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Get to know your plan benefits

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

We're here to help you live healthier

Your 2023 UnitedHealthcare Group Medicare Advantage (PPO) plan gives you access to many programs and services.



We put you first

You and your health needs deserve personal attention and service. From our dedicated Customer Service Advocates to programs that support your health — it's all about you.

Let's get started

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UnitedHealthcare Healthy at Home

You get benefits up to 30 days after discharge from inpatient and skilled nursing facilities with a \$0 copay through UnitedHealthcare Healthy at Home



Meals

28 home-delivered meals when referred by a UnitedHealthcare Engagement Specialist.¹ Contact Mom's Meals[®] for details and to place meal orders after you get your referral.

Mom's Meals: **1-866-204-6111**, TTY **711**



Transportation

12 one-way rides to medically-related appointments and the pharmacy when referred by a UnitedHealthcare Engagement Specialist¹. Contact ModivCare^{™2} to schedule your trip³ after you have received your referral.

Modivcare: **1-833-219-1182**, TTY **1-844-488-9724**, or visit [modivcare.com/BookNow](https://www.modivcare.com/BookNow)



In-home personal care

6 hours of in-home personal care from a CareLinx[®] professional caregiver⁴ for tasks such as meal preparation, bathing, medication management and more. No referral required.

CareLinx: **1-844-383-0411**, TTY **711**, or visit [carelinx.com/UHC-retiree-post-discharge](https://www.carelinx.com/UHC-retiree-post-discharge)

Don't forget to follow up with your primary care provider (PCP) as soon as possible after a hospital or skilled nursing facility stay.

Questions?

Call **1-844-518-5877**, TTY **711**, 8 a.m.–8 p.m. local time, Monday–Friday.

Or visit retiree.uhc.com/trs

¹A new referral is required after every discharge to access your meal and transportation benefit.

²Modivcare may subcontract to other vendors or individuals. Subcontracting is at the discretion of Modivcare.

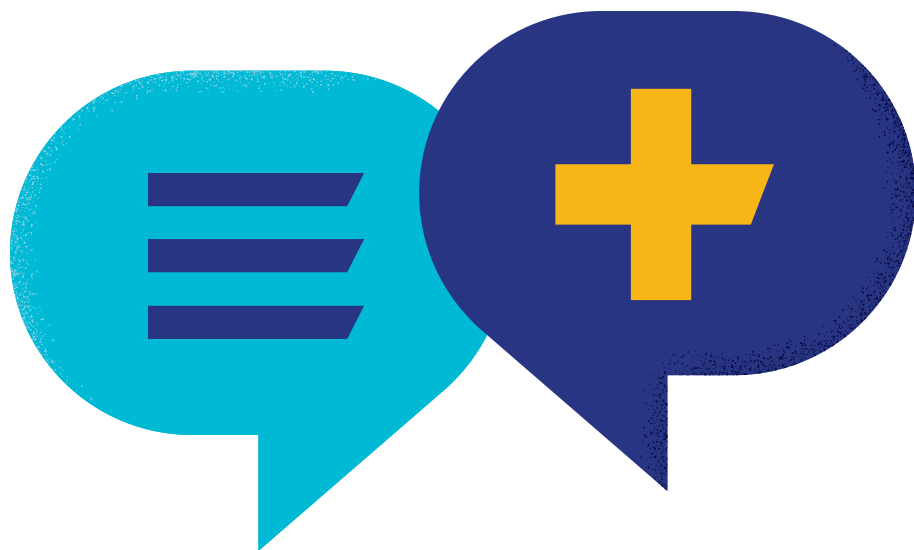
³Modivcare does not guarantee urgent requests will be met when scheduled less than 2 days in advance for standard services. Modivcare supports any language the member requires, through a third-party translator service.

⁴The 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.

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.



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

Phone: 1-855-595-8485, TTY 771, Monday through Friday: 7 a.m.–7:30 p.m. CT, Saturday: 9 a.m.–3 p.m. CT

Online: lifeline.com/uhcgroup

Please be sure to have the member address (where service will be provided), member telephone number¹, member date of birth and preferred language.

¹A customer phone number is required to enroll.

Rally Coach™ programs

Get help living a healthier, happier life with Rally Coach programs. These virtual programs are available at no additional cost.



