



WCA GROUP HEALTH TRUST

Prepared For:



New Holstein School District



## BENEFITS CONTACT INFORMATION

### UMR (MEDICAL PLAN)

- **To find out if a provider is in the network**, call Customer Service at **800-207-3172** or login to [www.umar.com](http://www.umar.com) and:
  - Click on Provider Network
    - For a medical provider:
      - Click on View Providers
      - