

# Learn more about the HealthSelect<sup>SM</sup> Medicare Advantage Plan extra benefits and programs

As a HealthSelect Medicare Advantage (MA PPO) Plan member, you get all the benefits of Original Medicare, plus additional benefits and some great extra programs.



## SilverSneakers<sup>®</sup> — Be active and have fun with a gym membership

SilverSneakers<sup>®1</sup> is a fitness benefit included with your health plan at no additional cost. SilverSneakers includes:

- Memberships to thousands of locations<sup>2</sup> nationwide
- Group exercise classes<sup>3</sup> designed for all abilities
- Fun activities held outside the gym<sup>3</sup>

To learn more, call toll-free **(888) 423-4632**, (TTY: **711**), 7 a.m.–7 p.m. CT, Monday–Friday or visit [www.silversneakers.com](http://www.silversneakers.com).



## HouseCalls — Enjoy a preventive care visit in the privacy of your own home

With UnitedHealthcare<sup>®</sup> HouseCalls, you are eligible for an optional, yearly in-home visit from one of our health care practitioners at no extra cost. A HouseCalls visit is designed to support, but does not take the place of your regular doctor's care.

### What to expect from a HouseCalls visit:

- A knowledgeable health care practitioner will review your health history and current medications, perform health screenings, help identify health risks and provide health education.
- You can talk about health concerns and ask questions that you haven't had time to ask before.
- HouseCalls will send a summary of your visit to you and your primary care provider so they have this additional information regarding your health.
- Receive referrals to other health services and more
- HouseCalls may not be available in all areas.

To schedule your HouseCall, call toll-free at **(866)-447-7868**, (TTY: **711**), 7 a.m.–6 p.m. CT, Monday–Friday.





## Telephonic Nurse Support

Speak to a registered nurse 24/7 about your medical concerns at no additional cost to you. Call toll-free **(877) 365-7949**, (TTY: **711**), 24 hours a day, 7 days a week.



## Virtual Visits

With Virtual Visits, you're able to live video chat with a doctor or a behavioral health specialist from your computer, tablet or smartphone — anytime, day or night. First, you will need to register for an account at **[www.uhcvirtualvisits.com](http://www.uhcvirtualvisits.com)** with our Virtual Visit providers Amwell®, Doctor on Demand® and Teladoc®, and then schedule an appointment. You also can download the AmWell, Doctor on Demand or Teladoc apps using your smartphone or tablet.

### Virtual Doctor Visits

Getting sick is never convenient. When you don't feel well, you may not be able to leave your home to go to the doctor's office. With Virtual Doctor Visits, you can ask questions about a medical problem or concern, get a diagnosis, or even get medication prescribed and have it sent to your pharmacy. All you need is a strong internet connection. Virtual Doctor Visits are good for minor health concerns like:

- Allergies, bronchitis, cold/cough
- Fever, seasonal flu, sore throat
- Migraines/headaches, sinus problems, stomachaches
- Bladder/urinary tract infections, rashes

### Virtual Behavioral Health Visits

Consult a licensed behavioral health professional any day of the week online with a Virtual Behavioral Health Visits. A Virtual Behavioral Health Visit is similar to an outpatient visit to a behavioral health provider's office but the visit is conducted online. You must make appointments in advance — appointments are typically available within 5–7 days on average, but could take up to 2 weeks.

Licensed behavioral health professionals can provide treatment for:

- Stress or anxiety
- Depression
- Anger management
- Substance abuse
- Trauma and loss
- Addiction



## In-home non-medical care — Trusted care at home when you need it

What would make your day easier? Maybe it's having some extra help in your home with things like preparing meals, bathing, medication reminders and providing transportation around your community. **CareLinx** provides a network of pre-screened, professional caregivers you can trust, giving you greater peace of mind with in-home care support services at no additional cost. You are eligible for eight hours per month of in-home non-medical care needed with CareLinx.

