United Healthcare Group Medicare Advantage | HealthSelect Medicare Advantage Plan

Support at every step

2027 HealthSelectSM Medicare Advantage PPO Plan

We're here to help explain:

- ✔ Plan Benefits
- ✔ Network
- ✔ Extra Benefits
- ✔ HealthSelect-MAPPO.com and mobile app
- ✔ What To Expect Next
- ✔ Important Contacts



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HealthSelect Medicare Advantage PPO

Plan benefits, programs and features

HealthSelect MA PPO

Plan benefits

Benefit coverage	In-network	Out-of-network
Primary care provider (PCP) office visit	$0 copay	$0 copay
Specialist office visit	$0 copay	$0 copay
Urgent care	$0 copay	$0 copay
Emergency room	$0 copay	$0 copay
Inpatient hospitalization	$0 copay	$0 copay
Outpatient surgery	$0 copay	$0 copay
Medical virtual visits	$0 copay	$0 copay

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HealthSelect Medicare Advantage Plan

HealthSelect MA PPO

Where to go for medical care

What you need	Types of care	Where to go
Preventive and routine care	•Checkups •Immunizations •Minor illnesses •Minor injuries	**Your primary care provider (PCP)**
Your issue isn't an emergency, but your PCP isn't available	•Sprains •Minor broken bones (e.g. finger) •Minor burns •Minor infections •Strep throat •Earache	**Urgent care**
Life threatening and/or very serious conditions	•Heavy bleeding •Chest pain •Major burns •Difficulty breathing •Broken bones or spinal injuries •Progressive confusion or slurred speech	**Emergency room**

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HealthSelect Medicare Advantage Plan

Freedom to see any medical provider who accepts Medicare



Even though you are not required to see a network provider, they may already be part of our network.

Search our online Provider Directory

Visit **HealthSelect-MAPPO.com** or call UnitedHealthcare Customer Service **(855) 853-0453** (TTY: **711**), 7 a.m. – 7 p.m. CT, Monday – Friday, 7 a.m. – 3 p.m. CT, Saturday

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Get care anywhere with Virtual Visits for $0

With Virtual Visits, you can live video chat* with a medical provider or behavioral health specialist from your computer, tablet or smartphone anytime, day or night.**

Ask questions, get a diagnosis, and get medication prescribed*** and sent to your pharmacy. All you need is a strong internet connection.



Find participating Virtual Visit providers by logging in to your member site



Virtual Provider Visits may be best for:

- Allergies, bronchitis, cold/cough
- Fever, seasonal flu, sore throat
- Migraines/headaches, sinus problems, stomachaches



Virtual Behavioral Health Visits may be best for:

- Initial evaluation
- Behavioral health medication management
- Addiction
- Depression
- Trauma and loss
- Stress or anxiety

*The device you use must be webcam-enabled. Data rates may apply. This service should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room.
**Benefits and availability may vary by plan and location.
***Providers cannot prescribe medications in all states.

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Getting vaccinated is important to your health

Check with your provider to see if these common vaccines are right for you



Covered by Part B

- Influenza (flu)
- Pneumococcal
- Hepatitis B for those at medium or high risk
- COVID-19*

Covered by HealthSelect Rx/Part D

- Shingles
- Tetanus, diphtheria, pertussis (Tdap)
- Hepatitis A
- Hepatitis B for those at low risk

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Schedule a $0 Annual Wellness Visit and physical



- **Combine visits**
  Save time by combining your wellness visit and physical into a single appointment.
- **Schedule early**
  Schedule your appointment early in the year to learn about any other preventive care you may need.
- **Follow recommendations**
  Make sure you follow through with your provider's recommendations for screenings, exams and other care.
- **Get Rewarded!**

We can help you find and schedule your appointment — you don't have to wait 12 months between visits

What's the difference between your annual physical and wellness visit?

A **physical exam** includes a head-to-toe exam, blood sugar test and cholesterol test. This visit is a good time to review your medications and health concerns. Your plan covers this visit once per calendar year.

A **wellness visit** includes a blood pressure check, height and weight measurement, and body mass index (BMI) test. Your plan covers this visit once per calendar year.

