

Care Provider Information

Benefit Overview: North Carolina

UnitedHealthcare Dual Complete® (HMO POS D-SNP) | H5253-041

Effective Jan. 1, 2020

Plan Type: HMO POS

Service Area: Alamance, Buncombe, Caswell, Catawba, Chatham, Cumberland, Davidson, Davie, Durham, Forsyth, Guilford, Henderson, Mecklenburg, Orange, Person, Randolph, Rockingham, Rowan, Stokes, Wake, Wilkes and Yadkin counties.



Additional benefits:



Health Products Benefit*

Up to \$1,600 in credits to buy health products



Dental Coverage*

Preventive and diagnostic: \$3,500 in credits toward select dental services*



Hearing Coverage*

Annual exam and \$3,600 in credits every two years for hearing devices



Transportation

Up to 48 one-way rides every year



Vision Coverage*

Annual exam and \$300 in credits every two years for eyewear



Personal Emergency Response System (PERS)

Members are connected to trained operators in an emergency situation 24/7



Medical (Health) Resources*

NurseLine, Virtual Doctor Visits and Virtual Mental Health Visits



Fitness Benefit

Access to participating fitness centers through Renew Active™ program



Meal Program*

14 meals in seven days following discharge from a facility once annually



Foot Care Coverage*

Up to four visits every year

*New or enhanced benefit for 2020

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Not for distribution to beneficiaries.

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