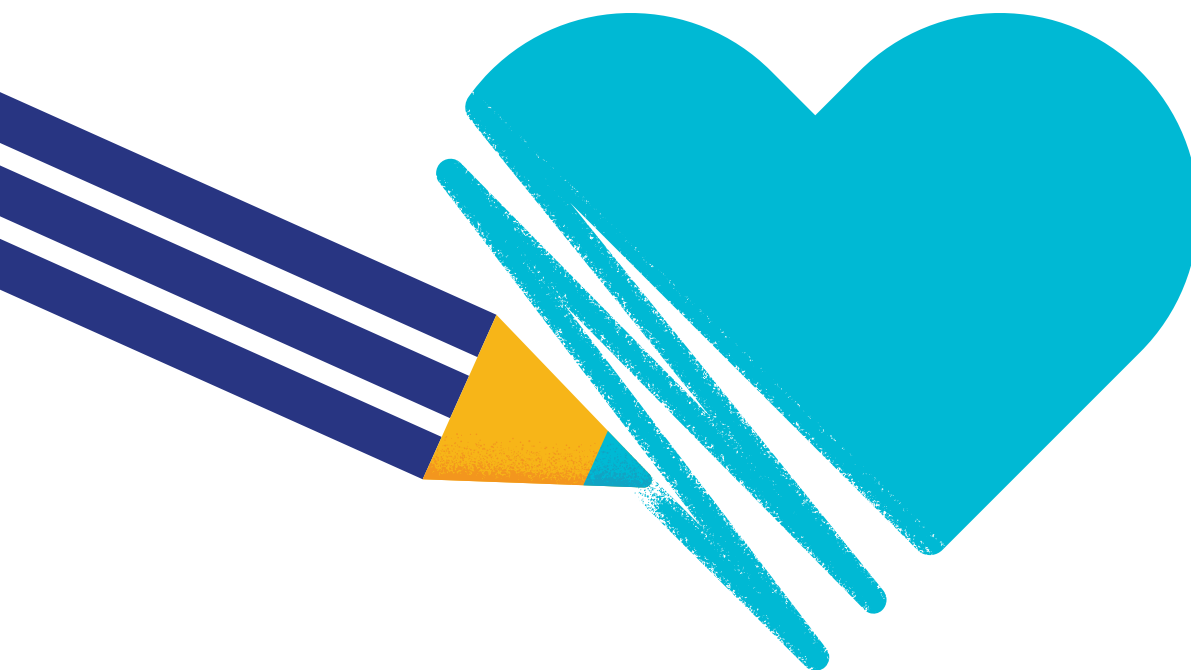


# Get to know your plan benefits

Take advantage of benefits designed to  
help you live a healthier life





# Welcome

There's so much to take advantage of with your 2024 UnitedHealthcare Group Medicare Advantage (PPO) plan

At UnitedHealthcare®, your health and helping you take control of it are our top priorities. We offer resources including the following:

- Your member website at [retiree.uhc.com/peehip](https://retiree.uhc.com/peehip) provides you with up-to-date information about your plan, benefits, claims and more
- Your member ID card provides you with information to access your plan
- We send you reminders and communications throughout the year to help you stay informed and take advantage of your plan benefits, programs and services

We consider ourselves part of your overall care team. Our dedicated Customer Service team has resources to help you get the care you expect. From scheduling your next checkup to finding a specialist, you can count on us to help you get the care, tests and treatment you need as quickly as possible. Call the phone number on your member ID card to speak with a friendly, knowledgeable Customer Service Advocate.

# Let's get started

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# UnitedHealthcare<sup>®</sup>

## Healthy at Home

You are eligible for extra benefits up to 30 days after an inpatient and skilled nursing facility discharge:



Get 28 home-delivered meals



Get up to 12 one-way rides to and from medically related appointments and to the pharmacy



Get up to 6 hours of non-medical personal care through a professional caregiver to perform tasks such as companionship, preparing meals, medication reminders and more. A referral is not required.

