



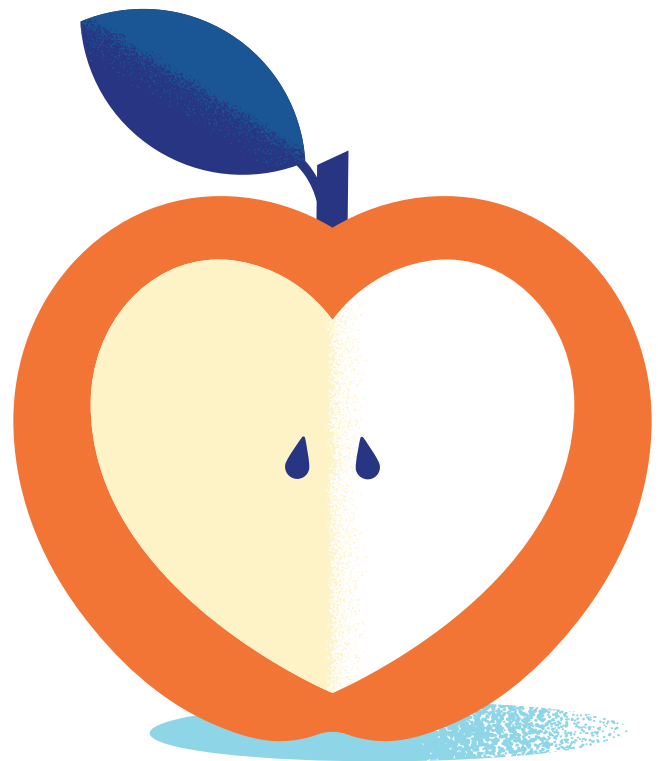
Washington

Behavioral health services only

Getting Started Guide

Look inside for:

- Getting help
- Benefits
- Getting care
- Requesting materials
- Health assessment details
- Important numbers



United
Healthcare
Community Plan



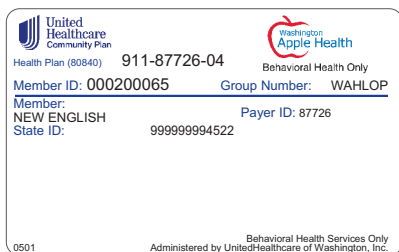
Simple for you. That's our promise.

Thank you for joining UnitedHealthcare Community Plan. We want to be sure you have all the information you need to make this the best health care experience possible. This guide will walk you through the important steps for getting started.

This plan gives you access to **behavioral health benefits only**. Behavioral health includes mental health and substance use disorder treatment services. There are no costs to you for covered benefits and services.

Do you have your member ID cards?

You will need these 2 cards when you get health care services.



This is your UnitedHealthcare Community Plan – Behavioral Health Services Only member ID card. If you have not received this card, please call us at **1-877-542-8997, TTY 711**.



This is your ProviderOne services card. If you did not receive this card, contact the Health Care Authority Customer Service at **1-800-562-3022**.

There are several ways to request a replacement:

- Visit the ProviderOne client portal website.
- Call the toll-free IVR line at **1-800-562-3022**, follow the prompts.
- Request a change online: Select the topic “Services Card.” hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/replace-my-services-card