You can access your benefit by calling toll-free at **(800) 337-3996**, 8 a.m.–7 p.m. CT Monday–Friday, 10 a.m.–6 p.m. CT Saturday or by visiting [www.carelinx.com/ers-ma](http://www.carelinx.com/ers-ma).



## Personal Emergency Response System (PERS)

The Personal Emergency Response System (PERS), is an in-home medical alert monitoring system that provides fast, simple access to help 24 hours per day, 365 days per year with the simple push of a button.

Members are eligible for a Lifeline medical alert system product of their choice at no additional cost. Medical alert systems come available in the form of a landline, wireless or mobile GPS device. With the PERS, you can quickly get help in any situation, whether it's an emergency or you just need a helping hand.

To access your benefit, call toll-free **(855) 655-4406** (TTY: **711**), 7 a.m.–7:30 p.m. CT, Monday–Friday, 8 a.m.–4:30 p.m. CT Saturday or visit [www.lifeline.philips.com/uhcgroup](http://www.lifeline.philips.com/uhcgroup).



## Rally Coach™ programs

Start living a healthier, happier life with help from the Rally Coach programs:

- Real Appeal® Weight Loss and Real Appeal Diabetes Prevention<sup>4</sup>, online weight loss programs designed to help you gain energy, reduce your risk of developing serious health conditions and achieve your long-term health goals
- Wellness Coaching, an online and live coaching support program that provides access to a variety of digital health and wellness courses
- Quit for Life®, a tobacco cessation program providing access to the tools and resources you need to help you quit all types of tobacco use

Get started today at [rallyhealth.com/retiree](http://rallyhealth.com/retiree). For Real Appeal, call **1-844-924-7325**, Monday–Friday, 6 a.m.–10 p.m. CT. For Rally Wellness Coaching, call **1-800-478-1057**, TTY **711**, 7 a.m.–10 p.m. CT, Monday–Thursday, 7 a.m.–7 p.m. CT, Fridays, 8 a.m.–4:30 p.m. CT, Saturdays. For Quit for Life, please call **1-866-QUIT-4-LIFE (1-866-784-8454)**, TTY **711**, 24 hours a day 7 days a week.



## UnitedHealthcare Hearing — Hear the moments that matter most with custom-programmed hearing aids

Your hearing health is important to your overall well-being and can help you stay connected to those around you. With UnitedHealthcare Hearing, you'll get access to hundreds of name-brand and private-labeled hearing aids — available in-person at any of our 7,000+ UnitedHealthcare Hearing providers nationwide<sup>5</sup> or delivered to your doorstep with Right2You direct delivery and virtual care (select products only) — so you'll get the care you need to hear better and live life to the fullest. When you purchase hearing aids from UnitedHealthcare Hearing, the hearing exam is provided at no extra cost.

Learn more at [www.uhchearing.com/ers-ma](http://www.uhchearing.com/ers-ma) or call toll-free **(877) 482-4669** (TTY: **711**), 8 a.m.–8 p.m. CT, Monday–Friday.



## Routine transportation — Get to health-related appointments easier

Our transportation program gives you a ride to and from medically-related visits, such as doctors' appointments, pharmacy trips and more, at no cost to you. The transportation program includes a total of 24 one-way rides (up to 50 miles each way) available to you annually. Learn more about ModivCare by calling **1-833-219-1182**, TTY: **1-844-488-9724** 8 a.m.–8 p.m. Monday–Friday, local time, or by visiting [www.modivcare.com/BookNow](http://www.modivcare.com/BookNow) to schedule your ride.