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Additional benefits, programs and services

Please review plan materials regarding specific limitations and exclusions

Get a yearly health check-up at home with Optum® HouseCalls

The no-cost visit includes:

- Up to an hour of 1-on-1 time with the health care practitioner
- Comprehensive exam
- Tailored health screenings
- Medication review
- An opportunity to get advice and ask questions to help you manage your health
- Education, prevention tips and referrals to health services



Prefer a video visit?
HouseCalls offers a video visit using a computer, tablet or smartphone to connect plan members with a health care practitioner. They will review your health history and current medications, discuss important health screenings, identify health risks and provide health education.

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Gym and fitness membership

SilverSneakers® is a fitness benefit that includes a standard monthly membership and access to group exercise classes at a participating fitness location



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Let’s Move by UnitedHealthcare

Your plan's exclusive wellness program

Let’s Move by UnitedHealthcare is here to help keep your mind, body and social life active.



Let’s eat well
Treat yourself to tasty recipes, fun cooking events and support.



Let’s get fit
Get free access to at-home workouts, participating gyms and local fitness events.



Let’s be mentally fit
Support your mental health with services, online tools and resources.



Let’s make friends
Find ways to connect through local and online events, classes, volunteering and more.



Let’s live well
From helping to manage your financial well-being to supporting caregivers to helping stop tobacco use, we're here for your wellness.

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Support your mental and physical well-being with Calm Health

As a UnitedHealthcare Group Medicare Advantage plan member, Calm Health is included in your health plan and is available at no additional cost.



The Calm Health app provides programs and tools to help you:

- **Learn techniques to improve well-being:** Find tools, music and sounds to help you meditate, improve focus, move mindfully and feel calm
- **Work toward goals:** Join self-guided self-care programs, and track your progress along the way
- **Support your mind and body:** Access mental health information and support to help you strengthen the mind-body connection

Look for more information in your plan materials.

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Real results

Our weight management and diabetes prevention program combines personalized coaching, nutrition guidance and clinical support to help you feel your best, lower your risk of serious health issues and reach your long-term health goals.



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UnitedHealthcare Hearing



With UnitedHealthcare Hearing, you can get a hearing exam and access to one of the widest selections of prescription and non-prescription hearing aids at significant savings.

Plus, you'll get personalized care and follow-up support from experienced hearing providers, helping you to hear better and live life to the fullest.

- ✓ Get friendly expert advice through our national network of hearing providers
- ✓ Get personalized support to help you adjust to your new hearing aids
- ✓ Choose from the latest technology from popular brands
- ✓ Your hearing aid benefit is $2,000 allowance for hearing aids every 3 years

When you purchase through UHC Hearing, you could save thousands of dollars, up to

50%

off standard industry prices with exclusive pricing

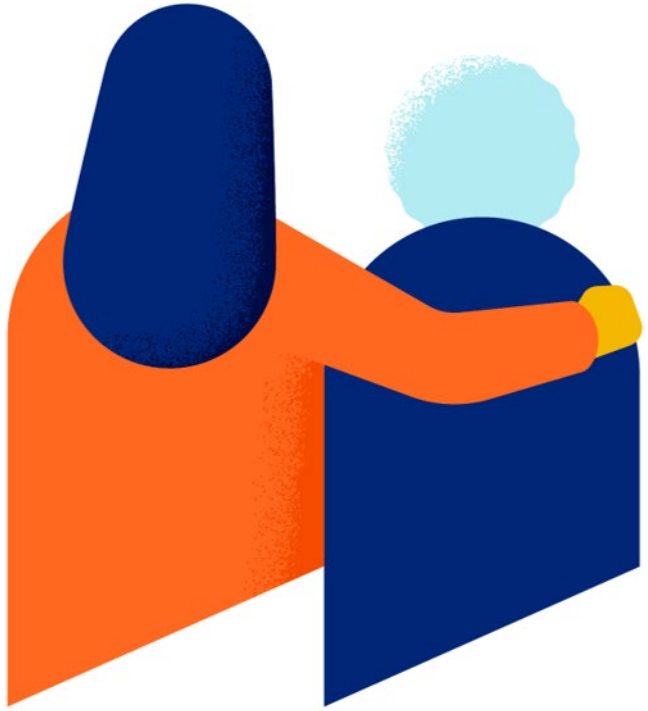
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Trusted care at home

You are eligible for in-home non-medical personal care through the approved vendor. This may include:

- Grocery shopping
- Personal care
- Meal preparation
- Medication reminders
- Transportation
- And more



*Please refer to your Summary of Benefits for details on your benefit coverage.