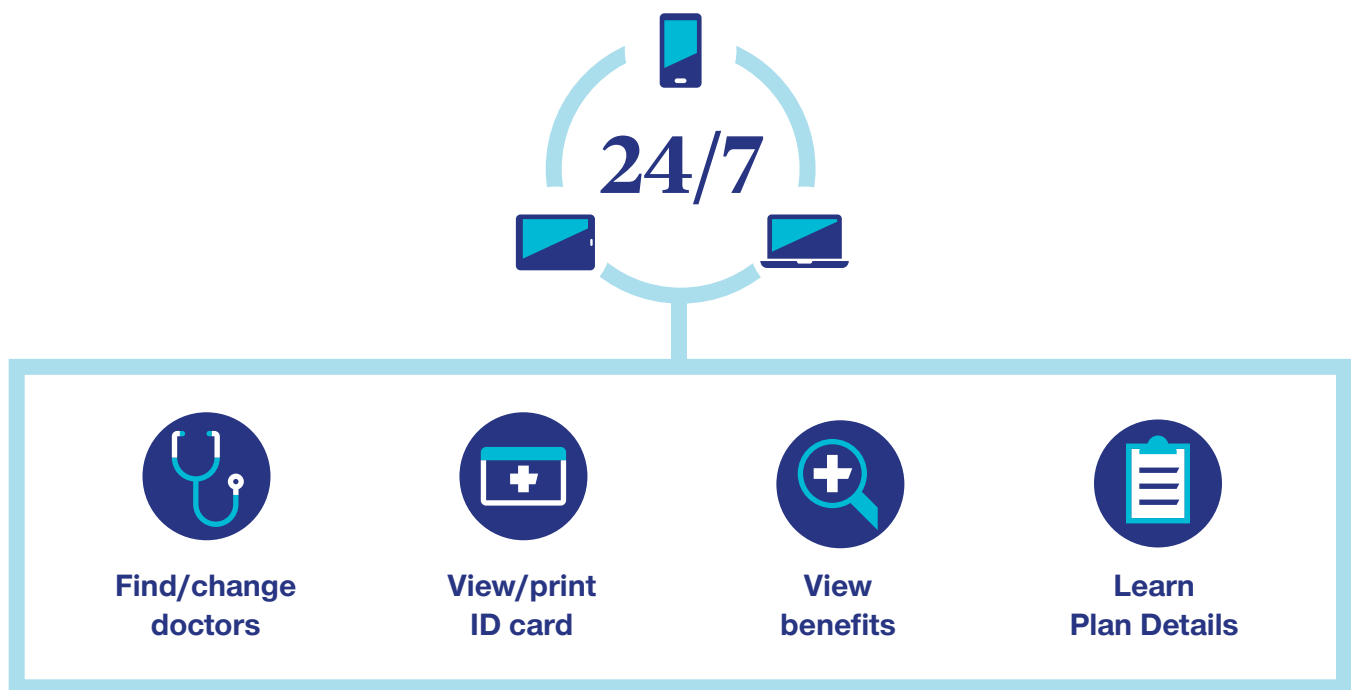
What about my physical health care benefits?

This behavioral health plan covers mental health and substance use disorder treatment services. You receive your physical health services some other way, such as Medicare, Apple Health without a managed care plan, private health insurance, or Indian Health Centers.

Get connected

We make it easy to get the information you want and need.

- **Go to UHCommunityPlan.com/wa/medicaid/bhso.** This is your secure member website. See your covered benefits, search for network providers, view your member handbook and much more.
- **Download the UnitedHealthcare mobile app.** It's designed for people on the go, and includes many of the same features as the member website. Find it at the App Store or Google Play.
- **Request a free copy of your Member Handbook or Provider Directory by mail.** Complete the form attached to the envelope included in this packet. Tear off the form, place it in the postage paid envelope, and return to us.



Need more help? Call 1-877-542-8997, TTY 711, Monday–Friday, 8 a.m.–5 p.m. If you have any questions or need help with your health plan, our member advocates are here for you. You'll also find this Member Services number on the back of your member ID card.



1-877-542-8997, TTY 711



myuhc.com/CommunityPlan



UnitedHealthcare app



Your benefits

Behavioral health services

You can get a wide range of treatments and services for mental health and substance use disorder. Many of your benefits are listed below. Full details can be found in your **Member Handbook**. You can find your Member Handbook online at myuhc.com/CommunityPlan. Or you can request a copy by calling us at **1-877-542-8997**, TTY **711**, 8 a.m.–5 p.m., Monday–Friday. There’s no cost to you for covered benefits and services.

Mental health services may include:	Substance use disorder treatment services may include:
<ul style="list-style-type: none"> • Intake evaluation • Individual, family or group treatment services • Medication management and monitoring • Peer support • Brief intervention and treatment • High intensity treatment • Therapeutic psychoeducation • Day support • Stabilization services • Rehabilitation case management • Mental health services provided in a residential setting • Special population evaluation • Psychological assessment • Crisis services • Freestanding evaluation and treatment 	<ul style="list-style-type: none"> • Assessment • Brief intervention and referral to treatment • Withdrawal management (detoxification) • Outpatient treatment • Intensive outpatient treatment • Inpatient residential treatment • Opiate substitution treatment services • Case management

You may also be eligible for additional grant funded services such as care coordination, family hardship services and recovery support services. These comprehensive community-based services supplement your current benefits. Transportation services are provided by the Washington State Health Care Authority (HCA). For more information, see page 5.

