

# UnitedHealthcare Connected (Medicare-Medicaid Plan) Flexible benefits, Rewards and Incentives

Effective Jan. 1, 2021

To help our members lead healthier lives, we offer flexible benefits, rewards and incentives at no cost to UnitedHealthcare Connected (Medicare-Medicaid Plan) members who live in the community or in a nursing facility. These benefits are outlined in the following chart.

## Incentive gift cards

For all the Incentive Gift Cards, after completing the wellness visit, members can go to [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan), sign in and click on the Health and Wellness tab. Then, follow the link for Member Rewards to complete the correct attestation forms, so we can mail their gift card. Or, members can call Member Services to complete the attestation over the phone or request a redemption card.

## We're here to help

If your patient, who is a UnitedHealthcare Connected (Medicare-Medicaid Plan) member, has questions about any of these incentives, they can call Member Services at 800-256-6533 or their case manager for assistance. If you have questions, please call Provider Services at 888-887-9003. Thank you.

Flexible Benefit, Reward or Incentive	Description	How It Works	Eligible Members
Activity Book	Members receive activity books with a pack of colored pencils to color or do word searches, crossword puzzles or Sudoku.	The member can call Member Services, Customer Service, their case manager or member advocate to request adult activity books.	<ul style="list-style-type: none"> <li>Community</li> <li>Nursing Facility</li> </ul>
Assistance for Members Who Have Severe Asthma or COPD	Members who have been diagnosed with severe asthma or COPD receive one hypoallergenic mattress cover and one hypoallergenic pillowcase per year.	The member's case manager can assist them in obtaining the mattress cover and pillowcase. There must be documentation/referral from an in-network care provider indicating a diagnosis of severe asthma or COPD.	<ul style="list-style-type: none"> <li>Community</li> </ul>

Flexible Benefit, Reward or Incentive	Description	How It Works	Eligible Members
Extra Dental Services	<p>\$1,000 maximum annual benefit to cover these extra dental services:</p> <ul style="list-style-type: none"> <li>• One routine exam and cleaning</li> <li>• Full-mouth X-ray</li> <li>• Dentures, denture repair, scaling and root planing, if medically necessary</li> </ul> <p>Discounted fees are available to members for non-covered services.</p>	<p>The member's case manager can assist them in finding an in-network dental care provider, which is required for extra dental services. Use billing codes D0120, D0140, D0150, D0160, D0210, D0220, D0230, D0270, D0272, D0273, D0274, D0277, D0330, D1110, D1206, D1208, D1310, D1354, D2140, D2150, D2160, D2161, D2330, D2331, D2332, D2335, D2391, D2392, D2393, D2394, D2510, D2520, D2530, D2542, D2543, D2544, D2610, D2620, D2630, D2642, D2643, D2644, D2740, D2750, D2751, D2752, D2790, D2791, D2792, D2794, D2920, D2940, D2949, D2950, D2954, D3110, D3120, D3310, D3320, D3330, D4341, D4342, D4355, D4381, D4910, D5110, D5120, D5130, D5140, D5212, D5213, D5214, D5221, D5222, D5225, D5226, D5410, D5411, D5421, D5422, D5511, D5512, D5520, D5611, D5612, D5621, D5622, D5630, D5640, D5650, D5660, D5730, D5731, D5740, D5741, D5750, D5751, D5760, D5761, D5850, D5851, D6210, D6211, D6212, D6214, D6240, D6241, D6242, D6245, D6740, D6750, D6751, D6752, D6790, D6791, D6792, D6794, D6930, D7111, D7140, D7210, D7250, D7310, D7311, D7320, D7321, D7510, D7511, D7880, D9110, D9219, D9222, D9223, D9230, D9239, D9243, D9910, D9943, D9944</p>	<ul style="list-style-type: none"> <li>• Community (ages 21 and older and not on a Medicaid waiver)</li> <li>• Nursing facility (ages 21 and older and not on a Medicaid waiver)</li> </ul>
Extra Foot (Podiatry) Services	<p>Members with a diabetes diagnosis may request two pairs of full-length foot insoles to help ease pain and reduce risk of injury.</p>	<p>The member may contact Customer Service, their case manager or a member advocate to request the diabetic insoles.</p>	<ul style="list-style-type: none"> <li>• Community (ages 18 and older, and not bed-bound)</li> </ul>

Flexible Benefit, Reward or Incentive	Description	How It Works	Eligible Members
Extra Vision Services	<p>Maximum benefit of up to \$105 every two years towards upgrades for frames, lenses or contacts not covered by the Medicaid benefit.</p> <p>Any remaining allowance may be used for replacement frames and lenses due to loss, theft or damage.</p>	<p>The member's case manager can assist them in finding an in-network vision care provider, which is required for extra vision services.</p> <p>Extra vision services cannot be used for a second or spare pair of glasses or contact lenses.</p> <p>Use vision billing codes V2500, V2501, V2502, V2503, V2510, V2511, V2512, V2513, V2520, V2521, V2522, V2523, V2530, V2531 and CPT® code 92310</p>	<ul style="list-style-type: none"> <li>• Community (ages 21 and older)</li> <li>• Nursing facility (ages 21 and older)</li> </ul>
Help Getting A Ride	<p>When the Texas Medical Transportation Program (MTP) or Medical Transportation Management (MTM) are not available, we can arrange non-emergent transportation to medical appointments and pharmacies.</p>	<p>The member's case manager can help them arrange a ride, which is limited to 8 one-way trips per year when the state vendor is not available.</p> <p>One-way trips 75 miles or more require prior approval.</p>	<ul style="list-style-type: none"> <li>• Community</li> <li>• Nursing facility</li> </ul>
Home-Delivered Meals	<p>A member can receive up to 12 home-delivered meals for 2 weeks, with a maximum of 24 meals for 4 weeks each year, after getting out of a hospital or nursing facility or when a doctor asks as part of a supervised program to ease the effects of a chronic illness.</p>	<p>The member may contact Customer Service, their case manager or a member advocate to assist them in finding an in-network home delivered meal provider.</p>	<ul style="list-style-type: none"> <li>• Community (not in a Waiver)</li> </ul>
Incentive Gift Card for A1c Blood Test	<p>\$25 gift card to Walmart or CVS</p>	<p>Members with a diabetes diagnosis receive a \$25 Walmart or CVS gift card for completing their A1c blood test with an in-network provider. This is limited to once per year.</p>	<ul style="list-style-type: none"> <li>• Community</li> <li>• Nursing Facility</li> </ul>

Flexible Benefit, Reward or Incentive	Description	How It Works	Eligible Members
Incentive Gift Card for Cervical Cancer Screening	\$25 gift card to Walmart or CVS	Female members, ages 21 to 64, receive a \$25 Walmart or CVS gift card for completing their cervical cancer screening with an in-network provider. This is limited to once per year.	<ul style="list-style-type: none"> <li>• Community</li> <li>• Nursing Facility</li> </ul>
Incentive Gift Card for Diabetic Eye Exam	\$25 gift card to Walmart or CVS	Members with a diabetes diagnosis receive a \$25 Walmart or CVS gift card for completing their diabetic eye exam with an in-network provider. This is limited to once per year.	<ul style="list-style-type: none"> <li>• Community</li> <li>• Nursing Facility</li> </ul>
Incentive Gift Card for Mammogram	\$25 gift card to Walmart or CVS	Female members, ages 59 to 74, with average risk for breast cancer, receive a \$25 Walmart or CVS gift card for completing their mammogram with an in-network provider. This is limited to once per year. order to obtain the gift card.	<ul style="list-style-type: none"> <li>• Community</li> <li>• Nursing Facility</li> </ul>
Incentive Gift Card for Wellness Check	\$25 gift card to Walmart or CVS	Members receive a \$25 Walmart or CVS gift card for completing their wellness visit with an in-network provider. This is limited to once per year.	<ul style="list-style-type: none"> <li>• Community</li> </ul>
liveandworkwell.com	This website offers access to mental health and substance use self-help programs, interactive tools, educational resources and in-network care provider searches. The site is also available in Spanish.	Members can register at <b>liveandworkwell.com</b> or call Customer Service at <b>800-256-6533</b> to obtain an access code.	<ul style="list-style-type: none"> <li>• Community</li> </ul>
Nursing Facility Welcome Kit	Eligible members entering a nursing facility will receive a welcome kit, which includes: <ul style="list-style-type: none"> <li>• Gripper socks</li> <li>• Shower cap</li> <li>• Water bottle/ coffee cup</li> <li>• Lighted magnifier</li> <li>• Nightlight</li> <li>• Reusable bag</li> </ul>	The member will receive a welcome kit directly from their assigned service coordinator at the nursing facility. Limited to one kit, at the time of admission, per fiscal year.	<ul style="list-style-type: none"> <li>• Nursing facility</li> <li>• Excludes members in a skilled nursing facility</li> </ul>