### Questions?

Call **1-877-298-2341**, TTY **711**, 8 a.m.–8 p.m. local time, Monday–Friday.  
Or visit [retiree.uhc.com/peehip](https://retiree.uhc.com/peehip)

You are not required to use all 3 services. **A new referral is required after each discharge to access your meal and transportation benefit. Call the number on your member ID card to get a referral.** Unused benefits do not roll over. Some restrictions and limitations apply.

# Personal emergency response system (PERS)

UnitedHealthcare works with Lifeline to provide a PERS at no cost to you

The Lifeline personal emergency response system allows you to ask for help anytime you need it — 365 days of the year, 24/7. Just push the help button on your wearable device and a trained Care Specialist will assist you to get you the help you need quickly.

## Features include:

- Optional AutoAlert fall detection technology automatically provides access to help if it detects a fall\* — even if you cannot push the help button
- Lifeline works anywhere in the U.S. where current landline and/or cellular service is provided
- Lightweight, water resistant help button can be worn on the wrist or around the neck

Lifeline is the most popular personal emergency response system in the U.S. today, offering solutions to fit your unique needs and lifestyle.



## Members, family members, caregivers and health care professionals may enroll an eligible member by:

**Phone:** 1-855-595-8485, TTY 711

**Online:** [lifeline.com/uhcgroup](https://lifeline.com/uhcgroup)

Please be sure to have the member address (where service will be provided), telephone number, date of birth and preferred language.

\* Automatic fall detection technology does not detect 100% of falls. If able, a subscriber should always push their personal alert button when they need help. Button signal range could vary due to environmental factors. Lifeline response center may proceed directly to calling emergency services in urgent circumstances.

# UnitedHealthcare<sup>®</sup> HouseCalls

UnitedHealthcare HouseCalls<sup>1</sup> is a yearly preventive care check-in that helps you stay on track with your health between regular provider visits. This no-cost visit is done in the comfort of your home and allows time for you to ask questions about your health.

At the end of your visit, we'll give you a checklist of things to discuss with your primary care provider (PCP). We also send a summary of your HouseCalls visit to both you and your PCP so they stay informed.

## What does the HouseCalls visit include?

- ✓ Up to an hour-long in-home visit from a licensed health care practitioner
- ✓ A head-to-toe exam, select health screenings and plenty of time to talk about your health questions
- ✓ A medication review
- ✓ Help connecting with additional care you may need

**Think of a HouseCalls visit as an extra layer of care. It gives you valuable one-on-one time you don't always get in your provider's office.**

### Get started today

To schedule a visit, call toll-free  
**1-866-447-7868, TTY 711.**

<sup>1</sup>HouseCalls may not be available in all areas.



# Connecting you with the care and support you may need

## Your mental health is important

As a UnitedHealthcare® member, you have access to resources to help improve your emotional and mental well-being, including:



### **Mental health virtual visits**

Connect with a mental health professional using your computer, tablet or smartphone. Visit **VirtualVisitsMentalHealth.uhc.com** to select a health care provider. They can evaluate and treat conditions such as depression and anxiety, and address substance use concerns<sup>1</sup>.



### **More options for care and support**

Optum Behavioral Health includes more than 135,000 network providers offering inpatient and outpatient services, such as therapy, behavioral health assessment and medication management. To get started, call the behavioral health number on your member ID card or visit your member website and select **Find Care**.



### **On-demand self-care**

Self Care from AbleTo gives you access to self-care techniques, coping tools, meditations and more – anytime, anywhere. With Self Care, you'll get personalized content to help you boost your mood and shift your perspective. Tap into tools created by clinicians that are suggested for you based on your responses to a short, optional assessment. Self Care is here to help you feel better – and it's available at no additional cost to you. To get started, visit **ableto.com/begin**.

## **Questions? We're here to help.**

Please call the Customer Service number on your member ID card.

<sup>1</sup>Not all medical conditions can be treated through telehealth. The telehealth provider will identify if you need to see an in-person doctor for treatment. Virtual visits may require a video-enabled smartphone or other device. Not for use in emergencies.

# Fitness for body and mind

Renew Active® is a fitness program for body and mind — at no additional cost



## Stay active

Help stay active at a gym or from home.

- A free gym membership
- Access to the largest national network of gyms and fitness locations
- Access to many premium gyms and fitness locations
- An annual personalized fitness plan
- Allows members who need help to bring a workout assistant to the gym, at no additional cost
- Access to thousands of on-demand workout videos and live streaming fitness classes



## Stay focused

An online program from AARP® Staying Sharp® offering content about brain health, as well as exclusive content for Renew Active members.

- Cognitive Assessment and Lifestyle Check-Ins
- Interactive challenges
- Recipes
- Cooking and motivational videos
- Access to the AARP® Staying Sharp® app



## Stay connected

Connect and engage with other members.

- Social activities at local health and wellness classes and events
- Access to the Fitbit® Community for Renew Active — no Fitbit device needed; joining the community also provides access to Fitbit Premium™

## Your code is key

**Every Renew Active member has a unique confirmation code.**

**To find yours:**

1. Sign in to [retiree.uhc.com/peehip](https://retiree.uhc.com/peehip)
2. Look for **My coverage** and click **Access gym code**
3. Look for **Renew Active**
4. Your Renew Active Confirmation Code will start with a letter, followed by 9 digits
5. If you are unable to log in to your member site or if you have any questions, please call Customer Service at the number on your member ID card



# UnitedHealthcare Hearing

## Better hearing starts here

Treating hearing loss may help you rediscover parts of your life that may have felt missing — including engaging in daily activities and staying connected to the people you love. You'll also support your long-term health and can potentially reduce the risk of diseases such as dementia.<sup>1</sup> You can get a hearing test and hearing aids as part of your plan.<sup>2</sup>

### Hearing aids are more advanced than ever

Choose from a wide selection of hearing aids with the latest technology.

- **Relate™**, UnitedHealthcare Hearing's brand, features recharging capabilities, remote adjustments, Bluetooth® streaming and a smartphone app
- **Access to popular hearing aids** including Beltone™, Oticon, Phonak, ReSound, Signia, Starkey®, Unitron™ and Widex®
- **2,000+ name-brand models and styles** are available through an in-person UnitedHealthcare Hearing provider, including hearing aids from the industry's top brands

### UnitedHealthcare Hearing is here to make it easier

- 1 Contact UnitedHealthcare Hearing to schedule an initial hearing exam and consultation**  
Treat hearing loss and protect your hearing health.
- 2 Your provider will help you find the perfect solution**  
At your consultation and exam, your provider will assess your hearing and provide a personalized recommendation. Plus, they'll be able to help answer any questions you have.

### Good-to-know details

- You have 60 days to try out hearing aids purchased from a provider
- Your plan includes a 3-year extended warranty for repairs and a one-time loss or damage replacement<sup>2</sup>
- Schedule up to 3 follow-up visits at no cost,<sup>3</sup> with additional support available

### Explore your options today

Visit [UHChearing.com/Retiree](https://UHChearing.com/Retiree) or call **1-866-445-2071, TTY 711**.

<sup>1</sup>Center for Hearing and Communication. Statistics and facts about hearing loss. [chchearing.org/facts-about-hearing-loss](https://chchearing.org/facts-about-hearing-loss). Accessed July 2020.

<sup>2</sup>Please refer to your Evidence of Coverage for details on your benefit coverage.

<sup>3</sup>Benefits, features, and/or devices vary by plan/area. Limitations and exclusions may apply. Other hearing exam providers are available in the UnitedHealthcare network. The plan only covers hearing aids from a UnitedHealthcare Hearing network provider.

# Online resources

## Register for your secure online account

Your member site can help you do more, with 24/7 access to everything your plan has to offer. After you sign up for your online account and log in, you can:

- Look up your latest claim information
- Review benefit information and plan materials
- Print a temporary member ID card or request a new one
- Search for network doctors and pharmacies
- Explore Let's Move by UnitedHealthcare, health and wellness resources for healthier living
- Sign up to get your Explanation of Benefits (EOB) and other plan documents online

### Follow these steps to sign up for your online account:

- 1 Visit [retiree.uhc.com/peehip](https://retiree.uhc.com/peehip)
- 2 Select the **Sign in or register** button and then select **Register Now** on the next screen. Enter your first and last name, date of birth, ZIP code and UnitedHealthcare member ID number. Then select **Continue**.
- 3 Create your username and password, enter your email address and select **Create my ID**.
- 4 For security purposes, verify your account by email, phone call or text.
  - If by email, follow the instructions in your confirmation email
  - If by phone call or text, enter the code you get on the website page

### Download the UnitedHealthcare® app

With the UnitedHealthcare app, you can find care and manage your plan details anywhere you go. Download the app in your app store or scan the QR code with your smartphone or tablet.



**Get started today**

Visit [retiree.uhc.com/peehip](https://retiree.uhc.com/peehip)

The CareLinx services are made available to you from a third party through your UnitedHealthcare® Group Medicare Advantage insurance plan. CareLinx is not a UnitedHealthcare company. UnitedHealthcare and your Plan are not responsible for any services you receive from this third party. This is not an insurance program and may be discontinued at any time. Benefits and features may vary by plan/area. Limitations and exclusions apply.

UnitedHealthcare does not make any representations regarding the content or accuracy of the materials on such sites. CareLinx will share only non-identifiable, aggregate information with UnitedHealthcare that is collected through the use of the CareLinx platform. This information may be used by UnitedHealthcare to potentially help develop future programs and services for its insured members. CareLinx is the network administrator of this in-home care service offer. CareLinx does not employ or recommend any care provider or individual seeking services nor is it responsible for the conduct of any care provider or care seeker. The CareLinx website is a venue that provides tools to help care seekers and care providers connect online. Each individual is solely responsible for selecting a care provider or care seeker for themselves or their families and for complying with all laws in connection with any employment relationship they establish. All decisions about medications and care are between you and your health care provider.

Benefits, features and/or devices vary by plan/area. Limitations and exclusions apply. You must have a working landline and/or cellular phone coverage to use PERS.

The AbleTo Mobile Application should not be used for urgent care needs. If you are experiencing a crisis or need emergency care, call 911 or go to the nearest emergency room. The Self Care information contained in the AbleTo Mobile Application is for educational purposes only; it is not intended to diagnose problems or provide treatment and should not be used on its own as a substitute for care from a provider. AbleTo Self Care is available to all members ages 13+ at no additional cost. Participation in the program is voluntary and subject to the Terms of Use contained in the Application.

The Renew Active®Program varies by plan/area and may not be available on all plans. Participation in the Renew Active program is voluntary. Consult your doctor prior to beginning an exercise program or making changes to your lifestyle or health care routine. Renew Active includes standard fitness membership and other offerings. Fitness membership equipment, classes, personalized fitness plans, caregiver access and events may vary by location. Certain services, discounts, classes, events, and online fitness offerings are provided by affiliates of UnitedHealthcare Insurance Company or other third parties not affiliated with UnitedHealthcare. Participation in these third-party services are subject to your acceptance of their respective terms and policies. UnitedHealthcare is not responsible for the services or information provided by third parties. The information provided through these services is for informational purposes only and is not a substitute for the advice of a doctor. Gym network may vary in local market and plan. Gym network size is based on comparison of competitor's website data as of May 2023.

Plans are insured through UnitedHealthcare Insurance Company or one of its affiliated companies, a Medicare Advantage organization with a Medicare contract. Enrollment in the plan depends on the plan's contract renewal with Medicare.

This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments, and restrictions may apply. Benefits, Premium and/or copayments/coinsurance may change on January 1 of each year.

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# Questions?



[retiree.uhc.com/peehip](https://retiree.uhc.com/peehip)



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Monday–Friday