

UnitedHealthcare Community Plan of WA

Helping people live healthier lives.

2026 Plan Presentation

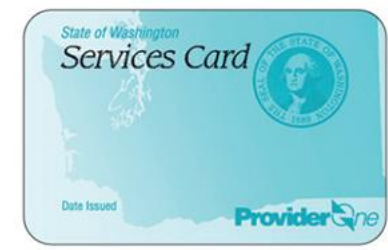
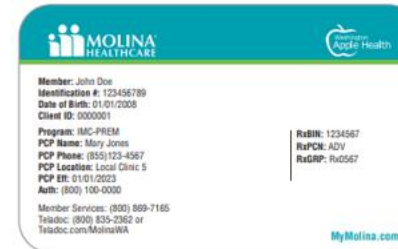
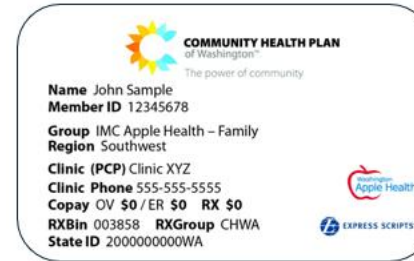


Medicaid (Apple Health)

Apple Health is Washington State’s Medicaid program, providing health coverage to about two million people.

Apple Health clients are covered by managed care organizations (MCOs), which are health insurance companies to cover each member’s care.

There are five Manage Care Organizations (MCOs) in Washington State to choose from when enrolling on to Apple Health.



Program	Single Person	2-person Household	3-person Household	4-person Household	5-person Household	6-person Household	7-person Household
Apple Health for Adults (age 19-64 years of age)	\$1,835 monthly	\$2,490 monthly	\$3,142 monthly	\$3,795 monthly	\$4,449 monthly	\$5,102 monthly	\$5,755 monthly



UHC - Apple Health IMC & BHSO Service Area

- **Apple Health Integrated Managed Care (IMC)**
A plan offering a range of physical and behavioral health benefits for pregnant women, children up to age 21, and adults who meet income requirements.
- **Behavioral Health Services Only (BHSO)**
Available to Washington residents who meet income requirements and are eligible for Washington Apple Health (Medicaid) but receive physical health services through another program. BHSO offers a range of behavioral health benefits including mental health

UnitedHealthcare Community Plan of Washington is proud to serve Clallam, Cowlitz, Grays Harbor, Island, Jefferson, King, Kitsap, Lewis, Mason, Pacific, Pierce, San Juan, Skagit, Snohomish, Thurston, Wahkiakum and Whatcom counties.



Apple Health Managed Care Benefits & Services

Covered through **Washington Health Care Authority** or other state agency:



- Transportation to appointments



- Dental care

- Eyeglasses and fitting for children (age 21 and younger)



- Gender affirming surgery



- First Steps Maternity Support Services (MSS), First Steps Infant Case Management (ICM), childbirth education, birth doulas, Substance Using Pregnant People (SUPP) program, prenatal genetic counseling, and pregnancy terminations.



- Long-Term Care Services and Supports



For questions about services administered by the state, members can call Health Care Authority Apple Health Customer Service at **1-800-562-3022**



Apple Health Managed Care Benefits & Services

Covered through UnitedHealthcare:

- Office visits for needed care, preventive care and chronic disease management
- Prescription drugs
- Maternity and newborn care
- Family planning
- Emergency care
- X-rays and laboratory services
- Specialist care
- Transhealth services & hormone therapy
- Mental health care
- Substance use disorder care
- Crisis services
- Well-child visits
- Hospitalization
- Durable medical equipment
- Vision exams
- Hearing tests



Members do not have a copay for services listed above. For a detailed list of covered and non-covered services the member should access their member handbook. This can be found at UHCCCommunityPlan.com/WA or the secure member portal.



Member ID Cards

State Issued ID Card:



UnitedHealthcare Community Plan ID Card:



Each of these benefits are available at no additional cost to the member. If a member wants more information about any of these programs, they can call UnitedHealthcare Member Services at **1-877-542-8997, TTY 711.**



We recommend that you verify in-network providers before seeking medical services or medication for UnitedHealthcare Community Plan members.

*Not verifying may result in claim denial or billing issues.



Digital Tools

Help manage your physical and mental health care needs.



Connecting Medicaid and Medicare members with the support they need

Medicare and Medicaid members may be struggling with access to food, housing, transportation, financial stability and other social drivers of health (SDOH) needs that can affect their health.

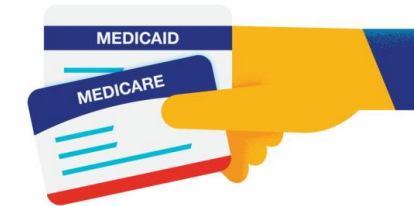
Need help connecting to:

- Resources to assist with utility bills and housing resources
- Low-cost transportation options
- Local community food resources
- Resources to help with prescription drug costs



UnitedHealthcare Community Plan (Medicaid)

- Log in to the UnitedHealthcare member portal at myuhc.com
 - If they don't have an account, they'll need to create one
- Once logged in, select Health & Wellness in the top navigation. Then, select Community Resources.



UnitedHealthcare® Medicare Advantage

- Log in to the UnitedHealthcare member portal at myuhc.com
 - If they don't have an account, they'll need to create one
- Once logged in, select "Health & Wellness" in the top navigation on the Health & Wellness page. Then, look for the "Community Resources" tile.



If members don't have access to a computer, they can call the number on the back of their member ID card.



UnitedHealthcare app for members

Download the app (Google Play or Apple Store)



Find care and pricing

Search for network providers near you, see ratings and reviews, and estimate out-of-pocket costs for different types of visits.



Check your benefits and coverage

Find copay and coinsurance amounts, view plan spending and see how your plan covers different types of care and services.



Refill prescriptions

Conveniently request refills right from the app. You can also look up drug prices and search for pharmacies near you.



View your claims

Check the status of new and past claims. See the amount billed, what your plan paid and how much you owe.



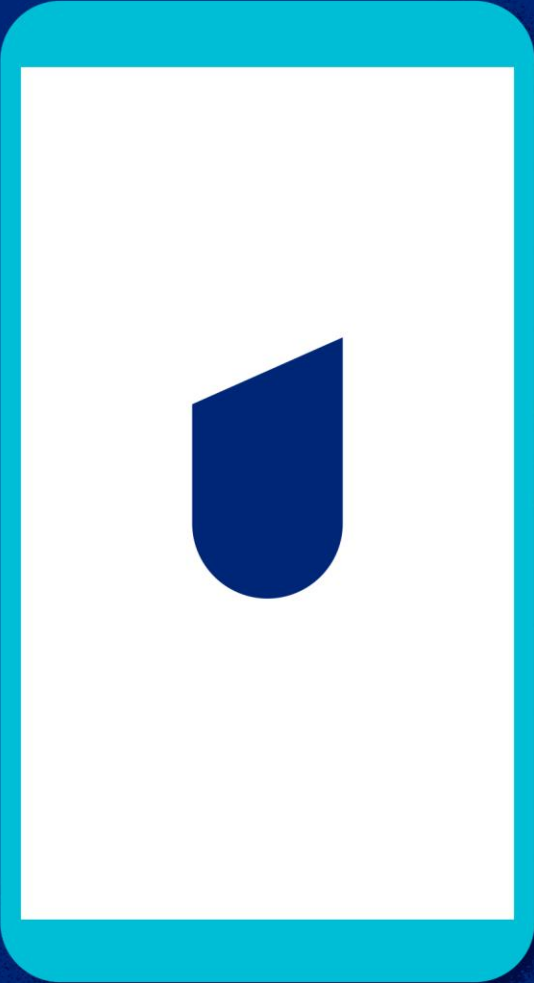
Access your plan ID cards

Easily view and show your UCard or member ID cards when you need them. Add your health plan details to your Apple Wallet or Google Wallet too.



Get virtual care

If your plan includes this benefit, you may be able to schedule a virtual visit for urgent care, routine care and more.



*Not all features are available for every plan.

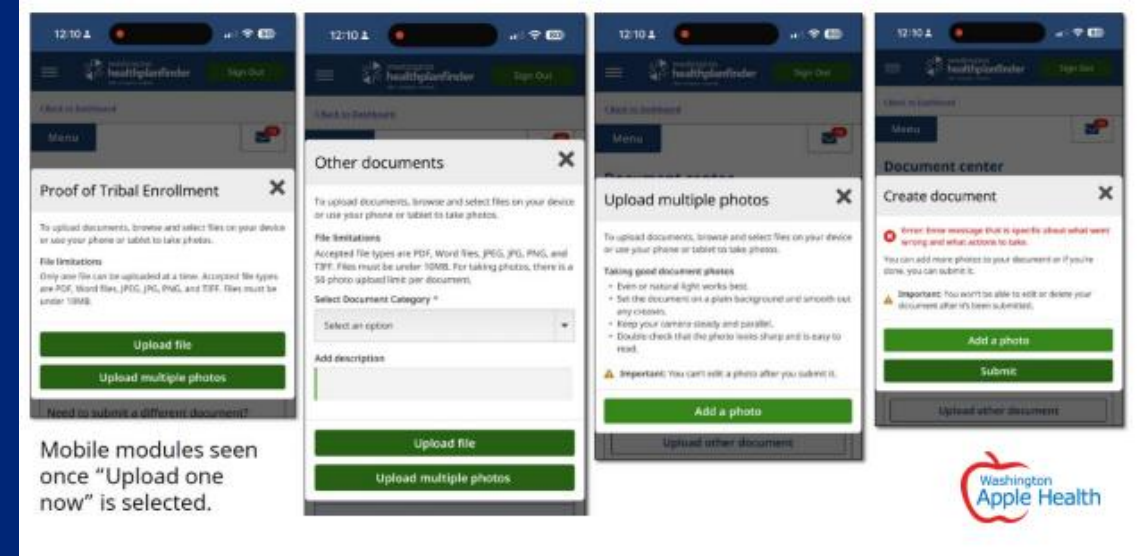


Washington Healthplanfinder™ Mobile Browser

Using your web browser to access Washington Healthplanfinder™ is the easiest way to view your health and dental coverage from a mobile device.

- Access your ProviderOne services card
- Apply, renew, or report changes
- Upload documents securely
- View coverage status (Active or In-Active Coverage)
- Find in-person help

For more information visit: <https://www.wahealthplanfinder.org>



Decommission the WAPlanfinder mobile application



Virtual Care

24/7 Virtual medical and behavioral health care



Doctor Chat

A UnitedHealthcare Community Plan member, can chat with a real doctor from their phone, tablet or computer with UHC Doctor Chat.

Download the app (Google Play or Apple Store)

Use UHC Doctor Chat when you:

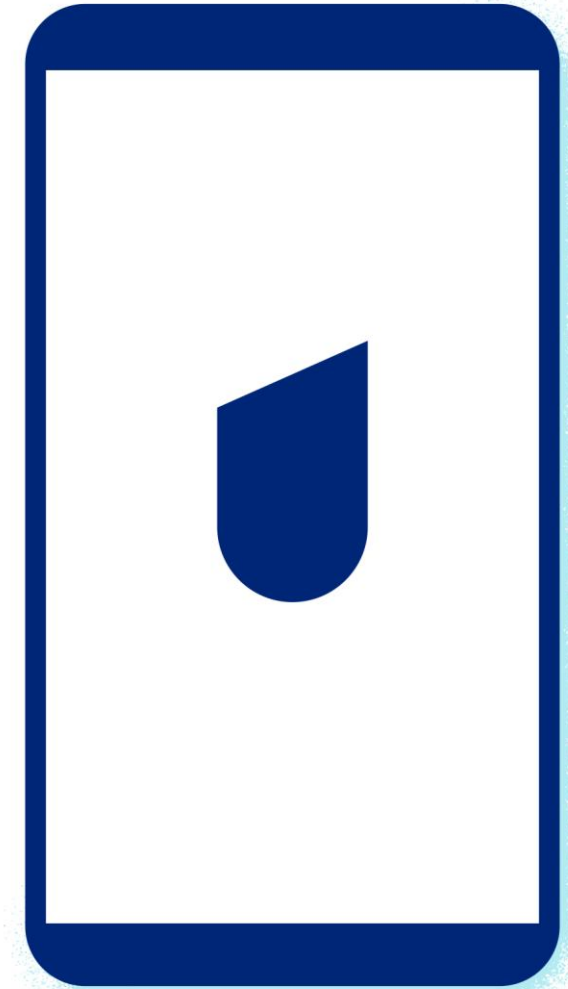
- Feel sick, but it's not an emergency**
- Have a minor injury
- Have general medical questions
- Want to refill a prescription
- (controlled substances, non-therapeutic and certain other drugs may not be available)
- Available in Spanish

Virtual Well-Child Visits

Parent/caregiver and child can meet with a pediatrician for a virtual well-child visit.

Children age 3+ needing their annual checkup.

Available at various times 7 days a week, no appointment needed.



Behavioral Health Virtual Care

Eleanor Health - Help coordinating resources for substance use disorder and physical health through care managers, plus services for long-term mental health needs

- **Website:** <https://www.eleanorhealth.com>

Forefront - Virtual psychiatric care for talk therapy and medication management

- **Website:** <https://accesstelecare.com/specialties/behavioral-health/>

BoulderCare - Treats people with substance use disorder, including opioid use disorder and alcohol use disorder

- **Website:** <https://www.boulder.care>



Extra Help for Members

Access to value-added benefits at no cost to you.





Healthy Rewards: Earn rewards for completing important preventive care visits including well-child visits, immunizations, breast cancer screening, diabetes monitoring and more. Up to \$200 per member per year. Eligible members will be notified by mail or email.



Eyeglasses: Up to \$100 for a single pair of frames and lenses every two years through March Vision's network of providers. Go to marchvisioncare.com



90-day medication fills: Option to have prescriptions mailed to a member's home or fill at their pharmacy. Limited to maintenance medications.



Boys & Girls Club membership for 6-18 years old: Boys & Girls Clubs provide a free annual membership for youth members at participating clubs. It includes after-school programs, mentoring and homework assistance. To redeem, you can present your UnitedHealthcare Community Plan ID card when registering.





Mom's Meals: People with high-risk pregnancies who are engaged with a Healthy First Steps care manager may be eligible for home-delivered meals for a two-week period after delivery. Meals are provided for the birthing person and up to four additional household members. To learn more, call **Healthy First Steps** at **1-800-599-5985**.



On My Way (OMW) program: An engaging, interactive program that helps prepare young people for real-world situations who are getting ready to live on your own. You'll learn what it takes to be independent, like finding housing, getting a good job, managing your money. Learn more at **uhcomw.com**



Transition support for jail/detention: Members transitioning out of jail/detention may receive essentials items such as hygiene kits and clothing upon leaving an incarcerated setting in addition to care coordination services. Member Services can refer incarcerated members to their assigned case manager. **Call 1-877-542-8997**.



Calm Health: is more than a wellness app — it's an evidence-based mental health app, designed to help people easily navigate to personalized mental health support. **Download the UnitedHealthcare® app.** Then find Calm Health under "Additional Benefits".

Maternity support

Nothing is more important than the health and well-being of you and your baby.

