

Where to go

When you don't feel well, it can be tough to know when and where to seek care. Should you wait to see your primary care provider (PCP) take advantage of a Virtual Visit (see next page) or visit an urgent care center? The best thing to do is to ask your PCP about when and where to get care, especially if you already have a medical condition. However, if your PCP isn't available, here is a helpful chart that may help you decide.

	Virtual Visit	Urgent care center	Emergency room
Animal bites		✓	• Any life-threatening or disabling condition
Stitches		✓	
X-rays		✓	• Sudden or unexplained loss of consciousness
Back pain		✓	
Mild asthma		✓	• Chest pain, numbness in face, arm or leg, difficulty speaking
Minor headaches	✓	✓	
Sprains, strains		✓	• Severe shortness of breath
Nausea, vomiting, diarrhea		✓	
Bumps, cuts, scrapes	✓	✓	• High fever with stiff neck, mental confusion or difficulty breathing
Burning with urination	✓	✓	
Coughs, sore throat	✓	✓	• Coughing up or vomiting blood
Ear or sinus pain	✓	✓	
Eye swelling, irritation, redness or pain	✓	✓	• Cut or wound that won't stop bleeding
Minor allergic reactions	✓	✓	
Minor fevers, colds	✓	✓	• Major injuries
Rashes, minor burns	✓	✓	
			• Possible broken bones

ER rule of thumb: Call 911 or go to the emergency room (ER) if you think you could put your health at serious risk by waiting to get care.

Note: Generally, out-of-pocket costs are lower if non-emergency care is received at an urgent care center, and a Virtual Doctor Visit has a \$0 copay. Each clinic or center may have different services available and different hours they are open, so be sure to call and ask before you go.

Do more with your plan



retiree.uhc.com/UAWTrust



1-844-320-5021, TTY 711
8 a.m.–8 p.m. local time, Monday–Friday

For more details, please review your Evidence of Coverage (EOC). Your Quick Start Guide will include instructions on how to access your EOC.

¹A copay or coinsurance may apply if you receive services that are not part of the annual physical/wellness visit.

²Not all network providers offer virtual care. Virtual visits may require video-enabled smartphone or other device. Not for use in emergencies.

³Renew by UnitedHealthcare is not available in all plans. Resources may vary.

⁴Providers cannot prescribe medications in all states.

⁵24/7 Nurse Support should not be used for emergency or urgent care needs, used for informational purposes only. 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 provider's care. Your health information is kept confidential in accordance with the law. Access to this service is subject to terms of use.

⁶Modivcare may subcontract to other vendors or individuals. Subcontracting is at the discretion of Modivcare.

⁷Modivcare does not guarantee urgent requests will be met when scheduled less than 2 days in advance for standard services. Modivcare supports any language the member requires through a third-party translator service.

⁸A new referral is required after every discharge to access your meal and transportation benefit. Benefits, features and/or devices vary by plan/area. Limitations and exclusions apply.

⁹The 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.

¹⁰Refer 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. Benefits, features and/or devices vary by plan/area. Limitations and exclusions apply. The information provided through the program is for informational purposes only and provided as part of your health plan. It is educational in nature and should not substitute for medical advice. Copyright © 2023 Rally Health, Inc. Rally is a trademark of Rally Health, Inc. All other trademarks are the property of their respective owners. All rights reserved.

¹¹Participation in the Renew Active® program is voluntary. Consult your doctor prior to beginning an exercise program or making changes to your lifestyle or health care routine. Renew Active includes standard fitness membership and other offerings. Fitness membership equipment, classes, personalized fitness plans, caregiver access and events may vary by location. Certain services, discounts, classes, events, and online fitness offerings are provided by affiliates of UnitedHealthcare Insurance Company or other third parties not affiliated with UnitedHealthcare. Participation in these third-party services are subject to your acceptance of their respective terms and policies. AARP® Staying Sharp® is the registered trademark of AARP. Access to Medicare's largest national gym network is based upon comparison of competitors' website data as of May 2022. UnitedHealthcare is not responsible for the services or information provided by third parties. The information provided through these services is for informational purposes only and is not a substitute for the advice of a doctor. Gym network may vary in local market.

