



Denver Public Schools

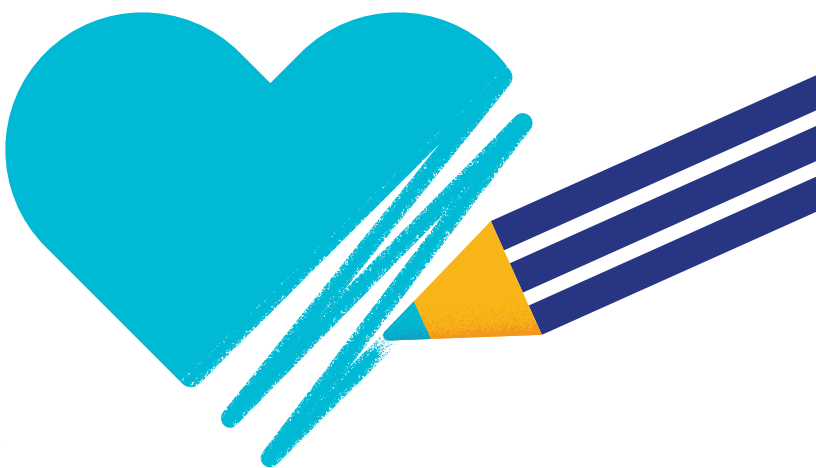
New member guide 2023–2024

United
Healthcare



In this guide, you'll find information to help you:

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Your way to a new health plan begins here

We're here to help make your health care experience easier—starting with this 7-step overview to help you select your UnitedHealthcare health plan and begin using it.

- 1 Enroll in a UnitedHealthcare plan during open enrollment
- 2 Determine the network status of your primary care physician
Select your primary care physician (PCP)
- 3 Fill all open prescriptions with Aetna prior to July 1, 2023
- 4 If your provider is in network, they will have your medical records. Discuss with your provider any prior authorizations you may need
- 5 Begin using your UnitedHealthcare health plan ID card on July 1, 2023
- 6 Create your myuhc.com[®] account
- 7 Schedule an appointment with your PCP

There's more helpful info ahead

This guide provides more details to help make the move from Aetna to UnitedHealthcare a more seamless experience.

Health plan questions?

Connect with a dedicated customer care team
Monday–Friday,
7 a.m.–10 p.m. CT.

Colorado Doctors Plan
1-844-376-0313

Choice Plus HDHP
1-866-314-0336

After you're enrolled, you can access your plan info anytime at myuhc.com.

Choose a network PCP

There are a few ways to find a network PCP or other care provider. How you go about it depends on whether you're searching before or after your plan start date.

Before your plan begins

You can look for a network PCP online or by phone:

- Go to whyuhc.com/denverpublicschools
- Call **1-844-376-0313** for the Colorado Doctors Plan, or call **1-866-314-0336** for the Choice Plus HDHP plan

After your plan begins

You can look for a network PCP online, by phone or on the app:

- Sign in to your myuhc.com account and select **Find a Provider**
- Call the number on your health plan ID card
- Sign in on the **UnitedHealthcare® app** and select **Find Care**

Learn more



Scan this code with your phone to learn more about your plan options



How to transfer your medical records and prescriptions



Medical records

If your PCP is new, you will need to have records transferred from your old primary care provider. To order your own detailed medical records, call your old PCP and request that your records are:

- Emailed to yourself
- Emailed to your new PCP
- Allow 10–15 business days for completion
- If your current PCP was found to be in network, no action is necessary as your provider will have your records on file. Make sure to discuss any authorizations you may need. Prior authorizations will need to be submitted to UHC.



Prescriptions

1 Select your preferred network pharmacy

You can choose from a variety of local and mail-order pharmacies, including:

- Walgreens
- King Soopers
- Walmart
- Optum Rx® (mail order)

2 Request a transfer

Contact your chosen pharmacy to request a prescription transfer from your previous pharmacy. You'll need to provide the:

- Name of the medication
- Name and phone number of the transferring pharmacy



How to transition your care without disruption

If you're a new UnitedHealthcare member currently receiving treatment for a specific medical condition from an out-of-network provider, we don't want to disrupt that care. Transition of Care is designed to help you continue to receive care—for a limited time—as we help you make the switch to a network provider.

Medical conditions eligible for Transition of Care include:

- Third trimester pregnancy
- Newly diagnosed or relapsed cancer currently receiving chemotherapy, radiation therapy or reconstruction
- Transplant candidates or transplant recipients in need of ongoing care
- Acute surgical care
- Chronic conditions which require active treatment



Important

You must apply for Transition of Care within 30 days of effective date of coverage. Call the number on your health plan ID card.

Medical conditions and services that do not qualify for Transition of Care include:

- Routine exams, vaccinations and health assessments
- Stable chronic conditions
- Minor illnesses, such as colds, ear infections or sore throat

Supporting your mental well-being

Whether you're in a time of greater need or want to work on personal growth, it's so important to take time to focus on your mental health and overall well-being—because how you feel matters.

Your UnitedHealthcare plan is ready to help connect you with a behavioral health specialist who can help with a variety of concerns—such as depression and anxiety, grief and loss, substance use and more—through:

- Office visits
- Virtual visits
- A mix of office and virtual visits

Learn more at [uhc.com/behavioralhealth](https://www.uhc.com/behavioralhealth).



A few things to know after you enroll

To help you prepare for your new plan—and get the most out of it once it’s active—here are some helpful things to know and do.

Before your plan begins

- If you have any prescriptions, fill all for a 30- or 90-day supply
- Transfer your medical records - see page 3

After your plan begins

- Create your myuhc.com account
- Schedule an appointment with your PCP
 - Bring your medical records or have them electronically transferred to your new PCP
 - During your visit, request a new prescription for any chronic medications
- Download the UnitedHealthcare app to see where the nearest network urgent care and emergency room facilities are located
- Explore the tools and resources available on myuhc.com:
 - Find a network provider
 - Track your deductible and out-of-pocket amounts
 - View, share and download your health plan ID card
 - Order prescriptions





We're here to help

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After you're enrolled, you can access your plan info anytime at myuhc.com.

For more information, check your plan documents.



Talk to a registered nurse 24/7

Call the number on your health plan ID card.

**United
Healthcare**



Administrative services provided by United HealthCare Services, Inc. or their affiliates.

Advocate4Me: This service should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. The information provided through the program is for informational purposes only and provided as part of your health plan. Wellness nurses, coaches and other representatives cannot diagnose problems or recommend treatment and are not a substitute for your doctor's care. Your health information is kept confidential in accordance with the law. The program is not an insurance program and may be discontinued at any time. Additionally, if there is any difference between this information and your coverage documents (Summary Plan Description, Schedule of Benefits, and any attached Riders and/or Amendments), your coverage documents govern.

The information and therapeutic approaches in this article are provided for informational and/or educational purposes only. They are not meant to be used in place of professional clinical consultations for individual health needs. Certain treatments may not be covered in some benefit plans. Check your health plan regarding your coverage of services.

This policy has exclusions, limitations and terms under which the policy may be continued in force or discontinued. For costs and complete details of the coverage, contact your broker or UnitedHealthcare sales representative.