



UnitedHealthcare® Community Plan

Committed to a healthy Arizona.

UHCCommunityPlan.com




UnitedHealthcare® Medicare Advantage plans are insured through UnitedHealthcare Insurance Company and its affiliated companies, a Coordinated Care plan with a Medicare contract and a contract with the state Medicaid program. This plan is available to anyone who has both Medical Assistance from the State and Medicare. The benefit information provided is a brief summary, not a complete description of benefits. For more information contact the plan. Limitations, co-payments and restrictions may apply. Benefits, formulary, pharmacy network, premium and/or co-payments/co-insurance may change on January 1 of each year. Premiums, co-pays, co-insurance, and deductibles may vary based on the level of Extra Help you receive. Please contact the plan for further details.

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We've been providing service to the community for over 30 years. That's not changing. **We're here to stay.**



Choices for every member.

UnitedHealthcare Community Plan offers our members choices. But that goes far beyond simply providing a variety of health care plans. It also means our members have choices when it comes to aligning a combination of services to best meet their individual needs.



AHCCCS/Medicaid.

Serves: Pregnant women, children, people with disabilities and those who can't afford to buy insurance on their own.

We have been serving members in Medicaid and CHIP managed care for more than 30 years. We employ a large and diverse workforce all across the state. Because we're part of the community, we have a genuine understanding of the challenges facing those we serve. We work with community organizations to overcome geographic, educational and cultural barriers to help improve access to care.

Available in: Apache, Cochise, Coconino, Graham, Greenlee, La Paz, Maricopa, Mohave, Navajo, Pima, Santa Cruz, Yavapai and Yuma counties.



Children's Rehabilitative Services (CRS).

Serves: Children with specified chronic and/or disabling health conditions, like cerebral palsy or cystic fibrosis.

Today, UnitedHealthcare Community Plan serves more than half of the state's special needs population, and we are the sole statewide contractor for Children's Rehabilitative Services. Members receive care through one of four Multispecialty Interdisciplinary Clinics (MSIC) located in Phoenix, Tucson, Flagstaff and Yuma. The CRS program is divided into four coverage types offering a combination of primary care and behavioral health services for members. All CRS members get specialty care for their CRS-related condition.

Available in: All counties.



Developmentally Disabled (DD).

Serves: People with developmental disabilities such as autism, epilepsy, cerebral palsy or a cognitive disability.

Since 1988, we have offered statewide service to individuals with developmental and cognitive disabilities like autism, epilepsy and cerebral palsy. Our clinical programs are designed to help strengthen the family's role as a primary caregiver, prevent inappropriate out-of-home placement, maintain family unity and reunite families who have been placed out of the home by providing a broad range of integrated support services.

Available in: All counties.



Dual SNP.

UnitedHealthcare® Dual Complete™ (HMO SNP).

Serves: People who are aged, blind, disabled, or have a developmental disability.

UnitedHealthcare Dual Complete is for Medicaid members who have Medicare Parts A & B. This Special Needs Plan (SNP) offers more benefits than Original Medicare, such as credits for a health products catalog, glasses or contacts and dental coverage. Currently, we serve nearly half of the dual Medicare-Medicaid population in 14 of Arizona's 15 counties.

Available in: Apache, Cochise, Coconino, Graham, Greenlee, La Paz, Maricopa, Mohave, Navajo, Pima, Pinal, Santa Cruz, Yavapai and Yuma counties.



Dual SNP for LTC.

UnitedHealthcare® Dual Complete™ One (HMO SNP).

Serves: People who qualify for AHCCCS/ Medicaid and Medicare Parts A & B.

UnitedHealthcare Dual Complete One is for Medicaid members who have Medicare Parts A & B and are enrolled in our Long Term Care program. This special needs plan provides our Long Term Care dual eligible beneficiaries access to Medicare and Medicaid benefits under a single Managed Care Organization. We are able to coordinate the delivery of covered Medicare and Medicaid health and long-term care services, using aligned care management and specialty care network methods for high-risk beneficiaries. This plan is offered in the 10 Arizona counties where our Long Term Care plan is offered.

Available in: Apache, Coconino, La Paz, Maricopa, Mohave, Navajo, Pima, Santa Cruz, Yavapai and Yuma counties.



Long Term Care (LTC).

Serves: People who qualify for Long Term Care and Medicare Parts A & B.

Our Long Term Care Plan is for people of all ages who have a long-term disability due to age, illness or injury. We are able to offer services in a community setting instead of nursing home placement when possible. Case Managers assist our members with accessing care from their doctors, oversee the delivery of care, and add or adjust services when our members' needs change. In addition to improving health outcomes, we offer multiple member empowerment programs.