Getting care

Behavioral health services

You can find behavioral health providers at myuhc.com/CommunityPlan. Look for the “Behavioral Health” tab to search for a provider, or call Member Services at **1-877-542-8997**, TTY **711**. You do not need a referral from your PCP to see a network behavioral health provider or to access substance use disorder treatment services.

Crisis services

If you are experiencing a mental health crisis, it’s important to get help right away. A mental health crisis is a moment when someone’s behavior can put themselves or others in danger, especially if they do not get help. Crisis Line phone numbers are listed on your member ID card and on the “Important Numbers” page in this Guide. **For a behavioral health emergency, call 911 or go to the nearest emergency room.**

NurseLine

When you are not feeling well, it can be hard to make health care decisions. You may not know if you should go to the emergency room, make a doctor appointment or treat at home. An experienced nurse can give you information to help you decide. Call the NurseLine at **1-877-543-3409**, TTY **711**, any time, 24 hours a day, 7 days a week.

Telehealth

Telehealth lets you schedule a live video visit with a provider. This can be helpful if it’s hard for you to get to appointments – or if your behavioral health provider has limited availability. Some limitations apply. To learn more call **1-877-542-8997**, TTY **711**.

Transportation

Non-emergency transportation available for Apple Health members through the Washington State Health Care Authority (HCA). Transportation may be authorized if you have no other means to access care. A list of brokers who can arrange transportation can be found at www.hca.wa.gov/transportation-help.



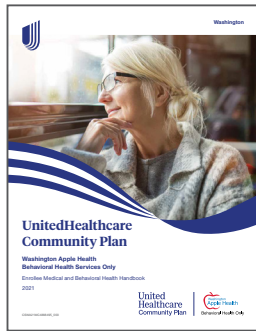
If you get a bill for covered services

Providers cannot bill you for covered services. If you get a bill you believe we should pay, call Member Services at **1-877-542-8997**, TTY **711**.



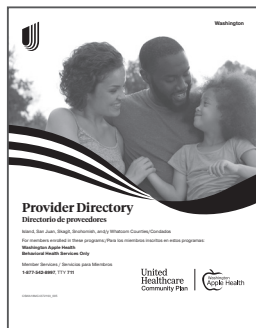
Requesting plan materials

The following materials include important details about your health plan:



Your member handbook

Your Member Handbook is full of details about your behavioral health benefits and services. It also tells about your member rights and responsibilities, advance directives and how to file a grievance or appeal.



Network provider directory

You're covered for services provided by behavioral health network providers. This list can change throughout the year. To find a provider near you visit myuhc.com/CommunityPlan or call **1-877-542-8997**, TTY **711**. Most services provided by out-of-network providers require prior authorization.

How to find these materials



- **Going online.** Register at myuhc.com/CommunityPlan. This is your secure member website.
- **Contacting Member Services.** Call toll-free **1-877-542-8997**, TTY **711** to request a free copy of materials by mail.
- **Requesting by mail.** **Complete the form attached to the envelope included in this packet.** Tear off the form, place it in the envelope, seal it and return to us.
- **Downloading the UnitedHealthcare Health4Me® mobile app.** Find it at the App Store or Google Play.

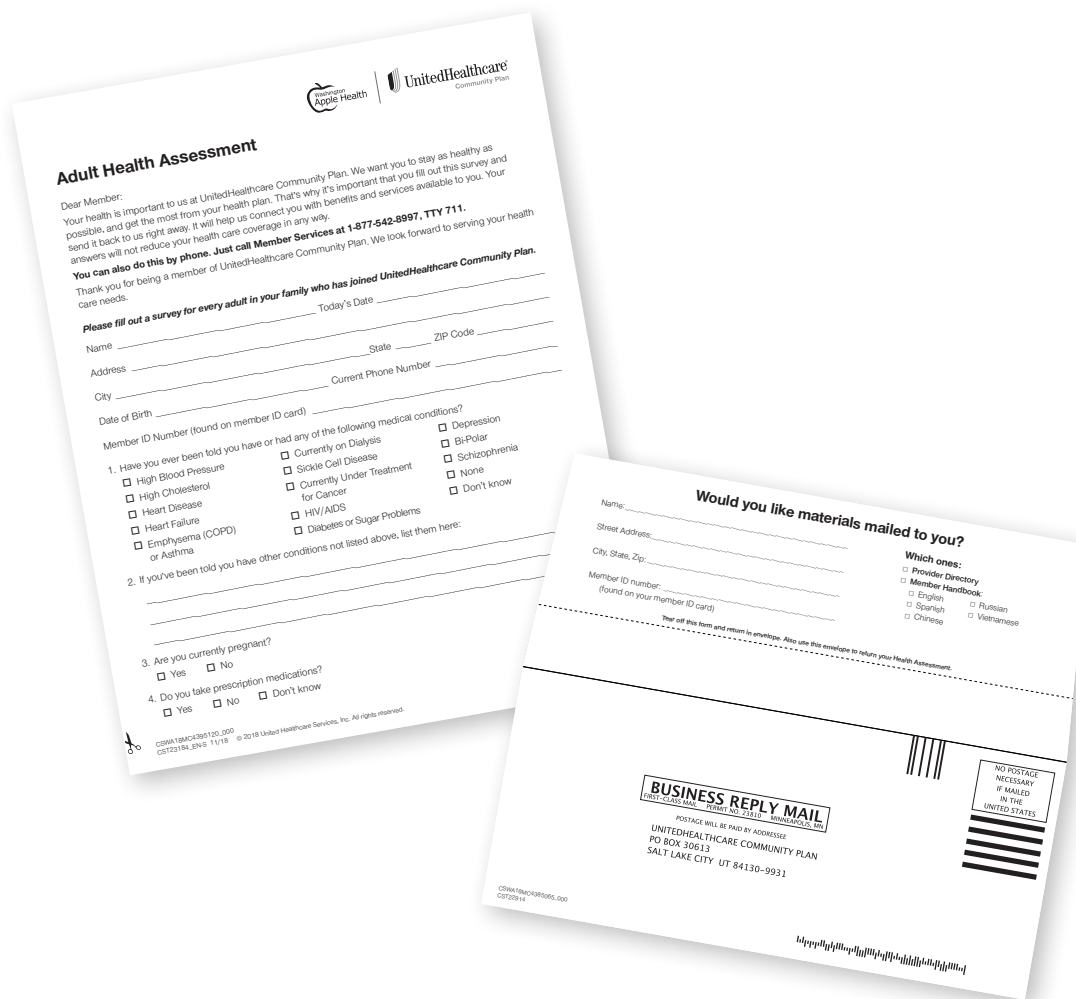
Complete your Health Assessment

A Health Assessment is a short and easy survey that asks you simple questions about your lifestyle and health. It helps us to get to know you better and match you with benefits and services. You should complete your Health Assessment within the first 30 days of becoming a member, or as soon as you can.

Complete one form for each person in your family who is a member of UnitedHealthcare Community Plan. You can use the Health Assessment form(s) included with this booklet. Or you can complete an online form at myuhc.com/CommunityPlan.

Need help completing your Health Assessment? Talk to Member Services at **1-877-542-8997**, TTY 711.

Fill out your Health Assessment and send it back to us in the return envelope included in this packet.



Important numbers

Emergency	911
Member Services	1-877-542-8997, TTY 711
8 a.m.–5 p.m., Monday–Friday	
Crisis Lines	
Available 24 hours a day, 7 days a week	
• King County	1-866-427-4747 or 206-461-3222
• Pierce County, Beacon Health Options	1-800-576-7764
• North Sound Counties	1-800-584-3578
Island, San Juan, Snohomish, Skagit and Whatcom	
• Clallam, Jefferson and Kitsap Counties	1-888-910-0416
• Thurston and Mason Counties	1-800-270-0041
• Cowlitz, Grays Harbor, Lewis, Pacific and Wahkiakum Counties	1-800-803-8833
NurseLine	1-877-543-3409, TTY 711
Available 24 hours a day, 7 days a week	
UnitedHealthcare Fraud and Abuse Hotline	1-844-359-7736
Washington Medicaid Fraud Hotline	1-360-586-8888
Washington State Health Care Authority (HCA)	1-800-562-3022
Transportation	hca.wa.gov/transportation-help
Washington Healthplanfinder	1-855-923-4633, TTY/TDD 1-855-627-9604
Renew eligibility, change address or phone number	

Additional resources

- **Washington Recovery Help Line:** 24-hour crisis intervention and referral line.
Call **1-866-789-1511**, TTY **206-461-3219**,
email **recovery@crisisclinic.org**, or visit **warecoveryhelpline.org**.
- **Substance Use Disorder Helpline:** Call **1-855-780-5955** or visit **liveandworkwell.com/recovery**.
- **Teen Link:** Teens can connect with teens during specific hours.
Call **1-866-833-6546**, email **teenlink@crisisclinic.org**, or visit **teenlink.org**.
- **National Suicide Prevention Lifeline:**
Call **1-800-273-8255**, TTY **1-800-799-4889**.





UnitedHealthcare Community Plan complies with all Federal civil rights laws that relate to healthcare services. UnitedHealthcare Community Plan offers healthcare services to all members without regard to race, color, national origin, age, disability, or sex. UnitedHealthcare Community Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. This includes gender identity, pregnancy and sex stereotyping.

UnitedHealthcare Community Plan also complies with applicable state laws and does not discriminate on the basis of creed, gender, gender expression or identity, sexual orientation, marital status, religion, honorably discharged veteran or military status, or the use of a trained dog guide or service animal by a person with a disability.

If you think you were treated unfairly because of your sex, age, race, color, disability or national origin, you can send a complaint to:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608, Salt Lake City, UTAH 84130
UHC_Civil_Rights@uhc.com

You can call or write us about a complaint at any time. We will let you know we received your complaint within two business days. We will try to take care of your complaint right away. We will resolve your complaint within 45 calendar days and tell you how it was resolved.

If you need help with your complaint, please call **1-877-542-8997**, TTY **711**, 8 a.m. – 5 p.m., Monday – Friday.

You can also file a complaint with the U.S. Dept. of Health and Human Services.

Online:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Complaint forms are available at

<http://www.hhs.gov/ocr/office/file/index.html>

Phone:

Toll-free **1-800-368-1019**, **1-800-537-7697** (TDD)

Mail:

U.S. Dept. of Health and Human Services
200 Independence Avenue SW, Room 509F, HHH Building
Washington, D.C. 20201

If you need help with your complaint, please call **1-877-542-8997**, TTY **711**.

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call **1-877-542-8997**, TTY **711**, 8 a.m. – 5 p.m., Monday – Friday.



UnitedHealthcare Community Plan cumple con todos los requisitos de las leyes Federales de los derechos civiles relativas a los servicios de los cuidados para la salud. UnitedHealthcare Community Plan ofrece servicios para los cuidados de salud a todos los miembros sin distinción de su raza, color, origen nacional, edad, discapacidad o sexo. UnitedHealthcare Community Plan no excluye a personas ni les da un tratamiento diferente basado en su raza, color, origen nacional, edad, discapacidad o sexo. Esto incluye su identificación de sexo, su estado de embarazo o el estereotipo sexual que tengan.

UnitedHealthcare Community Plan también cumple con los requisitos de las leyes estatales pertinentes y no discrimina en base a sus creencias, sexo, expresión de sexo o identidad, orientación sexual, estado civil, religión, veterano dado de alta honorablemente o por su actual condición militar o por el empleo de perros o animales entrenados como guías o para servicios necesarios para una persona con una discapacidad.

Si usted piensa que ha sido tratado injustamente por razones como su sexo, edad, raza, color, discapacidad u origen nacional, puede enviar una queja a:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608, Salt Lake City, UTAH 84130

UHC_Civil_Rights@uhc.com

Usted puede llamarnos o escribirnos sobre una queja en cualquier momento. Le informaremos que recibimos su queja dentro de dos días hábiles. Trataremos de atender su queja de inmediato. Resolveremos su queja dentro de 45 días calendario y le informaremos cómo se resolvió.

Si usted necesita ayuda con su queja, por favor llame al **1-877-542-8997**, TTY **711**, de 8 a.m. a 5 p.m., de lunes a viernes.

Usted también puede presentar una queja con el Departamento de Salud y Servicios Humanos de los Estados Unidos.

Internet:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Formas para las quejas se encuentran disponibles en:

<http://www.hhs.gov/ocr/office/file/index.html>

Teléfono:

Llamada gratuita, **1-800-368-1019**, **1-800-537-7697** (TDD)

Correo:

U.S. Department of Health and Human Services
200 Independence Avenue SW, Room 509F, HHH Building
Washington, D.C. 20201

Si necesita ayuda para presentar su queja, por favor llame al **1-877-542-8997**, TTY **711**.

