As a care provider, you make sure your patients are getting the preventive care they need, when they need it. We want to help complement your efforts, which is why we offer a wide range of health and wellness programs as added services for UnitedHealthcare Medicare Advantage plan members.¹

This guide includes more detail about our available member programs and contact information if you feel a patient might be a good fit for one — or more — of these resources. As always, please reach out to your UnitedHealthcare representative if you have any questions. We’re here and ready to help support your plans of care.

Contents:

**Disease Management**
Diabetes Healthcare Navigator ................................................................. 1

**Health and Wellness**
*hi HealthInnovations®* ................................................................. 1
HouseCalls® ................................................................. 2
NurseLine ................................................................. 2
Fitness Programs ................................................................. 2
Renew by UnitedHealthcare ................................................................. 3

**Member Support**
My Advocate™ ................................................................. 4

**Prescription Drugs**
OptumRx® ................................................................. 4
Pharmacy Saver ................................................................. 4

**Preventive Screenings**
Colon Cancer Screening ................................................................. 5

¹ Eligibility for the programs included in this guide may vary by health plan. To confirm eligibility for a particular program, please call the Customer Service number on the member’s health plan ID card.
Disease Management

**Diabetes Healthcare Navigator**

The Diabetes Healthcare Navigator program is for UnitedHealthcare Medicare Advantage plan members with diabetes who may be at risk for complications such as hypertension, vision loss and kidney disease. Members are eligible for the program if they’ve been diagnosed with diabetes, have an A1C level of 7.5 percent or greater, and have:

- Concerns about their diabetes or an interest in knowing more about diabetes care
- Questions about their diabetes medications
- Identified preventive care opportunities or barriers to care

If you have a patient who may qualify and benefit from speaking with a representative from our team, please send a secure email with the subject line “Provider Candidate for DHN Program” to dhnreferrals@optum.com and include this member information:

- First and last name
- Gender
- UnitedHealthcare Medicare Advantage member ID number
- State of residence
- Date of birth
- Phone number
- Most recent A1C and blood pressure values and date they were collected — please note if value and/or collection date is unknown

Additionally, please include:

- Name of person referring member to the program and reason for referral/program eligibility
- Member’s care provider name, address, phone number and provider group

If you’d like to refer multiple patients, please first send us information for those with an A1C level of 9 percent or greater, or members who were recently hospitalized due to diabetes complications.

Health and Wellness

**hi HealthInnovations®**

hi HealthInnovations provides custom-programmed digital hearing aids to UnitedHealthcare Medicare Advantage plan members for a copay ranging between $0 and $380 each depending on a plan member’s health plan and model chosen.

The hearing aid program includes:

- Daily Q&A phone sessions with hearing experts
- Toll-free support from product specialists
- In-person support in many cities
- On-demand video chat and FaceTime support
- How-to videos and communications tips
- 70-day money back guarantee
- For no additional cost, programming adjustments through our Service Center, if needed — shipping rates may apply
- One 10-pack of batteries, two sets of tubes and tips or ear hooks per hearing aid, and cleaning tools and drying agents at no additional cost

To learn more, visit hihealthinnovations.com/medicare or call 855-523-9355.

*hi HealthInnovations Disclaimer: hi HealthInnovations is not available with all plans. Please call hi HealthInnovations at 855-523-9355, 9 a.m. – 5 p.m. Central Time, Monday – Friday, for more information.*
Health and Wellness (continued)

HouseCalls℠
HouseCalls was created to help complement UnitedHealthcare Medicare Advantage plan members’ primary care through a yearly in-home clinical visit with one of our health care practitioners. Our 45-to 60-minute HouseCalls visits are available to UnitedHealthcare members who live in a HouseCalls service area and are enrolled in a participating health plan — even to those who see their doctor regularly. Best of all, there’s no additional cost to the member for using this service.

For referral information, please visit UHCHouseCalls.com.

NurseLine
With NurseLine, UnitedHealthcare Medicare Advantage plan members can speak with a registered nurse whenever a health question arises — 24 hours a day, seven days a week. Nurses can discuss possible treatment options, help members decide where to go for care, and give self-care tips for a wide range of health concerns including colds and flu.

NurseLine is available at 877-365-7949, TTY 711.

Fitness Programs
Optum® Fitness Advantage
With Optum Fitness Advantage, members enrolled in eligible UnitedHealthcare Medicare Advantage plans can visit any participating fitness center at no additional cost to them. They’ll get access to a variety of exercise classes, workout equipment and social activities — making it easier to help keep a fitness routine fresh and fun.

To find a participating fitness center, members can go to fitnessadvantage.optum.com or call the number on the back of their health plan ID card.

SilverSneakers® Fitness
SilverSneakers Fitness may help Medicare Advantage plan members maximize their health and maintain their independence through a variety of local wellness offerings. Participants may have access to more than 14,000 participating fitness facilities nationwide, and are encouraged to attend group community gatherings and social activities.

For more information, visit silversneakers.com or call 888-423-4632, TTY 711, 8 a.m. – 8 p.m. Eastern Time, Monday – Friday.
Health and Wellness (continued)

Renew by UnitedHealthcare

We created the Renew by UnitedHealthcare Health & Wellness Experience just for our Medicare Advantage and Prescription Drug plan members¹ to help inspire, educate and reward them for taking charge of their health, while reinforcing the care you provide. It's offered at no additional cost to members, and provides access to a wide range of online tools and resources including:

- Educational health and wellness articles
- Interactive quizzes and brain games
- Healthy recipes
- Health-related videos and self-driven courses on topics such as managing diabetes and finding happiness
- Positivity-focused articles, photo gallery, coloring pages and music streaming
- Rewards for completing certain health care activities — see “Renew Rewards” section below for details

Through these materials, plan members are encouraged to take an active role in their health and wellness, get their preventive screenings and tests on time, address concerns about chronic conditions, and much more.