Available in: Apache, Coconino, La Paz, Maricopa, Mohave, Navajo, Pima, Santa Cruz, Yavapai and Yuma counties.



With a variety of services, all from one health care company, there's no better reason to choose UnitedHealthcare Community Plan.

Our plans serve a wide range of needs.



Making a difference, one member at a time.

Our programs cover people in every stage of life, from newborns and children with physical and developmental disabilities to the frail elderly and people needing long-term care. We have experience serving a wide range of health care needs.

Plan name:	Serves:	How to qualify:	What is covered:	Program Alignment:	
AHCCCS / Medicaid	Pregnant women, children, people with disabilities and those who can't afford to buy insurance on their own.	Applicant's household income must be less than or equal to the income limit for insurance they are applying for. Information about income limits may be found on the AHCCCS website at healtharizonaplus.gov .	Primary Care (doctor's office visits) / Prescription Drugs / Hospitalization / Out of Home Therapies (such as speech, occupational, physical therapy, etc.). Behavioral Health services are available through Regional Behavioral Health Authority (RBHA).	If you have AHCCCS/Medicaid and Medicare A&B you may also be eligible for Dual Complete.	
Children's Rehabilitative Services (CRS)	Children with specified chronic and/or disabling health conditions; for example: cerebral palsy, cleft lip, cleft palate, congenital heart disease, cystic fibrosis, hearing loss, scoliosis, sickle cell anemia, spina bifida.	Individuals must meet AHCCCS income and medical eligibility requirements. Program covers individuals from birth to 21 years of age. Members can opt to continue in the program after age 21. Families and physicians can submit a CRS application.	Fully Integrated	Primary Care (doctor's office visits), Prescription Drugs, Hospitalization, Out of Home Therapies (such as speech, occupational, physical therapy, etc.), Behavioral Health	CRS Fully Integrated- Behavioral Health members may be members of a Developmentally Disabled program. CRS members (all categories) that have Medicare A&B may be eligible for Dual Complete.
			Partially Integrated – Acute	Primary Care (doctor's office visits), Prescription Drugs, Hospitalization, Out of Home Therapies (such as speech, occupational, physical therapy, etc.). American Indian members receive behavioral health services from a Tribal RBHA.	
			Partially Integrated –Behavioral Health	Prescription Drugs (CRS/BH), Hospitalization (CRS/BH), Out of Home Therapies, such as speech, occupational, physical therapy, etc. (CRS/BH), Behavioral Health. CMDP or DDD members receive primary care from primary program of enrollment.	
			CRS Only	Prescription Drugs, Hospitalization, and Out of Home Therapies, such as speech, occupational, physical therapy, etc. (CRS condition). Members receive primary care from primary program of enrollment. CMDP and DDD American Indian members receive behavioral health services from Tribal RBHA; AIHP members receive from Tribal RBHA; also includes ALTCS/EPD and American Indian Fee For Service members.	
Developmentally Disabled (DD)	People with developmental disabilities such as autism, epilepsy, cerebral palsy or a cognitive disability.	Applicant voluntarily applies and must be at risk of having a developmental disability (up to age 6). If the applicant is over the age of 6 years, he or she may qualify for the program if they are diagnosed with epilepsy, cerebral palsy, cognitive/ intellectual disability or autism (does not include Asperger's syndrome or PPD NOS). An individual may also be eligible if they have a disability that occurred before age 18 and the individual has substantial functional limitations in three of the seven major life areas.	Primary Care (doctor's office visits), Prescription Drugs, Hospitalization (except for CRS condition), Out of Home Therapies (such as speech, occupational, physical therapy, etc.). Behavioral Health services are available through Regional Behavioral Health Authority (RBHA). For In-home Modifications or Assistance and Out of Home Daycare, contact your DES/DDD Support Coordinator.	Developmentally Disabled members may also qualify for the CRS Fully Integrated-Behavioral Health program. Developmentally Disabled members that have Medicare A&B may be eligible for Dual Complete.	
Long Term Care (LTC)	People who are aged, blind, disabled, or have a developmental disability.	Must meet income requirement and have been determined to need a nursing home level of care.	Primary Care (doctor's office visits), Prescription Drugs, Hospitalization, Out of Home Therapies (such as speech, occupational, physical therapy, etc.), Behavioral Health, In-Home Modifications or Assistance (such as attendant care), Out of Home Daycare.	Long Term Care members with Medicare A&B may also be eligible for Dual Complete One.	
Dual Complete	People who qualify for AHCCCS/Medicaid and Medicare Parts A & B.	Individuals over 65 who meet income and asset requirements or people under 65 who receive Supplemental Security Income and qualify for Medicare Parts A & B may qualify.	Primary Care (doctor's office visits), Prescription Drugs, Hospitalization, Out of Home Therapies (such as speech, occupational, physical therapy, etc.), Behavioral Health, In-Home Modifications or Assistance (such as attendant care), Out of Home Daycare (SNF up to 100 days; if they need longer, they into LTC).	Dual Complete aligns with AHCCCS/Medicaid, CRS and Developmentally Disabled.	
Dual SNP for LTC	People who qualify for Long Term Care and Medicare Parts A & B.	Must meet income requirement and have been determined to need a nursing home level of care.	Primary Care (doctor's office visits), Prescription Drugs, Hospitalization, Out of Home Therapies (such as speech, occupational, physical therapy, etc.), Behavioral Health, In-Home Modifications or Assistance (such as attendant care), Out of Home Daycare (SNF up to 100 days; if they need longer, they into LTC).	Dual Complete One aligns with LTC.	