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Over-the-counter (OTC) credit

- **$40 credit each quarter (January, April, July and October) ***
- **Automatically loaded to your UCard**
- **Buy covered OTC products — such as toothpaste, pain relief, vitamins, cough drops or a blood pressure monitor — from network retail locations.**
- **Now accessible at H-E-B and CVS.com!**



*Credits roll over quarter to quarter. All credits will expire at the end of the plan year.

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Get to health-related appointments easier

This transportation program can help you get to your health care appointments



With the HealthSelect MA PPO Plan, you are eligible for 24 one-way rides, or 12 round trips per year

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HealthSelect Medicare Advantage Plan

UnitedHealthcare Healthy at Home

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



28 home-delivered meals when referred by a UnitedHealthcare Engagement Specialist

12 one-way rides to medically related appointments and to the pharmacy when referred by a UnitedHealthcare Engagement Specialist

6 hours of nonmedical personal care provided by a professional caregiver to perform tasks such as preparing meals, bathing, medication reminders and more; a referral is not required

*A new referral is required after every discharge to access your meal and transportation benefit.

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HealthSelect Medicare Advantage Plan

What to Expect Next

Your all-in-one UCard

- New members will receive the welcome letter and the UCard
- Current HealthSelect Medicare Advantage members will get a brand-new 2027 UCard in December. This will replace your 2026 HealthSelect MA PPO Plan member ID/UCard



Your UnitedHealthcare® UCard is your HealthSelect MA PPO Plan member ID — and much more.

You can use your UCard when you:

- ✔ Visit a provider or fill a Part B prescription
- ✔ Buy OTC products with your benefit credit
- ✔ Spend your earned rewards**
- ✔ Go to the gym

Activate your UCard — it's easy
Choose the one that works for you:

- Scan the QR code with your smartphone or tablet to activate through the UnitedHealthcare app
- Visit **HealthSelect-MAPPO.com** and select **"activate."**
- Call the number on the card carrier your UCard is affixed to

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Register for your secure personal online account at HealthSelect-MAPPO.com

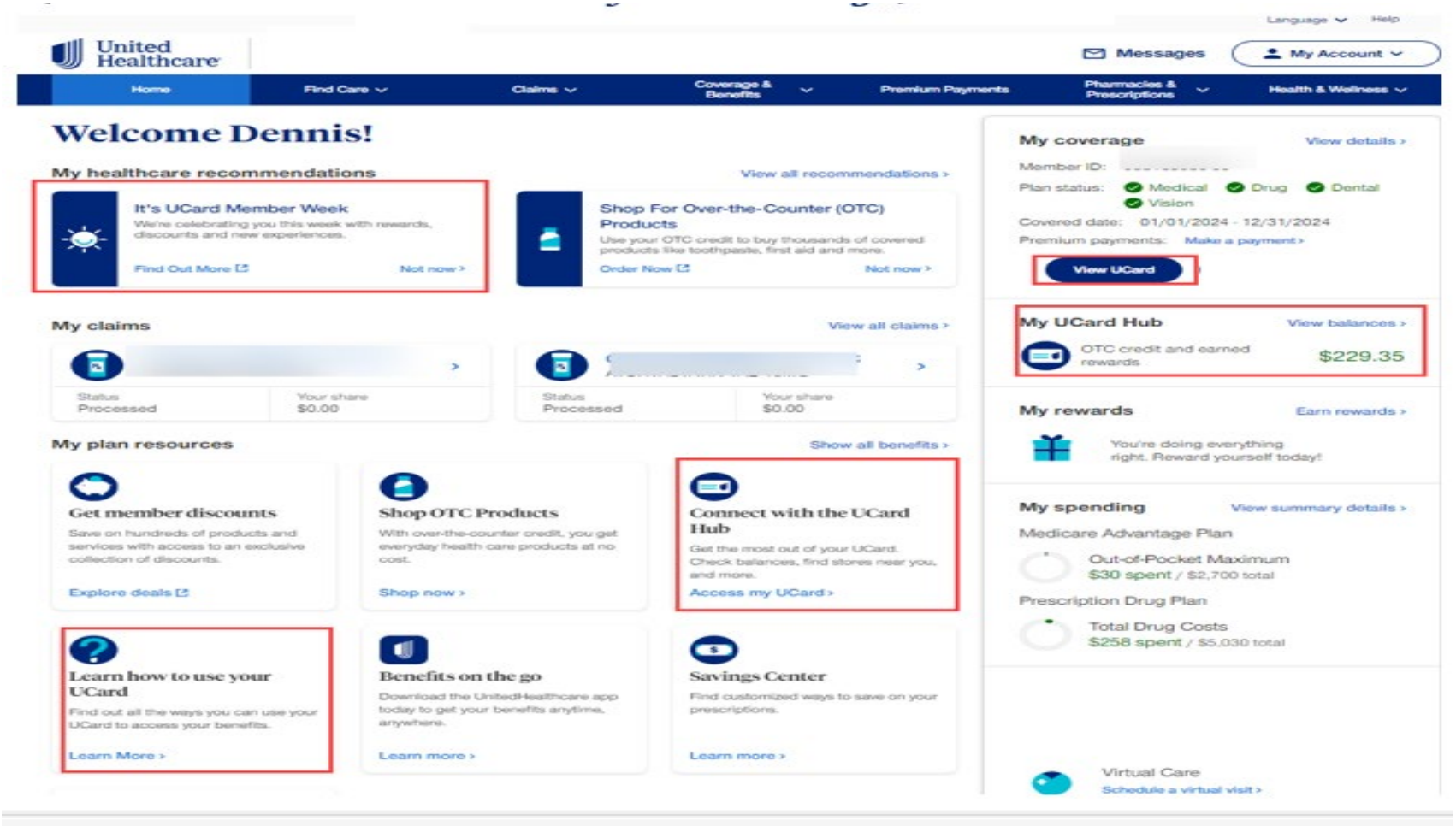
After you sign up, you can:

- **Look up** your latest claim information
- **Review** benefit information and plan materials
- **Print** a temporary member ID card and request a new one
- **Search** for network providers
- **Sign up** to get your Explanation of Benefits online

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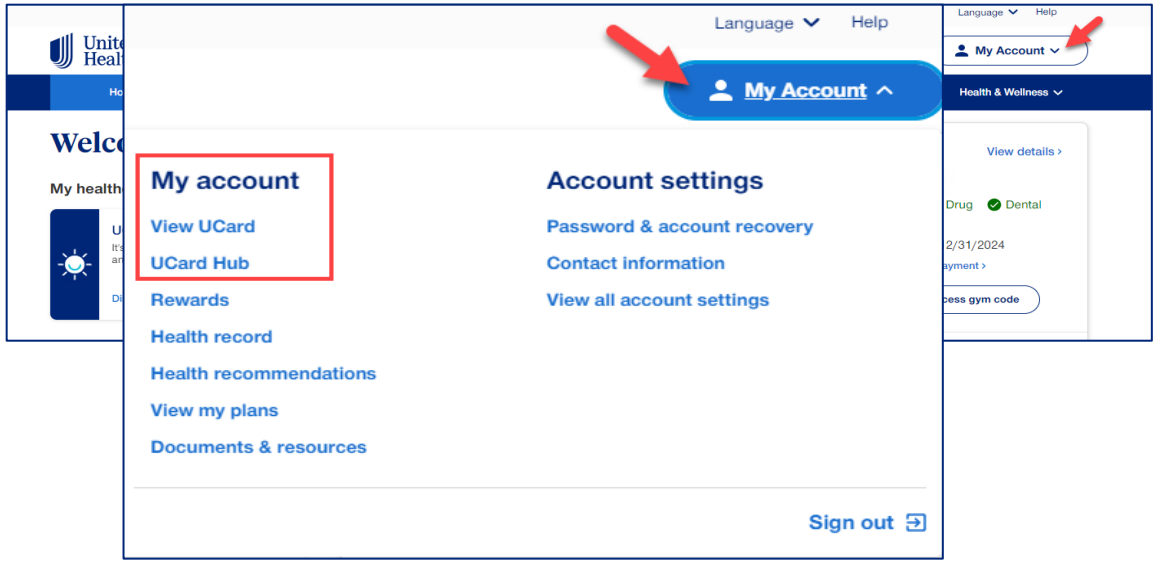
Member Portal Dashboard
Multiple UCard gateways

