

Support for those affected by Hurricane Beryl

UnitedHealthcare Extends Service

If Hurricane Beryl has left you without access to health care services in your community, UnitedHealthcare is making sure that you have immediate and easy access to the care you need.

In compliance with CMS provisions, UnitedHealthcare has taken action to help HealthSelectSM Medicare Advantage plan members, customers, care providers, and employees in areas impacted by Hurricane Beryl. This includes the following Texas counties:

- Anderson, Angelina, Aransas, Atascosa, Austin, Bastrop, Bee, Bell, Bexar, Bowie, Brazoria, Brazos, Brooks, Burlason, Caldwell, Calhoun, Cameron, Camp, Cass, Chambers, Cherokee, Collin, Colorado, Comal, Dallas, De Witt, Delta, Dimmit, Duval, Ellis, Falls, Fannin, Fayette, Fort Bend, Franklin, Freestone, Frio, Galveston, Goliad, Gonzales, Grayson, Gregg, Grimes, Guadalupe, Hardin, Harris, Harrison, Hays, Henderson, Hidalgo, Hill, Hopkins, Houston, Hunt, Jackson, Jasper, Jefferson, Jim Hogg, Jim Wells, Karnes, Kaufman, Kenedy, Kinney, Kleberg, La Salle, Lamar, Lavaca, Lee, Leon, Liberty, Limestone, Live Oak, Madison, Marion, Matagorda, Maverick, McLennan, McMullen, Medina, Milam, Montgomery, Morris, Nacogdoches, Navarro, Newton, Nueces, Orange, Panola, Polk, Rains, Red River, Refugio, Robertson, Rockwall, Rusk, Sabine, San Augustine, San Jacinto, San Patricio, Shelby, Smith, Starr, Titus, Travis, Trinity, Tyler, Upshur, Uvalde, Van Zandt, Victoria, Walker, Waller, Washington, Webb, Wharton, Willacy, Williamson, Wilson, Wood, Zapata, Zavala

Need Access to Care?

If you have been displaced from your home or your network provider or medical facility is inaccessible, you can access care anywhere, as needed and it will be covered at your in-network benefit level.

UnitedHealthcare is also:

- Allowing replacement of your durable medical equipment, if necessary
- Helping you obtain early Part B prescription refills
- Extending claim-filing deadlines
- Relaxing certain provider requirements for pre-approval (Counties: Robertson, Burlason, Washington, Harris, Austin, Colorado, Wharton, Matagorda, Fort Bend, Brazoria, Galveston, Chambers, Liberty, Montgomery, Grimes, San Jacinto, Tyler, Walker, Waller, Madison)

For Additional Assistance

You can call Customer Care toll-free at (855) 853-0453, (TTY: 711), 7 a.m. – 7 p.m. CT Monday – Friday and 7 a.m. – 3 p.m. CT Saturday, if you need additional assistance or if you have misplaced your medical ID card. You can also visit [HealthSelect-MAPPO.com](https://www.healthselect-mappo.com) to request a new ID card and print a temporary ID card to use while waiting for your new ID card to arrive.

Help For the broader community

Free Help Line: Optum is offering a free emotional-support help line to affected individuals. The toll-free number is (866) 447-3573. This line will be open Monday – Friday from 8 a.m. – 8 p.m. CT. The service is free of charge and open to anyone. Callers may also receive referrals to community resources. Along with the toll-free help line, emotional-support resources and information are available online at [liveandworkwell.com](https://www.liveandworkwell.com).