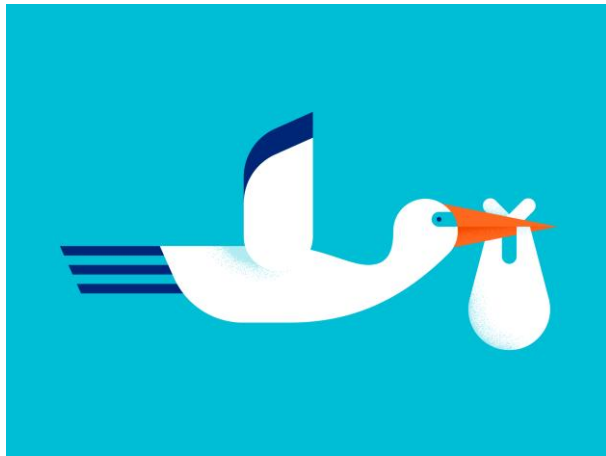


Healthy First Steps®

With Healthy First Steps, you'll earn great rewards for completing checkups on time during and after your pregnancy. Join at UHCHealthyFirstSteps.com. Breast pumps are available at no cost for eligible members.

Program Eligibility

Healthy First Steps is available for all pregnant UnitedHealthcare Community Plan members. While the program is voluntary, all pregnant members are encouraged to participate. Members may self-refer, be referred by their care provider or be identified by eligibility or claims data.



How to Self-Refer

Please submit Healthy First Steps referrals as soon as possible after your first prenatal office visit.

You can self-refer as a UnitedHealthcare member in one of two ways:

- Call our maternity specific member services team at **1-800-599-5985**
- E-mail first and last name, date of birth, and significant risk factors too maternalhealthwa@uhc.com



Other Benefits



Mom's Meals

- Families who are eligible for a case manager and stay in touch can receive Mom's Meals
- Mom's Meals offers refrigerated, ready-to-eat meals
- UHC covers 14 days worth of two meals a day for up to a total of 5 household members



Car seat

A family can choose between two car seat models per newborn to be shipped directly to them. The car seat must be ordered no later than 12 months from the date of birth. The car seat restraint system meets all applicable federal motor vehicle safety standards.

To order, **email maternalhealthwa@uhc.com**.



Babyscripts

Educational content, appointment reminders and helpful gift card rewards.

- Enrollment (\$75).
- One prenatal appointment (\$50).
- One postpartum appointment (\$25).

Download the Babyscripts™ myJourney app through the App Store or Google Play.



Care Coordination

Complex case management is a service to help members with complex or multiple health care needs get care and services.





Care Coordination

Experienced clinical staff can help coordinate care with your doctors. Coordinators are available to assist you if care coordination is needed. Our care management staff are local and meet the person “where they are”. Meeting them at their homes, in their community, wherever they prefer.

Multi-lingual: Spanish, Japanese, Chinese, Russian, Somali, Tagalog, Ukrainian, Vietnamese, Korean, and Tigrigna

How We Can Help

Our care coordinators can help:

- Assist members in navigating the health care system and acquiring self-care skills to improve functioning and health outcomes
- Provide case management services to help slow the progression of disease and disability
- Coordinate care across the continuum of physical, behavioral and oral health, and long-term services and supports
- Arrange access to integrated behavioral and physical health services, as well as appropriate community resources to support members, their families and caregivers



Care Coordination



A plan representative may suggest case management based on questions answered in your first health screening (health assessment) upon enrollment. You can ask for case management services for yourself or a family member at any time. Health care providers, discharge planners, caregivers, and medical management programs can also refer you to case management.

You must consent to case management services.

For any questions call **1-877-542-8997, TTY 711.**

- **Asthma and COPD Care.** Exams, testing and supplies are covered.
- **Diabetes Support.** Medicine, needles and more for managing diabetes.
- **Kidney Disease Care.** Dialysis, medicine and treatments are covered.
- **Mental Health.** Testing, medication and treatments are covered.
- **Residential Care.** Brief stay at a care facility while you recover from sickness or injury.