To get started, plan members can sign in to their health plan website listed on the back of their member ID card. Once there, they can click on “Health & Wellness” at the top of the home page.

Renew Rewards

Beginning in February 2018, UnitedHealthcare Medicare Advantage members may be eligible to earn rewards for completing certain health care activities such as having an annual physical or wellness visit. Members who opt-in to the Renew Rewards¹ program will receive more information about available health care activities. Rewards can be redeemed online or by phone, and can be used at many popular retailers nationwide.

Members can learn more about the program by signing in to their health plan website listed on the back of their member ID card and clicking on “Health & Wellness” at the top of the home page. Or, they can call the Customer Service phone number listed on the back of their member ID card. For more information about Renew Rewards, please contact your UnitedHealthcare representative.

¹ UnitedHealthcare Medicare Advantage members who meet certain criteria defined by UnitedHealthcare.

Renew by UnitedHealthcare Disclaimer: Renew by UnitedHealthcare and Renew Rewards are not available in all plans. For more information about a specific member’s eligibility, please call the Customer Service number on the back of their health plan ID card.

Renew Rewards Disclaimer: Renew by UnitedHealthcare and Renew Rewards are not available in all plans. For more information about a specific member’s eligibility, please call the Customer Service number on the back of their health plan ID card.
Member Support

My Advocate™
My Advocate provides outreach to UnitedHealthcare Medicare Advantage plan members who may be eligible for a broad range of assistance programs. The program connects members with services that can help lower financial barriers to care. Examples of resources My Advocate can help members apply for include:

- Medicare savings programs for assistance paying Medicare Part B premiums
- Extra Help, a Social Security program that helps people with limited income pay their prescription drug costs
- Community-based services designed to lower costs related to transportation, nutrition, energy and phone bills, and more

If your patient may benefit from this program, please have them call My Advocate at 866-865-3851, TTY 855-368-9643, 9 a.m. – 6 p.m. local time, Monday – Friday.

Prescription Drugs

OptumRx®
OptumRx is the preferred mail service pharmacy for UnitedHealthcare Medicare Advantage plans. Members who choose OptumRx home delivery may save money with $0 copays¹ on Tier 1 medications. Most plans also have a $0 copay for Tier 2 medications. Standard shipping is available at no additional cost, and members have access to an OptumRx pharmacist by phone 24 hours a day.

Need to send a prescription? No problem — quickly and easily provide it to OptumRx electronically. To reach OptumRx by phone, please call 800-791-7658.

Pharmacy Saver
Pharmacy Saver can help members participating in UnitedHealthcare Medicare Rx for Groups (PDP) or UnitedHealthcare Group Medicare Advantage (HMO and PPO)² save on prescription drug costs. UnitedHealthcare has worked with many network pharmacies to offer lower prices on many common generic prescription drugs. Participating Pharmacy Saver pharmacies are conveniently located in popular retailers and local drugstores.

Please visit unitedpharmacysaver.com to look up prescription drugs included in the program and to find Pharmacy Saver locations.

¹ $0 copay may be restricted to particular tiers, preferred medications, or mail order prescriptions during the initial coverage phase and may not apply during the coverage gap or catastrophic stage. Please note this doesn’t apply to all UnitedHealthcare Medicare Advantage plans.
² Pharmacy Saver is only available to members of the UnitedHealthcare Group Retiree plans including UnitedHealthcare MedicareRx for Groups (PDP) plan and the UnitedHealthcare Group Medicare Advantage plan when it includes prescription drug coverage.

My Advocate Disclaimer: My Advocate is not available to UnitedHealthcare Group Retiree plans, UHCCP DSNP, UnitedHealthcare ISNP, Medica or Preferred Care plans.

OptumRx Disclaimer: Members are not required to use OptumRx home delivery for a supply of their maintenance medication. If members have not used OptumRx home delivery, they must approve the first prescription order sent directly from their doctor to OptumRx before it can be filled. New prescriptions from OptumRx should arrive within 10 business days from the date the completed order is received, and refill orders should arrive in about seven business days. Contact OptumRx any time at 800-791-7658, TTY 711. OptumRx is an affiliate of UnitedHealthcare Insurance Company.

Pharmacy Saver Disclaimer: Other pharmacies are available in our network. Members may use any pharmacy in the network, but may not receive Pharmacy Saver pricing. Pharmacies participating in the Pharmacy Saver program may not be available in all areas.
Preventive Screenings

Colon Cancer Screening
UnitedHealthcare encourages our Medicare Advantage plan members to complete a colonoscopy for early detection of colorectal cancer. However, there are times when a member refuses to get the test or doesn’t want help with making a colonoscopy appointment. That’s why we support the use of in-home immunochemical fecal occult blood test (iFOBT) kits as an alternative screening option. The iFOBT kit may help make screening for colorectal cancer simple, convenient and cost-effective.

If your practice has an account with the laboratory services vendor LabCorp, you can order iFOBT testing kits for your patients through them. The kit includes a take-home collection set and requisition form. If you don’t have an account with LabCorp, then you can get a limited contract that allows you to order the kits so you may provide them to your patients.

For more information about iFOBT, please contact your UnitedHealthcare representative. For more information about LabCorp and details on how to set up an account so you can order the kits, please visit labcorp.com > Provider Services > Help & Expertise.

Contact us to learn more. For more information about how our programs can help support your patients who are UnitedHealthcare Medicare Advantage plan members, please contact your UnitedHealthcare representative.