Staying Sharp, including all content and features, is offered for informational purposes and to educate users on brain health care and medical issues that may affect their daily lives. Staying Sharp is based on a holistic, lifestyle approach to brain health that encourages users to incorporate into their daily lives activities that are associated with general wellness. Nothing in the service should be considered, or used as a substitute for, medical advice, diagnosis, or treatment. Features including the Cognitive Assessment and Lifestyle Check-Ins, Additional Tests, exercises, and challenges assess performance at a particular moment in time on certain discrete cognitive tasks. Staying Sharp games are intended for entertainment and recreational purposes only. Various factors may affect performance, including sleep, tiredness, focus, and other social, environmental, or emotional factors. Performance is not indicative of cognitive health and not predictive of future performance or medical conditions.

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Your plan comes packed with extras

UnitedHealthcare® Group Medicare Advantage (PPO) plan



United Healthcare

UAW RETIREE Medical Benefits Trust

Get all the benefits of a UnitedHealthcare® Group Medicare Advantage (PPO) plan, plus some great extras including:



Annual Wellness Visit and preventive care services at \$0 copay¹

An Annual Wellness Visit with your provider is one of the best ways to start your year off and stay on top of your health. You and your provider can work as a team to create a preventive care plan, review medications and talk about any health concerns.



Yearly in-home visit

Get a yearly check-in with a member of our licensed health care practitioners who will:

- Perform a head-to-toe exam, health screenings and answer your health questions
- Review your medical history and medications
- Send a summary of your visit to you and your primary care provider

Video visits from UnitedHealthcare® HouseCalls — Prefer a video visit instead? HouseCalls offers a video visit using a computer, tablet or smartphone to connect plan members with a health care practitioner.

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

A HouseCalls visit is designed to support, but not take the place of, your provider's care.

HouseCalls may not be available in all areas.

For more information, visit [UHCHouseCalls.com](https://www.uhc.com/uhchousecalls) or call toll-free **1-866-447-7868**, TTY **711**.



Wellness resources³

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

- Brain games, healthy recipes, learning courses and workout videos
- Health topic library including hundreds of health and wellness articles and videos.
- Interactive quizzes and tools, caregiver resources and Renew Rewards

To explore all Renew has to offer, sign in to [retiree.uhc.com/UAWTrust](https://www.uhc.com/retiree) and go to **Health & Wellness**. Reward program Terms of Service apply.



Mental and behavioral health

Nothing is more important than your health, which includes your mental health. You have access to many resources to help improve your emotional and mental health, including:

- Personalized virtual therapy programs with AbleTo
- Ongoing mental health support with Optum Behavioral Health
- Health and wellness resources with Renew by UnitedHealthcare³

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



Virtual visits²

See a doctor or talk to a behavioral health specialist anytime using live video chat from your computer, tablet or smartphone.

With **Virtual Doctor Visits**, you can ask questions, get a diagnosis or even get medication prescribed and have it sent to your pharmacy.⁴

With **Virtual Behavioral Health Visits**, you can speak to a behavioral health specialist for addiction, depression, anxiety, stress, loss and behavioral health medication management.

To find a list of participating Virtual Visit providers visit [uhcvirtualvisits.com](https://www.uhc.com/uhcvirtualvisits) and select **Choose a Medical or Behavioral Provider**.



24/7 Nurse Support⁵

24/7 Nurse Support was designed specifically to help make your health decisions simple and convenient by helping to provide immediate answers to your health questions anytime, anywhere — 24 hours a day, 7 days a week — at no additional cost.