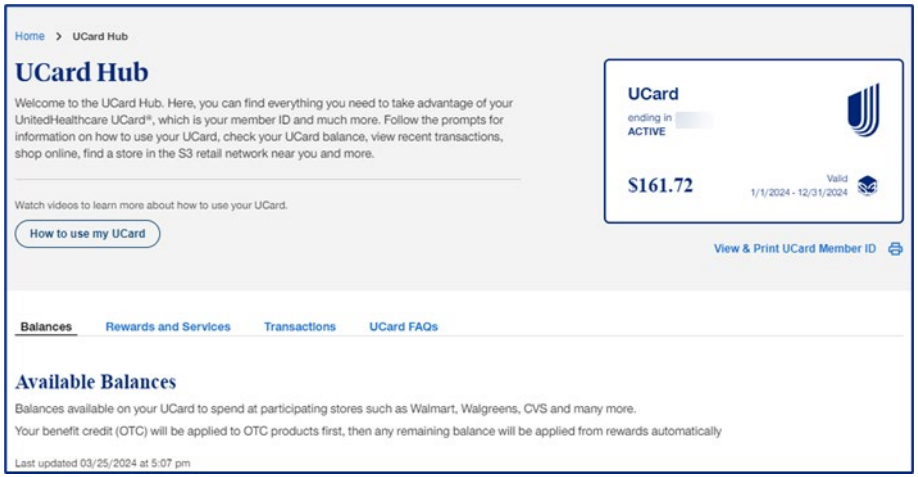


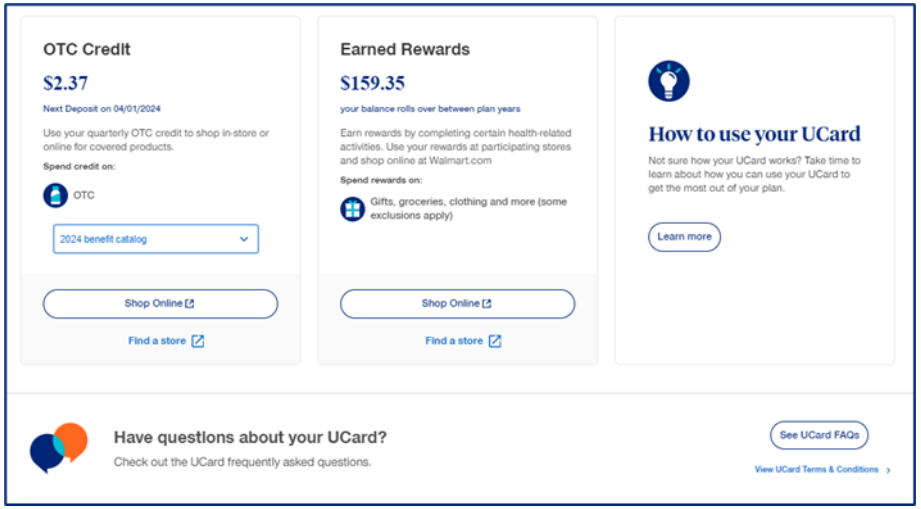
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HealthSelect Medicare Advantage Plan

My Account - View UCard and UCard Hub







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HealthSelect Medicare Advantage Plan

24/7 access to your benefits with the UnitedHealthcare app

Find care

- Find network care options for providers, clinics and hospitals in your area
- Talk to a provider 24/7

Shop for OTC Products

- Scan products to see eligibility

Manage your health plan details

- Generate and share digital health plan ID cards
- View your copay, annual deductible and out-of-pocket expenses
- View claims, rewards and OTC balances

Stay fit

- Find a gym location

Download on the App Store

GET IT ON Google Play

To download the app, scan the QR code with the camera on your mobile device

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Update your communication preferences and earn a reward!

Why is the TCPA important to you as a member?

Opting in allows members to get reminders about health care screenings, plan information and available services. These calls – which may use an auto-dialer, artificial voice or pre-recorded call technologies – support member's health and help them get the most from their plan.

Allowing personalized automated calls can help you:

- ✔ Stay up-to-date with reminders about important preventive care screenings
- ✔ Learn about plan information that might benefit you
- ✔ Discover available services you may not know about
- ✔ Receive support after events like hospital stays

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Coming soon: Quarterly wellness webinars

UnitedHealthcare will be offering quarterly wellness webinars for HealthSelect Medicare Advantage members.

Topics	Date	Time
How to access your wellness benefits	Jan. 12	2pm-3pm CT
Understanding Hypertension	April 13	2pm-3pm CT
Diabetes Management and Prevention	July 13	2pm-3pm CT
Coping with Isolation and Loneliness	Oct. 12	2pm-3pm CT

Check the ERS events calendar for links to register in December.

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Questions and answers

How to learn more:

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

Or visit **HealthSelect-MAPPO.com**

ERS Customer Service:
(877) 275-4377 (TTY: **711**),
8 a.m. – 5 p.m. CT, Monday – Friday

Thank You