Ofrecemos servicios gratuitos para ayudarle a comunicarse con nosotros. Tales como, cartas en otros idiomas o en letra grande. O bien, puede solicitar un intérprete. Para pedir ayuda, por favor llame al **1-877-542-8997**, TTY **711**, de 8 a.m. a 5 p.m., de lunes a viernes.

English:

If the enclosed information is not in your primary language, please call UnitedHealthcare Community Plan at **1-877-542-8997, TTY 711.**

Hmong:

Yog cov ntaub ntawv no tsis yog sau ua koj hom lus, thov hu rau UnitedHealthcare Community Plan ntwam 1-877-542-8997, TTY 711.

Samoan:

Afai o fa'amatalaga ua tuuina atu e le'o tusia i lau gagana masani, fa'amolemole fa'afesoota'i mai le vaega a le UnitedHealthcare Community Plan ile telefoni 1-877-542-8997, TTY 711.

Russian:

Если прилагаемая информация представлена не на Вашем родном языке, позвоните представителю UnitedHealthcare Community Plan по тел. 1-877-542-8997, телетайп 711.

Ukrainian:

Якщо інформацію, що додається, подано не Вашою рідною мовою, зателефонуйте представнику UnitedHealthcare Community Plan за телефоном 1-877-542-8997, телетайп 711.

Korean:

동봉한 안내 자료가 귀하의 모국어로 준비되어 있지 않으면 1-877-542-8997, TTY 711로 UnitedHealthcare Community Plan에 전화하십시오.

Romanian:

Dacă informațiile alăturate nu sunt în limba dumneavoastră principală, vă rugăm să sunați la UnitedHealthcare Community Plan, la numărul 1-877-542-8997, TTY 711.

Amharic:

ተያይዞ ያለው መረጃ በቋንቋዎ ካልሆነ፣ እባክዎ በሚከተለው ስልክ ቁጥር ወደ UnitedHealthcare Community Plan ይደውሉ፡-1-877-542-8997፣ መስማት ለተሳናቸው/TTY: 711

Tigrinya:

ተተሓሔተ ዘሎ ሓበሬታ ብቋንቋኹም እንተዘይኮይኑ፣ ብኽብረትኩም በዚ ዝስዕብ ቁጽሪ ስልኪ ናብ UnitedHealthcare Community Plan ደውሉ፡ 1-877-542-8997፣ ንፀማማት/TTY:711

Spanish:

Si la información adjunta no está en su lengua materna, llame a UnitedHealthcare Community Plan al 1-877-542-8997, TTY 711.

Lao:

ຖ້າຂໍ້ມູນທີ່ຕິດຄັດມານີ້ບໍ່ແມ່ນພາສາຕົນຕໍ່ຂອງທ່ານ, ກະລຸນາໂທຫາ UnitedHealthcare Community Plan ທີ່ຈຳນວນ 1-877-542-8997, TTY:711.

Vietnamese:

Nếu ngôn ngữ trong thông tin đính kèm này không phải là ngôn ngữ chính của quý vị, xin gọi cho Unitedhealthcare Community Plan theo số 1-877-542-8997, TTY 711.

Traditional Chinese:

若隨附資訊的語言不屬於您主要使用語言，請致電 UnitedHealthcare Community Plan，電話號碼為 1-877-542-8997（聽障專線 (TTY) 為 711）

Khmer:

ប្រសិនបើព័ត៌មានដែលភ្ជាប់មកនេះមិនមែនជាភាសាដើមរបស់អ្នកទេ សូមទូរស័ព្ទមកកាន់ UnitedHealthcare Community Plan ឬលេខ 1-877-542-8997 ឬប្រើអ្នកឆ្លង TTY: 711។

Tagalog:

Kung ang nakalaking impormasyon ay wala sa iyong pangunahing wika, mangyaring tumawag sa UnitedHealthcare Community Plan sa 1-877-542-8997, TTY 711.

Farsi:

در صورت اینکه اطلاعات پیوست به زبان اولیه شما نمیباشد، لطفاً با UnitedHealthcare Community Plan با این شماره تماس حاصل نمایید: 1-877-542-8997 وسیله ارتباطی برای ناشنویان TTY: 711