Real Appeal®

Online lifestyle and weight loss program designed to help you gain energy, feel your best, and reduce the risk of developing health conditions. Each week you'll learn how to create healthy habits and stay motivated so you can achieve your long-term goals. Sign up if you're ready to change your health for good.

For more information about Real Appeal, call **1-844-924-7325**, TTY **711**.



Real Appeal Diabetes Prevention

Online lifestyle program designed to help you lose weight and reduce your risk of developing diabetes. The program focuses on helping you create sustainable habits, and stay accountable so you can maintain your health goals and feel your best.

For more information about Real Appeal Diabetes Prevention, call **1-844-924-7325**, TTY **711**.



Wellness Coaching

Online and live coaching support that provides access to a variety of digital health and wellness courses.

For Wellness Coaching, call **1-800-478-1057**, TTY **711**.



Quit For Life®

A tobacco cessation program designed to give you a clear path to quitting and remaining nicotine-free. Through an online dashboard, you can phone, text or chat to get the support you need.

For Quit for Life, call **1-866-QUIT-4-LIFE**, TTY **711**.

Get started today

To learn more, visit rallyhealth.com/retiree

Stay active. Stay focused. Stay you.

Renew Active® is the gold standard in Medicare fitness programs for body and mind. It's available with your plan 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, including exclusive content for Renew Active members.

- Brain health assessment
- Interactive challenges
- Recipes
- Cooking and motivational videos
- Fun and challenging games
- Access to the AARP Staying Sharp™ mobile app



Stay connected

Connect and engage with other members.

- Social activities at local health and wellness classes and events
- Access to the online Fitbit® Community for Renew Active. This allows participation in fun, friendly step challenges with other health-minded members. No Fitbit device is needed. Joining the community also provides access to Fitbit Premium™. To access Fitbit Premium, members must first join the online Fitbit Community for Renew Active.

Your code is key

Every Renew Active member has a unique confirmation code

Write it down and use it to access your gym membership, create an account on AARP Staying Sharp, join the Fitbit® Community for Renew Active, and join a class or event.

How to find your unique Renew Active confirmation code:

1. Sign in to **retiree.uhc.com**
2. Under **My Coverage** in the right-hand column, select **Access gym code** (next to View ID card)
3. Your Renew Active confirmation code starts with a letter, followed by 9 digits
4. If you are unable to sign in or have questions, please call the number on your UnitedHealthcare member ID card

Connecting you with the care and support you may need

Your mental health is important

As a UnitedHealthcare® member, you have access to many 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 who can evaluate and treat conditions including depression and anxiety, and address substance use concerns.¹



In 2023, Sanvello and AbleTo are joining together to offer a 24/7 self-paced digital program to help you build resilience with new skills and daily habits. You get access to Self Care and other AbleTo therapy programs all at the same place. Visit ableto.com/begin to start Self Care.



Personalized virtual therapy programs. AbleTo virtual therapy programs are tailored to fit your needs with a structured plan to help reduce depression, stress and anxiety.¹ Tell us about your needs and goals, and we'll match you with a compassionate licensed therapist for 1-on-1 weekly sessions. Visit ableto.com/learnmore to get started.



Ongoing mental health support. Behavioral Health includes more than 87,000 network providers to support ongoing mental health needs. Get inpatient and outpatient services including therapy, behavioral health assessment and medication management. To get started, call the Behavioral Health number on your UnitedHealthcare member ID card or visit your member website and select **Find Care**.

Questions? We're here to help.

Call the Behavioral Health number on your UnitedHealthcare member ID card for support.

¹Not all medical conditions can be treated through telehealth. The telehealth doctor or nurse practitioner will identify if you need to see an in-person doctor for treatment. Benefits and availability may vary by plan/area. Virtual visits may require a video-enabled smartphone or other device. Not for use in emergencies.

Talk to a doctor anytime

Ask questions, get a diagnosis, or get medication prescribed and sent to your pharmacy

With Virtual Doctor Visits, you can talk to a doctor by phone or video¹ from your computer, tablet or smartphone — 24/7. Register and complete a brief medical history so you're ready to go when you need care. You can request a doctor visit whenever you need one or schedule one when it's convenient for you.

Examples of when to use a Virtual Doctor Visit

May be good for

- Allergies
- Bladder/urinary tract infection
- Bronchitis
- Cough/cold
- Diarrhea
- Fever
- Migraine/headache
- Pink eye
- Rash
- Seasonal flu
- Sinus problem
- Sore throat
- Stomachache
- Quick assessment of severity
- And much more

Not good for

- Anything requiring a hands-on exam
- Anything requiring a test or X-ray
- Cancer or other complex condition
- Chronic condition
- Sprain/broken bone or injury requiring bandaging

If you're having a medical emergency, seek appropriate emergency medical assistance such as calling 911.

