

Key Resources for Your UnitedHealthcare Community Plan Patients

UnitedHealthcare Community Plan of Pennsylvania is your partner in connecting members with benefits and services to help them stay healthy.

Extra help when members need it

Healthy First Steps – Pregnancy support

Healthy First Steps offers members education, appointment reminders and rewards for making important doctor visits. Providers who submit the initial Obstetrical Needs Assessment Form (ONAF) within five days of a member's first OB-GYN appointment are eligible for incentives. ONAFs can be submitted through the OB Cloud or by faxing to 877-693-3913. Incentives are also available for postpartum visits completed seven to 84 days post-delivery. Providers should fax a copy of the postpartum visit to 855-815-5428.

NurseLine

We have registered nurses available to help members covered by our health plan. The nurses can answer questions and help direct members to care.

Get started: Members can call NurseLine 24 hours a day, seven days a week:

- Health Choices: **844-222-7341**
- Children's Health Insurance Program (CHIP): **877-440-0253**

Opioid use disorder (OUD)

We're confronting the opioid epidemic at every angle. We have licensed clinicians available to assist members and providers with OUD resources.

Services include providing referrals to Centers of Excellence, medication-assisted treatment (MAT) and helping link members to behavioral health services. We've also created a statewide Opioid Advisory Board to help UnitedHealthcare Community Plan of Pennsylvania as we work to respond to the opioid epidemic in a holistic manner.

Get started: You and your patients can reach an OUD clinician by calling the Special Needs Unit (SNU) at **877-844-8844**, 8 a.m. to 5 p.m. Eastern Time, Monday through Friday.

Smoking cessation

UnitedHealthcare Community Plan members have up to 70 visits for tobacco cessation counseling per year. We also cover products and medication to help members quit tobacco with no prior authorizations for generic products within quantity limits.

Get started: Members can call **800-QUIT NOW** or go to pa.quitlogix.org.

Special Needs Unit (SNU)

Our team of highly experienced staff is available to directly assist members and care providers with a wide range of needs. We also have programs that can provide community health workers and care managers. You can access these programs directly through the SNU. These resources can help members with challenges that may affect their overall health, such as care transitions, medication management and finding community resources.

Get started: You and your patients can call the SNU at **877-844-8844**, 8 a.m. to 5 p.m. Eastern Time, Monday through Friday.



Online and mobile tools

Health4Me™

Health4Me is a free mobile app that allows members to access key information on the go. Members can search for nearby doctors, view the member handbook or access their member ID card.

Resources for children and youth

Early and Periodic Screening, Diagnosis and Treatment (EPSDT) screenings and education

Our EPSDT efforts help improve member wellness and ensure children get the right screenings, at the right time. We educate and support our members to help them stay up-to-date on these services.

Get started: Search for EPSDT articles in our provider bulletins on UHCprovider.com > Resource Library > [News](#).

Lead and Environmental Lead Investigation

Children are required to have a venous blood screening for lead by age 12 months and again at 24 months. If you determine a child's lead levels are elevated (greater than 5 micrograms per deciliter), you can refer for an Environmental Lead Investigation with Accredited Environmental Technologies (AET).

Get started: You can make direct referrals to AET by calling 800-969-6238, 8 a.m. to 4 p.m. Eastern Time, Monday through Friday. You can download the referral form online at UHCprovider.com/PACommunityplan > [Bulletins and Newsletters](#) > Current News, Bulletins and Alerts > AET Lead Screening Referral Form.

Provider information

On-demand training

We give care providers unlimited access to on-demand education and training videos.

Get started: Go to our new education platform at UHCprovider.com/training.

UHCprovider.com

UHCprovider.com is a single home page for the latest news, policy information and access to Link self-service tools for care providers. This site provides Quick Links, Service Links and support resources.

KidsHealth®

KidsHealth.org is a free online resource with articles and videos on hundreds of topics, including asthma, diabetes, nutrition and exercise.

UnitedHealthcare and Sesame Street®

Through our partnership with Sesame Street, we use colorful, yet fun and engaging, resources to keep our youngest members learning about living healthy lives.

Get started: To access the resources, contact the UnitedHealthcare Quality team at **800-385-7978**, 8 a.m. to 5 p.m., Monday through Friday.

UnitedHealthcare On My Way

On My Way (OMW™) is a fully interactive application for a smart phone or tablet that walks members, ages 14 to 26, through tracks for learning about the transition to adulthood. The tracks include housing, education, health care and finance. Any individual can access OMW, as long as they have a valid email account.

Get started: Begin the journey at uhc.OMW.com.

Quality Rewards program

This program recognizes and rewards care providers who excel in delivering high-quality, cost-effective care to our members. Preferred providers receive cash incentives, administrative benefits and prior authorization relief for some services. We also provide tools and support to help you succeed.

Learn more: Find more information at UHCprovider.com/PACommunityplan > Quality Rewards Program.