



It's time to take advantage

Explore plan benefits designed to help you live a healthier life

United
Healthcare



A Division of the Georgia Department of Community Health



We're here to help you live healthier

The State Health Benefit Plan (SHBP) Group Medicare Advantage (PPO) plan through UnitedHealthcare® gives you access to many programs and services.



We put you first

It all comes down to you and your health needs because we believe that you deserve personal attention and service. From our dedicated Customer Service Advocates to additional programs that go beyond Original Medicare — it's all about you.

Let's get started

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Rally Coach programs

Get help living a healthier, happier life with Rally Coach programs — at no additional cost



Real Appeal® weight loss support and Real Appeal diabetes prevention

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.

Real Appeal: **1-844-924-7325**, TTY **711**, Monday–Friday, 7 a.m.–11 p.m. ET.



Wellness Coaching

Online access to coaches and digital tools to help you focus on your specific health and wellness goals.

Wellness coaching: **1-800-478-1057**, TTY **711**

8 a.m.–11 p.m. ET, Monday–Thursday

8 a.m.–8 p.m. ET, Friday

8 a.m.–5:30 p.m. ET, Saturday



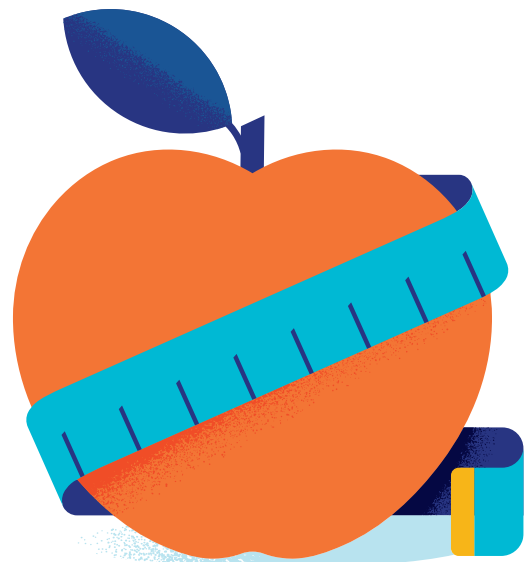
Quit For Life®

Tobacco cessation program providing access to tools and online resources to help you quit for good.

Quit For Life: **1-866-QUIT-4-LIFE**, TTY **711**, 24 hours a day 7 days a week.

Get started today

To learn more, visit rallyhealth.com/retiree



UnitedHealthcare Healthy at Home

With UnitedHealthcare Healthy at Home, you get benefits up to 30 days after discharge from inpatient and skilled nursing facilities



Meals

28 home-delivered meals when referred by a UnitedHealthcare Advocate.¹ Contact Mom's Meals® for additional details and to place your meal orders if you have been referred into the program.

Mom's Meals: **1-866-204-6111**, TTY **711**, 8 a.m.–7 p.m. ET, Monday–Friday.



Transportation

12 one-way rides to medically related appointments and pharmacy when referred by a UnitedHealthcare Advocate.¹ Contact Modivcare² for additional details and to schedule your trip³ once you have been referred into the program.

Modivcare: **1-833-219-1182**, TTY **1-844-488-9724**, 9 a.m.–6 p.m. ET, Monday–Friday, or visit [modivcare.com/BookNow](https://www.modivcare.com/BookNow)



In-home personal care

6 hours of in-home personal care from a CareLinx professional caregiver for tasks such as meal preparation, bathing, medication reminders and more. No referral required.

CareLinx: **1-844-383-0411**, TTY **711**, 9 a.m.–8 p.m. ET, Monday–Friday, and 11 a.m.–7 p.m. ET, Saturday and Sunday, or visit [carelinx.com/UHC-retiree-post-discharge](https://www.carelinx.com/UHC-retiree-post-discharge)

Don't forget to follow up with your primary care provider or PCP as soon as possible after any discharge.

Questions?

Call toll-free **877-246-4190**, TTY **711**, 8 a.m.–8 p.m. local time, Monday–Friday, or visit [retiree.uhc.com/shbp](https://www.retiree.uhc.com/shbp)

Feel your best with SilverSneakers®

SilverSneakers® gives you the opportunity to connect with your community, make friends and stay active. Find out what it is, how to get started and why millions already love it.

