

From hospital to home



These simple steps can help you stay safe and supported as you heal

1

Follow your provider's discharge instructions

Review the instructions to help care for yourself or a loved one after leaving the hospital.

2

Contact your primary care provider (PCP)

Set up a follow-up appointment and share details from your hospital stay. For help finding a provider, call **877-246-4190, TTY 711**, 8 a.m.-8 p.m. ET, Monday-Friday.

3

Review your medications with your pharmacist or PCP to help avoid complications

Extra support for your recovery

Your UnitedHealthcare Group Medicare Advantage (PPO) plan includes additional resources:



Try a virtual visit

Get direct access to health care providers from your computer, tablet, or smartphone. Visit retiree.uhc.com/shbp to learn more.



Visit urgent care when it's not an emergency

Find convenient locations with extended hours to get the care you need, faster.



Use your Healthy at Home benefits

For up to 30 days after a hospital or skilled nursing facility stay, you may qualify for extra support like home-delivered meals, rides to and from medical appointments or the pharmacy, and nonmedical personal care. To get started, call **877-246-4190, TTY 711**, 8 a.m.-8 p.m. ET, Monday-Friday.



Get more from your plan online

View benefits, coverage, claims, and providers in one place. Create an account at retiree.uhc.com/shbp with your Medicare number or member ID and an email address.



¹Benefits, features and/or devices vary by plan/area. Limitations and exclusions apply. Virtual visits may require video-enabled smartphone or other device. Not for use in emergencies.

²You are not required to use all 3 services. A new referral is required after each discharge to access your meal and transportation benefit. Call the number on your member card to get a referral. Unused benefits do not roll over. Some restrictions and limitations apply.

The information provided is for general informational purposes only and is not intended nor should be construed as medical advice. Individuals should consult an appropriate medical professional to determine what may be right for them.

This information is not a complete description of benefits. Benefits, features and/or devices vary by plan/area. Limitations, exclusions and/or network restrictions may apply. The company does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities.

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Sources: GRR Member Experience Welcome Home from the Hospital

Y0066_P2650351_081925_C; Optum Transition of Care (TRC) MY2025 QQT Medicare (Star Rating Measure).

P2650351