trips per year when the state vendor is not available . One-way trips 75 miles or more require prior approval.	<ul style="list-style-type: none"> • Community • Nursing facility
Incentive Gift Card	\$10 gift card	Members receive a \$10 gift card for completing their wellness visit with an in-network provider. This is limited to once per year. After completing the wellness visit, members can go to myuhc.com/CommunityPlan , sign in and click on the Health and Wellness tab, then follow the link for Member Rewards to complete the attestation form, so we can mail their gift card. Or, members can call Member Services to receive a redemption card, which requires a doctor's signature in order to obtain the gift card.	<ul style="list-style-type: none"> • Community
Infant Care Book	An infant care book is mailed to all pregnant members.	We mail a book, such as "What to Expect the First Year", to the home address of pregnant members.	<ul style="list-style-type: none"> • Community
liveandworkwell.com	This website offers access to mental health and substance use self-help programs, interactive tools, educational resources and in-network care provider searches. The site is also available in Spanish.	Members can register at liveandworkwell.com or call Customer Service at 800-256-6533 to obtain an access code.	<ul style="list-style-type: none"> • Community
Nursing Facility Welcome Kit	Eligible members entering a nursing facility will receive a welcome kit, which includes: <ul style="list-style-type: none"> • Gripper socks • Shower cap • Water bottle/coffee cup • Lighted magnifier • Nightlight • Reusable bag 	The member will receive a welcome kit directly from their assigned service coordinator at the nursing facility. Limited to one kit, at the time of admission, per fiscal year.	<ul style="list-style-type: none"> • Nursing facility • Excludes members in a skilled nursing facility
Postpartum Home Visits	Home health visits for members are available after the birth of a baby to assist with breastfeeding, newborn care, postpartum depression, excessive bleeding, swelling, cramping, stitches, dizziness, safety concerns and reviewing follow-up care.	The member's case manager can assist them in finding an in-network home health care provider. Postpartum home visits are limited to two visits per year after a pregnancy. Use billing codes G0299 or G0300.	<ul style="list-style-type: none"> • Community
Workout Gear	Members receive a \$50 Academy gift card after completing the WW [®] program.	The member must complete the 13 sessions of the WW [®] program. Once completed, they can call Members Services at 800-256-6533 to obtain their gift card. Limited to one gift card per fiscal year.	<ul style="list-style-type: none"> • Community