What is SilverSneakers?

SilverSneakers is a fitness and lifestyle benefit included with your UnitedHealthcare® health plan at no additional cost.

What does SilverSneakers include?

- Memberships to thousands of fitness locations¹ — visit as many as you wish
- Group exercise classes² designed for all abilities
- Fun activities held outside the gym²
- SilverSneakers On-Demand™ online workout videos that feature tips on fitness and nutrition
- SilverSneakers LIVE virtual classes and workshops throughout the week
- SilverSneakers GO™ mobile app with workout programs, location finder and more



¹Participating 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.

²Membership includes SilverSneakers instructor-led group fitness classes. Some locations offer Members additional classes. Classes vary by location.

Get your SilverSneakers ID number today

Visit [SilverSneakers.com/StartHere](https://www.silversneakers.com/StartHere) or call SilverSneakers Customer Service toll-free at **888-423-4632**, TTY **711**, 8 a.m.–8 p.m. ET, Monday–Friday.

Talk to a doctor from anywhere

Ask questions, get a diagnosis, or get medication prescribed and sent to your pharmacy.

With Virtual Doctor Visits, you can talk to a doctor by phone or video¹ from your computer, tablet or smartphone – 24/7, day or night. Register and complete a brief medical history today so you're set up and ready to go when you need care. You can request a doctor visit whenever you need one or schedule one when it's convenient for you.

Amwell®, Doctor on Demand® and Teladoc® are part of the UnitedHealthcare provider network bringing you this innovative service.²

Examples of when to use a Virtual Doctor Visit

Good for

- Allergies
- Bladder/urinary tract infection
- Bronchitis
- Cough/cold
- Diarrhea
- Fever
- Migraine/headache
- Pink eye
- Rash
- Seasonal flu
- Sinus problem
- Sore throat
- Stomachache
- Quick assessment of severity
- And much more

Not good for

- Anything requiring a hands-on exam
- Anything requiring a test or X-ray
- Cancer or other complex condition
- Chronic condition
- Sprain/broken bone or injury requiring bandaging

Ways to access Virtual Doctor Visits

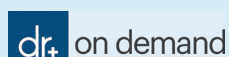
1. On your computer:

Visit uhcvirtualvisits.com and click on **Choose a Medical Provider**

2. On your tablet or smartphone:



Download the American Well app



Download the Doctor on Demand app



Download the Teladoc app or call **1-855-615-8335** to set up an account and request a visit by phone

¹Virtual visits may require video-enabled smartphone or other device. Not for use in emergencies. Data rates may apply.

²Providers listed may not be available in every area. Other providers are available in our network. Contact the Customer Service number on the back of your member ID card for more information.

Renew by UnitedHealthcare®

Renew helps inspire you to take charge of your health and wellness every day by providing a wide variety of useful resources and activities — all at no additional cost.



Brain games

Play games to test your memory, reaction time and problem solving.



Interactive quizzes and tools

Take a quiz or use a tool to help you reach your goals.



Health topic library

Explore hundreds of health and wellness articles, videos and news.



Renew Positivity

Enjoy inspiring articles, photos, music and other fun activities.



Learning courses

Take online lessons on a variety of topics like eating healthy and fitness.



Renew Rewards

Earn rewards for completing certain health care activities.



Recipe library

Try a variety of tasty recipes for healthy meals.



Renew magazine

Find health tips, the latest health trends, exercises, games and more.

Renew by UnitedHealthcare is not available in all plans. Resources may vary. Renew Rewards is not available in all plans with Renew by UnitedHealthcare. Consult your doctor prior to beginning an exercise program or making changes to your lifestyle or health care routine.

UnitedHealthcare[®] HouseCalls

UnitedHealthcare HouseCalls¹ is a yearly in-home preventive care visit from one of our health care practitioners. A HouseCalls visit is optional and designed to support, but not take the place of your regular doctor's care. Your visit focuses on your overall well-being and is provided at no additional cost to you.

At your visit, the health care practitioner can:

- Review your medical history and current medications
- Talk to you about any health care concerns you may have

After the visit, we will send a copy of your summary to your primary care physician (PCP)

- ✓ In 2021, there were approximately 25,000+ HouseCalls visits completed for SHBP retirees²
- ✓ SHBP members who received a HouseCalls visit had a 99% Satisfaction Rate²



¹HouseCalls may not be available in all areas.
²2021 UnitedHealthcare Internal Data.

