



UnitedHealthcare Connected[®]
(Medicare-Medicaid Plan)
Flexible Benefits, Rewards and Incentives
Effective Jan. 1, 2020

Agenda

- ✓ Introduction
- ✓ Benefits for all UnitedHealthcare Connected (Medicare-Medicaid Plan) members
- ✓ Benefits for members living in the community
- ✓ Benefits for members living in a nursing facility
- ✓ Resources

Introduction

- UnitedHealthcare Connected (Medicare-Medicaid Plan) is a federal-state partnership with the Centers for Medicare & Medicaid Services (CMS) and the Texas Health and Human Services Commission (HHSC) in Harris County, Texas.
- This federal-state partnership was created to better serve individuals eligible for both Medicare and Medicaid.
- In addition to standard benefits, UnitedHealthcare Connected (Medicare-Medicaid Plan) members also have available flexible benefits, rewards and incentives that are offered once per calendar year, from Jan. 1 – Dec. 31, unless otherwise noted.
- Some limitations and restrictions apply, and the services must be provided by in-network care providers.
- Members can call their case manager or Member Customer Service at **800-256-6533** to inquire about their eligibility for each flexible benefit and to learn more about them.

Benefits for All UnitedHealthcare Connected (Medicare-Medicaid Plan) Members

Alzheimer's Care Planning

Members who face challenges associated with Alzheimer's disease may be eligible for a consultation with a licensed professional through their local Alzheimer's Association.

- The session will address financial, legal, family and health issues for a member diagnosed with Alzheimer's disease.

Extra Dental Services

We offer a \$1,000 maximum annual dental benefit to cover:

- One routine exam and cleaning
- Full-mouth X-ray
- Scaling and root planing, if medically necessary

Members have access to discounted fees for non-covered services.

Limitations:

- Members must be ages 21 or older and not on a Medicaid waiver.

Extra Vision Services

We offer a maximum benefit of up to \$105 every two years for corrective eyeglass lenses or contact lenses to cover materials and options of:

- Upgraded selection on types of frames and lenses
- Replacement frames and lenses due to loss, theft or damage
- Contact lenses provided in lieu of spectacle lenses and frames

If a member chooses the contact lens program, the benefit will cover the fitting/evaluation fees and contacts.

Limitations:

- Members must be ages 21 or older.
- Extra vision services can't be used for a second or spare pair of glasses or contact lenses.

Health & Wellness – WW[®] (Weight Watchers)

Members can receive 13 vouchers (not to exceed \$150) to attend WW[®] in-person meetings.

Help Getting a Ride

When the state of Texas Medical Transportation Program (MTP) is not available, we can arrange non-emergent transportation to medical appointments and pharmacies.

Limitations

- Non-emergent transportation assistance is limited to eight one-way trips per year.
- One-way trips of 75 miles or more require prior approval.

Benefits for Members Living in the Community

Assistance for Members Who Have Asthma

Members who have been diagnosed with severe asthma will receive:

- One hypoallergenic mattress cover and one hypoallergenic pillowcase per year

Limitations:

- Requires documentation and referral from an in-network care provider indicating a diagnosis of severe asthma.

Incentive Gift Card

Members receive a \$10 gift card for completing their wellness visit with an in-network provider.

- After completing the wellness visit, members can go to **myuhc.com/CommunityPlan**, sign in and click on the Health and Wellness tab, and then follow the link for Member Rewards to complete the attestation form, so we can mail their gift card.
- Members also have the option to call Member Services to receive a redemption card, which requires a doctor's signature in order to obtain the gift card.

Limitations:

- One gift card per year.

Infant Care Book

We mail a book, such as “What to Expect the First Year”, to the home address of our pregnant members.

Limitations:

- Member must be pregnant or have recently given birth.

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.
- Safety concerns and reviewing follow-up care are also discussed during the home health visits.

liveandworkwell.com

- Liveandworkwell.com 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 by calling Customer Service at **800-256-6533** to request an access code.

Benefits for Members Living in a Nursing Facility

Nursing Facility Welcome Kit

Eligible members entering a nursing facility will receive a welcome kit, which includes:

- Gripper socks
- Shower cap
- Water bottle/coffee cup
- Lighted magnifier
- Nightlight
- Reusable bag

Limitations:

- Excludes members in a skilled nursing facility.

Resources

Resources



These services are subject to change. In the event of a change, a care provider notification will be posted at **UHCprovider.com/TXcommunityplan** > Bulletins and Newsletters.



If your patient who is a UnitedHealthcare Connected (Medicare-Medicaid Plan) member has questions or needs assistance, they can call Member Customer Service at **800-256-6533**.

If you have questions or need assistance, please call Customer Service for care providers at **888-887-9003**.

Thank you.