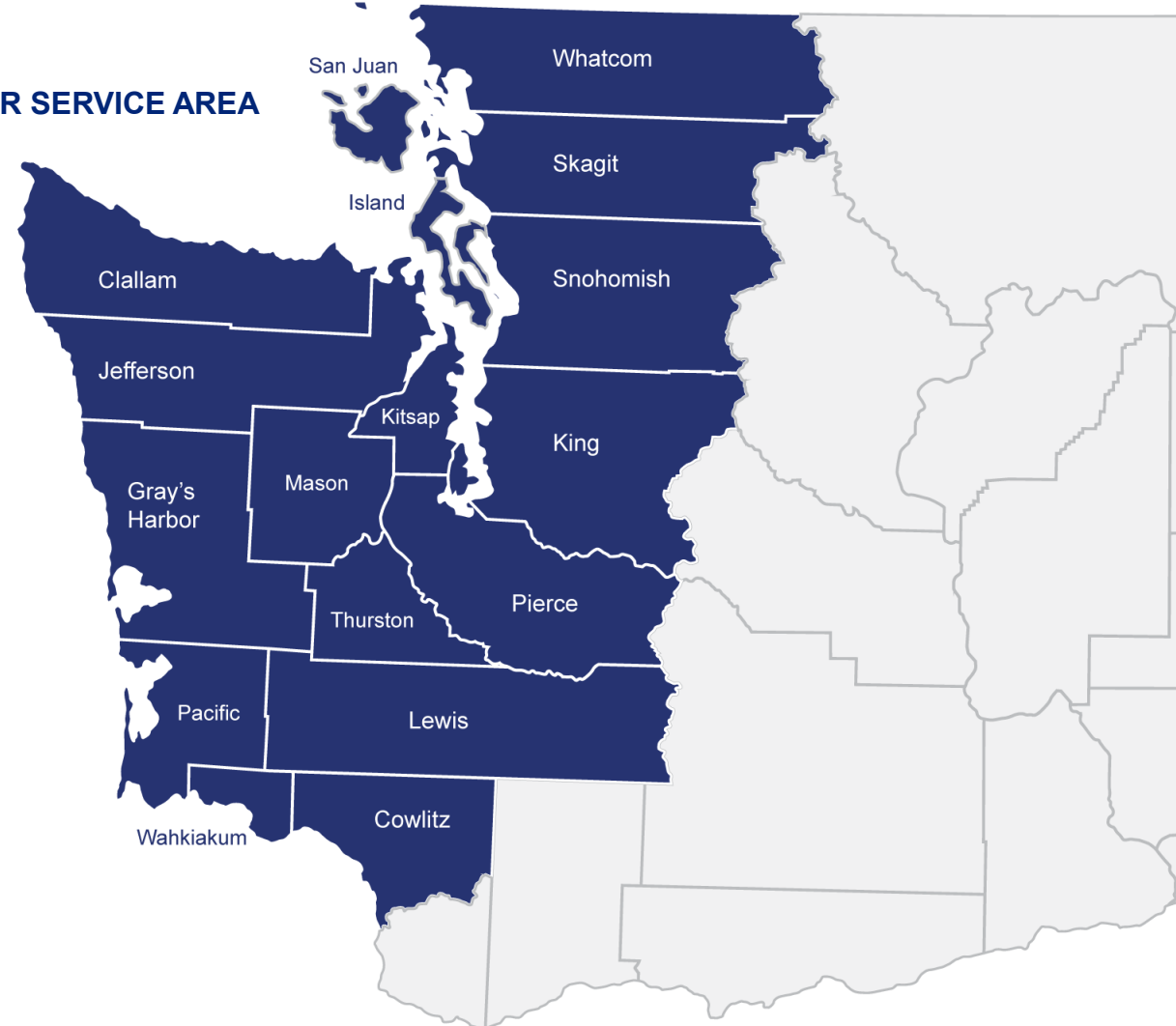


Medicaid Growth and Outreach



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OUR SERVICE AREA





Thank you.