

# Adding LGBTQ+ supportive services to your practice information

Individuals who feel they have a connection with their provider tend to seek out care and follow through with treatment plans, which improves health outcomes. Often, members of the LGBTQ+ community don't seek medical care because they don't feel comfortable or understood.

## What you can do

Update your profile to indicate you offer LGBTQ+ supportive services.

## How to update your profile

LGBTQ+ services are reported and displayed as Areas of Expertise (AOEs) in our provider directory. Available AOEs specific to LGBTQ+ supportive services are:

- Gender-affirming care
- Gender-affirming electrolysis/hair removal
- Gender-affirming facial surgery
- Gender-affirming hormone therapy
- Gender-affirming surgery (female to male) - Bottom
- Gender-affirming surgery (female to male) - Top
- Gender-affirming surgery (male to female) - Bottom
- Gender-affirming surgery (male to female) - Top
- LGBTQ+ supportive

# Important numbers and resources

## Support for UnitedHealthcare members

### Member resources

#### Find a provider

- [myuhc.com](#)
- Click **"Find a Provider"**
- Medical Directory
- Choose plan type
- Type LGBTQ+ in the search bar

### UnitedHealthcare online resources

- [uhc.com](#) > Home > Member resources > Health care programs > **LGBTQ+ resources**
- [uhc.com](#) > Home > UHC Health Matters: News & articles > Healthy living > How to support your **LGBTQ+ teen**

### Transgender-specific care

- Call the member services number on the back of the member's ID card



## Connecting the LGBTQ+ community to care and support

UnitedHealthcare resource guide for LGBTQ+ inclusive care



### How do I update my provider data?

Visit the "Provider data updates and attestation" page at [uhcprovider.com](#).



## Care with authenticity

Good progress has been made to protect the rights of the LGBTQ+ community. However, prejudice and isolation do still exist. Many people face stigma and discrimination when seeking care for their physical or mental health. This can lead to a delay in getting care or not getting care at all. We're committed to being inclusive. We want all our members to be their authentic selves.

We want all our members to feel safe and find the support they need, to live authentically and be true to themselves.

### Member services can help your patients with questions

We want to help make conversations easier for your LGBTQ+ patients. Member services can help them with:



Questions about their plan benefits and covered services



Finding a network provider and making an appointment



Connecting them with community-based care and support services

Feel secure knowing their health information is always kept private as required by law.

## National helplines and LGBTQ+ services

### Black Mental Health Alliance (BMHA)

- [blackmentalhealth.com](https://blackmentalhealth.com)

### CenterLink LGBT Community Center

Member Directory

- [lgbtcenters.org/LGBTCenters](https://lgbtcenters.org/LGBTCenters)

### Human Rights Campaign (HRC)

Patient resources

- [hrc.org/resources/patient-resources](https://hrc.org/resources/patient-resources)

Provider search

- [hrc.org/resources/hei-map](https://hrc.org/resources/hei-map)

### National Alliance on Mental Illness (NAMI)

- 800-950-6264
- Text HelpLine to 62640
- [NAMI.org](https://NAMI.org)

### National Domestic Violence Hotline

- 800-799-7233
- Text LOVEIS to 22522
- [thehotline.org](https://thehotline.org)

### National Suicide Prevention Lifeline

- 988
- Text MHA to 741741
- [988lifeline.org](https://988lifeline.org)

### National Sexual Assault Hotline

- 800-656-HOPE (4673)
- Chat online at [hotline.rainn.org/online](https://hotline.rainn.org/online)

### National Queer and Trans Therapists of Color Network

- [nqttcn.com/directory](https://nqttcn.com/directory)

### Optum Substance Use Disorder Helpline

- 855-780-5955

### PFLAG (Parents, Families and Friends of Lesbians and Gays)

- [pflag.org](https://pflag.org)

### SAGE National LGBT Elder Hotline

- 877-360-LGBT (5428)
- [sageusa.org](https://sageusa.org)



### SAMHSA's National Helpline

- 800-662-HELP (4357), TTY 1-800-487-4889
- [SAMHSA](https://SAMHSA)

### The Gay and Lesbian Medical Association's Provider Directory

- [glma.org](https://glma.org)

### The LGBT National Help Center

- [lgbthotline.org](https://lgbthotline.org)

### The National LGBTQIA+ Health Education Center

- [lgbtqiahealtheducation.org](https://lgbtqiahealtheducation.org)

### The Trevor Project

National Youth LGBTQ Crisis Intervention and Suicide Prevention

- 866-488-7386
- Text START to 678-678
- [thetrevorproject.org](https://thetrevorproject.org)

### Trans Lifeline

- [translifeline.org](https://translifeline.org)



### How to reach Member Services

Direct members to call the number on the back of their ID card.



Find more resources at [pride365plus.com](https://pride365plus.com).