

Support for those impacted by the floods.

UnitedHealthcare Extends Service for those Impacted by Floods

The devastation caused by severe flooding has had a profound impact on some communities' access to health care services. Our thoughts go out to all those impacted. If you are a HealthSelectSM Medicare Advantage PPO Plan participant and the severe Texas flooding has left you without access to health care services, UnitedHealthcare is making sure you have immediate access to the care you need.

In compliance with the Centers for Medicare and Medicaid Services (CMS), UnitedHealthcare is helping HealthSelectSM MA PPO Plan participants, customers, providers, and employees in the areas impacted by severe Texas flooding, including:

Texas counties: Bandera, Bexar, Burnet, Caldwell, Coke, Comal, Concho, Gillespie, Guadalupe, Kendall, Kerr, Kimble, Llano, Mason, McCulloch, Menard, Reeves, San Saba, Tom Green, Travis, Williamson

- **Access to Care:** HealthSelect Medicare Advantage participants have access to providers nationwide. If you have been displaced or your provider or medical facility is inaccessible, you are able to access care from any provider that accepts Medicare and agrees to treat you.
- **Part B Prescriptions:** Those impacted have access to an override for early Part B Rx refills or other medical supplies. For help obtaining these you can contact your pharmacy, DME provider or Customer Care at (855) 853-0453, (TTY: 711), 7 a.m. – 7 p.m. CT, Monday – Friday and 7 a.m. – 3 p.m. CT, Saturday.
- **ID Card:** If you need a new ID card, please call Customer Care at (855) 853-0453, (TTY: 711), 7 a.m. – 7 p.m. CT, Monday – Friday and 7 a.m. – 3 p.m. CT, Saturday or visit [HealthSelect-MAPPO.com](https://www.healthselect-mappo.com) to request a new UCard and print a temporary card to use while waiting for the new one to arrive.
- **For Additional Assistance:** Please call the Customer Care at (855) 853-0453, (TTY: 711), 7 a.m. – 7 p.m. CT, Monday – Friday and 7 a.m. – 3 p.m. CT, Saturday.

Help for the broader community.

- **Free Help Line:** Optum is offering a free emotional-support help line to impacted individuals. The toll-free number is (866) 447-3573. This line will be open Monday – Friday from 8 a.m. – 8 p.m. CST for two weeks from the date of the event. 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).