

Learn more about the HealthSelectSM 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[®] — Be active and have fun with a gym membership

SilverSneakers^{®1} is a fitness benefit included with your health plan at no additional cost. SilverSneakers includes:

- Standard monthly gym membership²
- Group exercise classes³ designed for all abilities
- Online classes, workshops and fun activities held outside the gym³

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



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

With UnitedHealthcare[®] HouseCalls, you are eligible for an optional, yearly in-home visit from one of our licensed health care practitioners at no additional cost to you. A HouseCalls visit is designed to support, but not take the place of your regular provider'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

HouseCalls may not be available in all areas.

To schedule your HouseCall, call toll-free at **(866) 347-9507**, (TTY: **711**), 7 a.m.–6 p.m. CT, Monday–Friday.





24/7 Nurse Support

Speak to a registered nurse 24/7 over the phone 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 **uhcvirtualvisits.com** with one of our Virtual Visit providers AmWell®, Doctor on Demand® or 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 two weeks.

Licensed behavioral health professionals can provide treatment for:

- Initial evaluation
- Stress or anxiety
- Depression
- Behavioral Health medication management
- 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 making meals, light housekeeping tasks, medication reminders or even transportation around your community. **CareLinx** provides a network of pre-screened, professional caregivers you can trust, giving you greater peace of mind with non-medical personal care support services at no additional cost. You are eligible for 8 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 Sunday or by visiting 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. 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 at no additional cost, whether it's an emergency or you just need a helping hand. Depending on the model you choose, it may even automatically detect falls.

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 lifeline.com/uhcmedicare



Rally Coach™ programs

Rally Coach™ programs can help you start living a healthier, happier life. These virtual coaching programs are available to you at no additional cost and include the following:

- Real Appeal®, an online weight management and healthy lifestyle program proven to help you achieve lifelong results. Includes access to a diabetes prevention program for those who qualify
- Rally Wellness Coaching, which helps you get healthy your way by providing 24/7 access to digital health and wellness courses as well as personalized coaching support via online chat or phone calls
- A tobacco cessation program, which gives you the support you need to quit all types of tobacco use

Get started today at rallyhealth.com/retiree For Real Appeal, call toll-free **(844) 924-7325**, Monday–Friday, 6 a.m.–10 p.m. CT. For Rally Wellness Coaching, call toll-free **(800) 478-1057**, (TTY: **711**), 7 a.m.–10 pm. CT, Monday–Thursday, 7 a.m.–7 p.m. CT, Fridays, 8 a.m.–4:30 p.m. CT, Saturdays. For the tobacco cessation program, please call toll-free **(866) 784-8454**, (TTY: **711**), 24 hours a day, 7 days a week.



Hearing aids

With UnitedHealthcare Hearing, you have access to friendly, expert advice from our national network of 7,000+⁴ hearing providers and virtual appointment options. You can also find a selection of prescription and non-prescription (over-the-counter) hearing aids at **UHChearing.com** providers as well as virtual appointment options. You can also find a selection of prescription and non-prescription (over-the-counter) hearing aids at **UHChearing.com**. UnitedHealthcare Hearing helps give you the flexibility and confidence to choose the hearing care that's right for you – so you can get the care you need to hear better and live life to the fullest. Please see the Evidence of Coverage for more information.

Learn more at 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 is provided by Modivcare and includes a total of 24 one-way rides (up to 50 miles each way) available to you annually. Learn more about Modivcare at modivcare.com/BookNow or call toll-free **(833) 219-1182**, (TTY: **(844) 488-9724**), 8 a.m.–5 p.m. local time, Monday–Friday 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:

- Receive 28 home-delivered meals. For more information or to order meals, call toll-free **(855) 853-0453**, (TTY: **711**), 7 a.m.–7 p.m. CT, Monday–Friday, 7 a.m.–3 p.m. CT, Saturday
- 12 one-way rides to medically related appointments and to the pharmacy. Contact ModivCare toll-free at **(833) 219-1192**, (TTY: **(844) 488-9724**), 8 a.m.–5 p.m. local time, Monday–Friday, or by visiting modivcare.com/BookNow⁵
- 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 toll-free at **(833) 253-5403**, 8 a.m.–7 p.m. CT, Monday–Friday and 10 a.m.–6 p.m. CT, Saturday and Sunday, or by visiting carelinx.com/UHC-retiree-post-discharge



Over-the-Counter (OTC) products

With Healthy Benefits Plus, you'll get one pre-paid debit card at the start of the plan year. The debit card will have \$40 credit per quarter (\$160 per plan year) to purchase eligible OTC items at participating retail locations, online, over the phone or by mail through your OTC Catalog.

For more information, visit HealthyBenefitsPlus.com/UHCRetiree. To find a participating retail location, call toll-free **(833) 216-6709**, TTY **711**.



Live healthier with Renew

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:

- Brain games, healthy recipes, fitness activities, learning courses and more — all at no additional cost

As a UnitedHealthcare member, you can explore all that Renew has to offer by logging in to 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.



Questions?

Call Customer Service toll-free **(855) 853-0453**, (TTY: **711**),
7 a.m.–7 p.m. CT, Monday–Friday,
7 a.m.–3 p.m. CT, Saturday



Learn more about the plan's benefits, programs and services

Visit the Virtual Education Center at uhcvirtualretiree.com/ers-ma to view flyers, brochures, videos and more. Or go to HealthSelect-MAPPO.com

¹Availability 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. © 2023 Tivity Health, Inc. All rights reserved.

²Participating 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.

³Membership includes SilverSneakers instructor-led group fitness classes. Some locations offer members additional classes. Classes vary by location.

⁴Network coverage varies by market. Please refer to your Summary of Benefits for details on your benefit coverage.

⁵When referred by a UnitedHealthcare Advocate. A new referral is required after every discharge to access your meal and transportation benefit.

The CareLinx services are made available to you from a third party through your UnitedHealthcare® Group Medicare Advantage insurance plan. CareLinx is not a UnitedHealthcare company. UnitedHealthcare and your plan are not responsible for any services you receive from this third party. This is not an insurance program and may be discontinued at any time. UnitedHealthcare does not make any representations regarding the content or accuracy of the materials on such sites. CareLinx will share only non-identifiable, aggregate information with UnitedHealthcare that is collected through the use of the CareLinx platform. This information may be used by UnitedHealthcare to potentially help develop future programs and services for its insured members. CareLinx is the network administrator of this in-home care service offer. CareLinx does not employ or recommend any care provider or individual seeking services nor is it responsible for the conduct of any care provider or care seeker. The CareLinx website is a venue that provides tools to help care seekers and care providers connect online. Each individual is solely responsible for selecting a care provider or care seeker for themselves or their families and for complying with all laws in connection with any employment relationship they establish. All decisions about medications and care are between you and your health care provider.

Real Appeal is available at no additional cost to UnitedHealthcare members on this insurance plan with a BMI of 19 and higher, subject to eligibility. Benefits and features may vary by plan/area. The information provided through the program is for informational purposes only and provided as part of your health plan. It is educational in nature and should not substitute for medical advice. Rally and the Rally logo(s) are registered trade and service marks of Rally Health, Inc. ©2023 Rally Health, Inc. All Rights Reserved.

OTC benefits have expiration time frames. Call the plan or refer to your Evidence of Coverage (EOC) for more information. Refer to the Evidence of Coverage for eligibility requirements.

The 24/7 Nurse Support 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.

This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments, exclusions and restrictions may apply. Benefits, Premium and/or copayments/coinsurance may change on January 1 of each year.

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.