

UnitedHealthcare Charter

Quick Reference Guide

UnitedHealthcare Charter is a commercial member benefit plan built on patient-centered care. Plans vary in the type of coverage and benefits offered.



Key Features

- Customized, more focused network of care providers.
- Members are required to select a primary care provider (PCP) to manage their health care needs.
- The member's PCP must submit electronic referrals for members to see a network specialist.
- Standard prior authorization and notification requirements apply.



Benefits

Plan Models	Network physicians with required referral	Network physicians without required referral	Out-of-network care provider*
Charter	Network benefits	No coverage*	No coverage*
Charter Balanced	Network benefits	Lower level of benefits	No coverage*
Charter Plus	Network benefits	Lower level of benefits	Out-of-network benefits

*Except for emergency services and related admissions



Referrals

- Referrals must be submitted by the member's PCP or a PCP within the same tax ID number (TIN).
- Referrals can be backdated up to five calendar days prior to the date of entry.

Some services don't require a referral. To see a full list of services that require a referral, go to UHCprovider.com/plans > (State) > Commercial > UnitedHealthcare Charter > Charter FAQs.



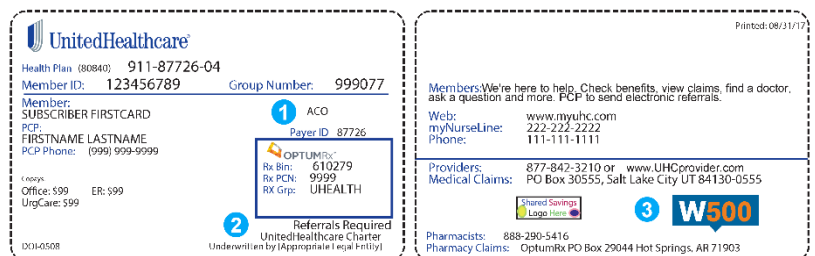
Learn More

For more information about UnitedHealthcare Charter, go to UHCprovider.com/plans > (State) > Commercial > UnitedHealthcare Charter > Charter FAQs.



Sample Member ID Card*

1. Accountable Care Organization (ACO)-focused plans have ACO label**
2. Charter plan name and referral indicator
3. Plans with additional network benefits have W500 indicator



*Sample member ID card for illustration only; actual information varies depending on payer, plan and other requirements.

**Certain markets don't include the ACO label due to the specific network configuration or contracts in that market.



Contact Us

If you have questions about your Participation Agreement, please contact your Network Management representative. To find your Network Representative, go to UHCprovider.com/contactus > Find a Network Contact. For general questions, please call Provider Services at **877-842-3210**. Thank you.