When you call, a registered nurse can help you:

- Choose where to go for care — whether that's self-care, a provider visit or urgent care
- Find a provider or hospital that meets your needs and preferences
- Understand your diagnosis and explore treatment options

For more information, call toll-free **1-877-365-7949**, TTY **711**.



Transportation

If you're in need of a reliable ride to your doctor or specialist appointments, our transportation program managed by ModivCare can help. We have a variety of options depending on your needs, all at no additional cost to you.⁶

How it works

- Use your transportation benefit for rides to and from your medical appointments and to the pharmacy to pick-up your prescriptions.
- Schedule up to 24 one-way trips per year.
- Call Modivcare at the number below to schedule your ride. Your trip can be scheduled up to 30 days in advance but must be made at least 2 days before your appointment for standard services.
- A Modivcare representative will ask for your name and address, UnitedHealthcare® member ID number, and address of your medical appointment or pharmacy. Please have this information ready when you call.

If you need to make any changes or cancel your appointment, please call ModivCare as soon as you can⁷ ModivCare can accommodate changes you need to make within a reasonable amount of time. If your ride does not come within the scheduled window, call the number below for assistance.

Schedule your ride or learn more. Call **1-833-219-1182**, TTY **1-844-488-9724**. Or visit [modivcare.com/BookNow](https://www.modivcare.com/BookNow)



Healthy at Home⁸

With UnitedHealthcare Healthy at Home, you are eligible for the following benefits up to 30 days following all inpatient and skilled nursing facility discharges:

- **Meals:** 28 home-delivered meals when referred by a UnitedHealthcare Engagement Specialist.⁸ Contact Mom's Meals® for details and to place meal orders after you get your referral. Mom's Meals: **1-866-204-6111**, TTY **711**
- **Transportation:** 12 one-way rides to medically-related appointments and the pharmacy when referred by a UnitedHealthcare Engagement Specialist⁸. Contact ModivCare™⁶ to schedule your trip⁷ after you have received your referral. Modivcare: **1-833-219-1182**, TTY **1-844-488-9724**, 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 caregiver⁹ for tasks such as meal preparation, bathing, medication management and more. No referral required. CareLinx: **1-844-383-0411**, TTY **711**, or visit [carelinx.com/UHC-retiree-post-discharge](https://www.carelinx.com/UHC-retiree-post-discharge)



Rally Coach™ programs¹⁰

Rally Coach programs can help you start living a healthier and happier life. These virtual coaching programs are available to you at no additional cost and include the following:

- Real Appeal®, an online weight-loss program proven to help you achieve lifelong results, one step at a time (includes a diabetes prevention program for those who qualify)
- Rally Wellness Coaching, which helps you get healthy your way by providing 24/7 access to digital health and wellness courses as well as personalized coaching support via online chat or phone calls
- The Quit For Life® Tobacco Cessation Program, which helps give you the support you need to quit all types of tobacco use
- Visit [rallyhealth.com/retiree](https://www.rallyhealth.com/retiree) or call the numbers below:
 - For Real Appeal call **1-844-924-7325**
 - For Rally Wellness Coaching call **1-800-478-1057**, TTY **711**
 - For Quit for Life call **1-866-QUIT-4-LIFE**, TTY **711**



Fitness membership¹¹

Renew Active® is the gold standard in Medicare fitness programs for body and mind. Available with your UnitedHealthcare Medicare Advantage plan — at no additional cost.

Stay active with a free gym membership at a location you select from a national network. If you prefer to exercise at home, you can view thousands of on-demand workout videos and streaming fitness classes.

Stay active socially with local health and wellness classes and events. Also, connect socially by joining the online Fitbit® Community for Renew Active. No Fitbit device is needed.

Stay focused on brain health with an online program from AARP® Staying Sharp®, including exclusive content for Renew Active members.

To get your confirmation code and find a participating fitness location, sign in to your plan website, go to **Health & Wellness** and look for **Renew Active**. If you are unable to log in to your plan website or if you have any questions, please call Customer Service at the number on the back of your member ID card.