Ways to access Virtual Doctor Visits²

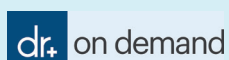
1. On your computer:

Visit uhcvirtualvisits.com and select **Choose a Medical Provider**.

2. On your tablet or smartphone:



Download the American Well app



Download the Doctor on Demand app



Download the Teladoc app or call **1-855-615-8335** to set up an account and request a visit by phone

¹Virtual visits may require video-enabled smartphone or other device. Not for use in emergencies. Data rates may apply.

²Providers listed may not be available in every area. Other providers are available in our network. Contact the Customer Service number on your member ID card for more information.

UnitedHealthcare Hearing

If you have hearing loss, you're not alone

It's estimated that 1 out of 3 people over age 65 has some degree of hearing loss.¹ Treating it early may help you improve your emotional, physical and overall health. Why wait? You can get a hearing test and prescription hearing aids as part of your plan.²

Convenient, flexible hearing solutions

Discover a wide selection of hearing aids with advanced technology available through direct delivery or an in-person hearing provider.

- **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

You have the power to choose how you get your care

- **Virtual care and direct delivery:** Get live, online appointments including remote hearing aid adjustments and follow-up visits with a licensed hearing care professional
- **In-person care:** Access to one of the largest national networks of hearing professionals with more than 7,000 locations³

Explore your options today

Take an online hearing test to determine if you have hearing loss.
Visit UHChearing.com/Retiree or call **1-866-445-2071**, TTY 711.

¹Center for Hearing and Communication. Statistics and facts about hearing loss. chchearing.org/facts-about-hearing-loss. Accessed July 2020.

²Please refer to your Evidence of Coverage for details on your benefit coverage.

³Benefits, features, and/or devices vary by plan/area. Limitations and exclusions may apply. Other hearing exam providers are available in the UnitedHealthcare network.

UnitedHealthcare member discount program

Discounts, discounts and more discounts

As a plan member, the discount program helps you save on products and services like:

- ✓ Home-delivered meals
- ✓ In-home personal care
- ✓ Theme park tickets
- ✓ Travel
- ✓ Fitness gear
- ✓ Home improvement
- ✓ Pet insurance
- ✓ Financial services
- ✓ And more

You can also get discounts on acupuncture, chiropractic, massage therapy, natural healing, physical and occupational therapy services and more through the WholeHealth Living Choices network.* Plus, save on hearing aids through UnitedHealthcare Hearing.

How it works

1. Visit uhcretireediscounts.lifemart.com.
2. Enter your email address to sign up and access your discounts. If you need assistance signing up, click **Need Help?** at the bottom of the page.
3. Select any discount to view the details and instructions. (You may be redirected to that company's website and additional registration requirements may apply.)

*Acupuncture, chiropractic, natural healing, and physical and occupational therapy discounts are not currently available in California. However, all other discounts will be available.

Discounts are available for cash paid services only and cannot be combined with chiropractic or acupuncture services if covered under your medical plan.

The products and services described are neither offered nor guaranteed under our contract with the Medicare program. In addition, they are not subject to the Medicare appeals process. Any disputes regarding these products and services may be subject to the your plan grievance process.

Questions?



1-844-518-5877, TTY 711

8 a.m.–8 p.m. local time, Monday–Friday



retiree.uhc.com/trs

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.

Refer to the Evidence of Coverage for eligibility requirements.

Real Appeal is available at no additional cost to UnitedHealthcare members on this insurance plan with a BMI of 19 and higher, subject to eligibility.

Benefits and features may vary by plan/area. The information provided through the program is for informational purposes only and provided as part of your health plan. It is educational in nature and should not substitute for medical advice.

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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. AARP® Staying Sharp® is the registered trademark of AARP. Access to Medicare's largest national gym network is based upon comparison of competitors' website data as of May 2022. 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. Participation in the brain health assessment is voluntary. Your brain health assessment responses will be kept confidential in accordance with applicable law and will only be used to provide health and wellness recommendations within the AARP Staying Sharp program.

A copay or coinsurance may apply to mental health virtual visits.

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.

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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