Programs that benefit our members.

From incentive programs to promoting healthier living habits, we strive to make our members' lives better.

Baby Blocks,™ giving babies a healthier start in life.



Baby Blocks is an online incentive program that encourages our pregnant members to keep their prenatal, postpartum and well-baby doctor appointments. Participants receive reminders via email and text messages, and they're rewarded with a choice of gifts at each milestone. Baby Blocks improves continuity of care throughout their pregnancy and the first 15 months of the baby's life.

myMoney Connect,™ The Prepaid Debit Card with a Rewards Program



UnitedHealthcare myMoney Connect™ helps members keep their money and spending information right at their fingertips. Members save money by having no monthly fees, enroll in direct load for paychecks or government funds and get rewarded for health-related activities like going to the doctor. This program is exclusively for UnitedHealthcare Community Plan AHCCCS/Medicaid members.

MyHealthLine.



Our members get all the same benefits of the federal phone program, plus more! There are no added costs for unlimited text messages and calls to member services are free. Visit www.safelink.com.

*me Member Empowerment program.



We've created a member-centric culture for our members, providers and employees and named it *me for Member Empowerment. For members it defines goals to help make their lives healthier and happier. For providers it shows how to become more engaged in outside activities that benefit members. For employees it lays out the specifics of how to help members meet their personal goals.

Dr. Health E. Hound® Fitness Challenge.



Under the direction of our own canine medical mascot, this program encourages school children to make exercise a part of their everyday lives. Children learn why physical activity is important for good health, and they learn fun exercises that are based on the President's Physical Fitness Challenge. Each child gets a free exercise journal to keep track of workouts at home. They also learn about Body Mass Index (BMI) as a measure of healthy weight and progress.

Community Rewards.



UnitedHealthcare Community Rewards makes following doctors' orders more rewarding. We appreciate everything our providers do to help our plan members stay healthy. To support their efforts, we're offer Community Rewards, a Web-based tool that helps members earn rewards for their healthy activities.

Innovations designed to make a difference.

In every program, and across the full continuum of care, we have worked to introduce innovations, improve service and reduce costs.



Improving health with telehealth technologies.

Many children throughout Arizona have special needs that require them to see specialist physicians

frequently. We employ two-way video conferencing to help enable orthopedic, craniofacial, neurosurgery and other specialists to treat these members from afar, which dramatically improves access to care for people in remote rural locations.

Accountable Care Communities.

Within our Arizona Accountable Care Communities, we have partnerships with 30 hospitals and 19 physical health clinic sites, caring for more than 145,000 members. Our model calls for a registered nurse to be placed in each medical practice. The nurse reviews daily reports showing members who have either visited the ER or are being released from hospital. The nurse then notifies the relevant primary care physician of the need to educate the member or provide follow-up care. This process was recognized by the Centers for Medicare & Medicaid Services (CMS) as a best practice to help reduce inappropriate ER visits and help lower hospital readmissions.

Advocate4Me.

Advocate4Me is a customer care approach that provides UnitedHealthcare's members with a single point of contact to address their various health needs. By calling a single toll-free number, or using their preferred communication channel, members are connected with an Advocate who provides them with end-to-end support, "owning" their request until it's resolved. This approach results in a simpler, more personalized and informed experience for the member.



Health4Me™.

Health4Me is a free mobile app that provides UnitedHealthcare Community Plan members 24/7 access to a registered nurse, enables them to locate a nearby in-network physician, hospital or other medical facility, and gives them access to their personal health benefits information.