## UnitedHealthcare Healthy at Home

You are eligible for the following benefits up to 30 days following all inpatient and skilled nursing facility discharges:

- 28 home-delivered meals through Mom's Meals. Contact Mom's Meals for additional details and to place your meal orders. **1-866-204-6111**, 7 a.m.–6 p.m. CT, Monday–Friday.\*
- 12 one-way rides to medically related appointments and to the pharmacy. Contact ModivCare at **1-833-219-1182**, TTY: **844-488-9724**, 8 a.m.–5 p.m. local time, Monday–Friday, or by visiting [www.modivcare.com/BookNow](http://www.modivcare.com/BookNow).\*
- 6 hours of in-home personal care provided through a CareLinx professional caregiver to perform tasks such as preparing meals, bathing, medication reminders and more. A referral is not required. To access your in-home personal care benefit, contact CareLinx at **1-844-383-0411**, 8 a.m.–7 p.m. CT, Monday–Friday and 10 a.m.–6 p.m. CT, Saturday and Sunday, or by visiting [www.carelinx.com/UHC-retiree-post-discharge](http://www.carelinx.com/UHC-retiree-post-discharge).



## Over-the-Counter (OTC) care at no cost to you

FirstLine Essentials+ is an OTC benefit that gives you a quarterly allowance to spend on over-the-counter care. With this program, you can shop for toothpaste, pain relief, vitamins, cough drops, and more. Members are eligible for a \$40 quarterly allowance to purchase OTC health care related products. Any unused credits roll over to the next quarter in the same plan year.

Call toll-free **(866) 868-2489**, (TTY: **711**), 7 a.m.–7 p.m. CT, Monday–Friday, 7 a.m.–4 p.m. CT, Saturday or visit [www.shopfirstlinebenefits-ers-ma.com](http://www.shopfirstlinebenefits-ers-ma.com).



## **Renew — Go beyond the plan benefits to help you live your best life**

We all want to live a healthier, happier life and Renew by UnitedHealthcare can be your guide. Renew, our member-only online Health & Wellness Experience, includes:

- Inspiring lifestyle tips, coloring pages, recipe library, streaming music
- Interactive quizzes & tools
- Learning courses, health news, articles & videos, health topic library
- Rewards

As a UnitedHealthcare member, you can explore all that Renew has to offer by logging in to **[www.HealthSelect-MAPPO.com](http://www.HealthSelect-MAPPO.com)**.



## **And there's so much more to help you live a healthier life**

After you become a member, we will connect you to many programs and tools that may help you on your wellness journey. You will get information about additional programs available to you after your coverage becomes effective.

\* When referred by a UnitedHealthcare Advocate. A new referral is required after every discharge to access your meal and transportation benefit.

<sup>1</sup>Availability of the SilverSneakers program varies by plan/market. Refer to your Evidence of Coverage for more details. Consult a health care professional before beginning any exercise program. SilverSneakers is a registered trademark of Tivity Health, Inc. © 2020 Tivity Health, Inc. All rights reserved.

<sup>2</sup>Participating locations (“PL”) are not owned or operated by Tivity Health, Inc. or its affiliates. Use of PL facilities and amenities are limited to terms and conditions of PL basic membership. Facilities and amenities vary by PL.

<sup>3</sup>Membership includes SilverSneakers instructor-led group fitness classes. Some locations offer Members additional classes. Classes vary by location.

<sup>4</sup>Refer to the Evidence of Coverage for eligibility requirements.

<sup>5</sup>Please refer to your Summary of Benefits for details on your benefit coverage.

The NurseLine service should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. The information provided through this service is for informational purposes only. The nurses cannot diagnose problems or recommend treatment and are not a substitute for your doctor’s care. Your health information is kept confidential in accordance with the law. Access to this service is subject to terms of use.

This information is not a complete description of benefits. For more information, please call our Customer Service toll-free at (855) 853-0453 (TTY: 711), 7 a.m.–7 p.m. CT, Monday–Friday; 7 a.m.–3 p.m. CT, Saturday. Benefits, features and/or devices vary by plan/area. Limitations and exclusions apply.

ERS cannot and does not guarantee the length of time that a specific type of Extra Benefits shall be offered. Any questions or concerns about these products or services, should be directed to UnitedHealthcare.

Plans are insured through UnitedHealthcare Insurance Company or one of its affiliated companies, a Medicare Advantage organization with a Medicare contract. Enrollment in the plan depends on the plan’s contract renewal with Medicare.