

Here for you and your Medicaid patients

UnitedHealthcare Community Plan helps connect Kentucky Medicaid members with extra benefits and services to help them stay healthy.

Member Services: **1-866-293-1796**

Member Renewal Services: **1-855-306-8959**, TTY **711**

More Information: uhccommunityplan.com/KY

Member Portal: myuhc.com/communityplan



Online and mobile tools

UnitedHealthcare Doctor Chat

If members have a non-emergency problem, skip the wait of the ER and urgent care and connect with a physician in minutes. With the app, members can connect to a doctor wherever they are without any cost. Members can download the Doctor Chat app from the App Store or Google Play™.

Members-only website

Members can visit myuhc.com/communityplan to find a doctor or pharmacy, view benefits information and get answers to many common questions.

UnitedHealthcare OMW™

An engaging, interactive program that informs Kentucky youth and helps prepare them for many real-world situations that lie ahead. Visit uhcOMW.com

UnitedHealthcare app

A mobile app that allows members to access key information on the go. Members can search for nearby doctors, view the member handbook or access their member ID card.

Fresh EBT

Helps Supplemental Nutrition Assistance Program (SNAP) participants manage their balance from their smartphone. Download the Fresh EBT app.

KidsHealth®

A free online resource with articles and videos on hundreds of topics, including asthma, diabetes, nutrition and exercise. kidshealth.org



Extra help when members need it

Vivify remote patient monitoring

This remote patient monitoring (RPM) program offers a way to quickly and easily track biometrics, interventions and custom self-trending reporting.

NurseLine

Members can speak with a registered nurse 24/7 by calling **1-800-985-3856** TTY **711**.

Quit Now Kentucky

Get help quitting smoking at no cost to you. Call toll-free, **1-800-QUIT-NOW** (1-800-784-8669), TTY **711**. Or visit quitnowkentucky.org

Behavioral health services

A wide range of treatment and services for behavioral health and substance use disorders. Members don't need a referral from their PCP.

Personal care managers

Qualifying members can receive help managing asthma, diabetes and other chronic health conditions.

Substance Use Disorder Helpline

Licensed clinicians are available 24/7 to answer questions and offer support with an alcohol or drug addiction. Call **1-855-780-5955**. Or visit LiveAndWorkWell.com. Recovery to use live chat.

Over-the-counter medication

Free over-the-counter medication with a prescription.





Maternity resources

Healthy First Steps®

Pregnant women and new mothers get extra help to stay healthy and have a healthy baby. Members earn great rewards for completing checkups on time during and after pregnancy. It includes prenatal, postpartum and well-child care (up to 15 months). Members can join at UHCHealthyFirstSteps.com or call **1-800-599-5985** for more information.

Milestone Reward/Enrollment gift chart

Milestone	Reward Option One	Reward Option Two
Enrollment gift	\$15 Walmart gift card	Stylish diaper bag
24 week prenatal	Teething Rattle	Nursing cover
32 week prenatal	Tabletop Toy	First-aid kit
Birth	Rubber Ducks bath thermometer	Digital thermometer
Postpartum appointment	\$10 gift card	Sorting blocks
6 month well-child	Feeding kit	Dental care kit
Lead screen	Childproofing kit	<i>Goodnight Moon</i> book
15 month well-child	Spa kit	Puzzle

Text4baby

Members will receive free text messages each week during their pregnancy. To enroll, members can text the word **BABY** or **BEBE** to 511411. Then enter the participant code **HFS**.



Rewards program

Member Rewards

Eligible members receive gift cards for completing recommended services.

- \$15 gift card for completion of diabetic or prediabetic A1C testing
- \$15 gift card for completion of diabetic or prediabetic retinal eye exams
- \$25 gift card for adolescent/teen well visit
- \$15 gift card for annual preventative child dental visit (under 21)



Youth resources

Boys & Girls Club

Youth members (ages 6-17) are eligible for a free annual Boys & Girls Club membership in participating areas. To redeem, members can let their local club know they're a UnitedHealthcare Community Plan of KY member.



Additional benefits and services

Vision

Eye exams are covered by UnitedHealthcare. Lenses, frames and repairs are covered for members younger than 21.

Dental

Dental benefits are provided by a contracted dentist. Locate a dentist on our website at uhccp.com/KY or call Member Services at **866-293-1796**.

Free cell phone service

Eligible members can get no-cost mobile phone service from select Lifeline® service providers. The plan includes talk, text and data. Learn more at FeelSafeWireless.com

**Choose more.
Choose UnitedHealthcare.**

Visit kynect.ky.gov
Or call **1-855-306-8959**