24/7 Nurse Support

Coping with health concerns can be time-consuming and complex. With so many choices, it can be hard to know where to look for information and support.

24/7 Nurse Support was designed specifically to help make your health decisions simple and convenient by providing:

- Quick answers to your health questions any time, anywhere — 24 hours a day, 7 days a week
- Access to registered nurses with clinical experience
- Information to guide your health care decisions

When you call, a registered nurse can help you:

Learn about conditions and treatment options

- Understand a wide range of symptoms
- Learn more about a diagnosis
- Explore the risks, benefits and possible outcomes of your treatment options
- Determine what type of care may be right for your needs

Choose a health care provider

- Find doctors or hospitals that meet your needs
- Locate an urgent care center and other health resources in your area

Learn about healthy living

- Get tips on how nutrition and exercise can help you maintain a healthy weight
- Learn about important health screenings and immunizations

Registered nurses are available any time, day or night

Call this service any time for health information and support — all at no additional cost to you.

877-950-0825, TTY 711

Online resources

Visit retiree.uhc.com/shbp for health and well-being news, tools, resources and more.

Nurse Support 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.

UnitedHealthcare[®] Hearing

Experiencing hearing loss? You're not alone.

It's estimated that 1 out of 3 people over age 65 has some degree of loss.¹ Treating it early may help you improve your emotional, physical and overall health. Why wait? You can get a hearing test and hearing aids starting at only \$699 per ear as part of your plan.^{1*}



Hearing aids

The SHBP plan pays up to \$1,000 every 4 years



Routine exam

The SHBP plan has a \$0 copay (1 exam per year)

Convenient, flexible hearing solutions

Discover a wide selection of hearing aids with advanced technology available through direct delivery or an in-person hearing provider.

- **Relate™**, UnitedHealthcare Hearing's exclusive brand, features recharging capabilities, remote adjustments, Bluetooth® streaming and a smartphone app
- **Phonak** has all of Relate's features plus top-rated sound quality and speech understanding
- **2,000+ name-brand models and styles** are available through an in-person UnitedHealthcare Hearing provider, including hearing aids from the industry's top brands

Choose from 2 care options

- **Right2You virtual care at home:** These live, online video appointments include remote hearing aid adjustments and follow-up visits with a licensed hearing care professional
- **In-person care:** With 7,000+ locations, you're only about 10 minutes away* from a UnitedHealthcare Hearing provider, the largest accredited network of providers in the nation²

Don't want to leave home for hearing care?

Our Right2You direct delivery option lets you choose from Relate or Phonak hearing aids delivered right to your doorstep, complete with virtual follow-up care.

^{1*}Please refer to your Evidence of Coverage for details on your benefit coverage

¹Center for Hearing and Communication. Statistics and facts about hearing loss chcheating.org/facts-about-hearing-loss/. Accessed July 2020

²2020 UnitedHealthcare internal data

³2020 UnitedHealthcare claims information

Explore your options today

To start using your hearing benefit, visit UHChearing.com/shbp. You can even take an online hearing test to find out how well you're hearing.

Or, call **855-714-9490**, TTY **711**, 9 a.m.–9 p.m. ET, Monday–Friday.

Benefits worth looking at

Vision care is an important part of your overall health

Regular visits to an eye doctor can help keep your eyes healthy and improve your overall health. With your plan, you have access to a nationwide network of providers with the freedom to see any participating vision provider, anywhere in the country.



How it works:

- Routine eye exam once every 12 months with a \$0 copay
- \$125 allowance toward eyeglasses (frames and lenses) or contact lenses every 12 months
- Freedom to see any participating vision provider
- Nationwide network of providers to serve your vision needs

Connect with a vision provider or learn more:

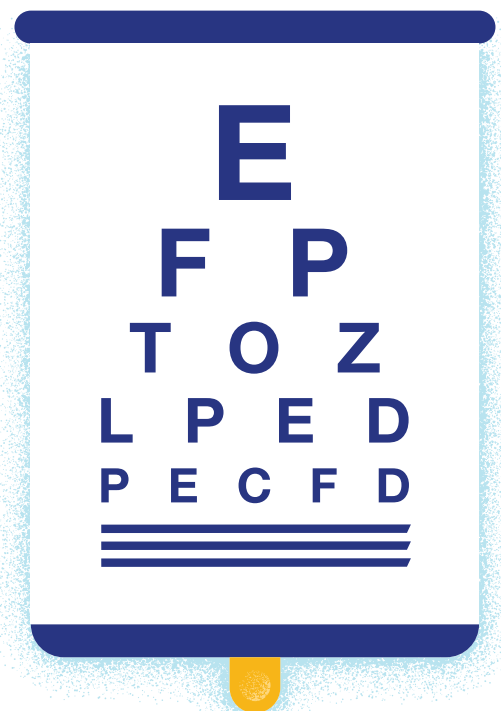
- 1 For questions about your vision benefits or help finding a vision provider, call the number on your UnitedHealthcare member ID card or sign in to retiree.uhc.com/shbp
- 2 Vision providers should contact the provider number on your UnitedHealthcare member ID card to confirm eligibility and benefits.
- 3 Out-of-network vision providers may require you to pay up front and submit to UnitedHealthcare for reimbursement. Call the number on your UnitedHealthcare member ID card for instructions.



Did you know?

If you have diabetes, the American Diabetes Association recommends an annual eye exam with an optometrist or ophthalmologist to check for signs of diabetes-related eye problems. This exam is different from a routine eye exam and is a Medicare-covered benefit under your plan with a copay or coinsurance.

Diabetes-related eye problems often show no symptoms until the condition becomes advanced, so it's important to have your eyes checked.



Online Resources

Your Plan Website

Use your member website to help you manage your plan information. If you haven't already, sign up for your online account and sign in. The homepage shows your plan information at a glance, which will help you find what you need quickly.

- Look up your latest claim information
- Review benefit information and plan materials
- Print a temporary UnitedHealthcare member ID card or request a new one
- Search for network doctors and pharmacies
- Explore Renew by UnitedHealthcare, our health and wellness experience. Learn about wellness topics, use interactive quizzes and tools and watch health-related videos.
- Sign up to get your Explanation of Benefits (EOB) online

Sign up for your secure online personal account today at retiree.uhc.com/shbp

Virtual Education Center

The Virtual Education Center was created to make caring for yourself easier. Because it's not always possible to share information face to face, we've brought our resources together in one place, at your fingertips, wherever and whenever you need it.

Explore:

- How the plan works
- UnitedHealthcare® HouseCalls
- Health & wellness
- Telephonic & Virtual Visits
- Clinical resources support
- Your plan

Explore the plan benefits virtually in order to get the most of them in real life at uhcvirtualretiree.com/shbp



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.

Refer to the Evidence of Coverage for eligibility requirements. 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. This information is for educational purposes only and is not a substitute for the advice of a doctor. Consult your doctor prior to beginning an exercise program or making changes to your lifestyle or health care routine. Rally and the Rally logo(s) are registered trade and service marks of Rally Health, Inc. ©2022 Rally Health, Inc. All Rights Reserved.

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. Benefits and features may vary by plan/area. Limitations and exclusions apply.

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.

Renew Rewards is not available in all plans with Renew by UnitedHealthcare. Consult your doctor prior to beginning an exercise program or making changes to your lifestyle or health care routine.

Renew by UnitedHealthcare resources may vary.

Telephonic Nurse Support 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.

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.

**Please refer to your Evidence of Coverage for details on your benefit coverage. This information is not a complete description of benefits. Limitations and restrictions may apply.

§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. Tivity Health and SilverSneakers are registered trademarks or trademarks of Tivity Health, Inc. and/or its subsidiaries and/or affiliates in the USA and/or other countries. © 2022. All rights reserved.

This information is available for free in other languages. Please call our customer service number located on the back at 877-246-4190, TTY: 711, 8 a.m.–8 p.m. local time, Monday–Friday.

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Go ahead, take advantage



877-246-4190, TTY 711

8 a.m.–8 p.m. local time, Monday–Friday



Visit the plan website at **retiree.uhc.com/shbp** or the
Virtual Education Center at **uhcvirtualretiree.com/shbp**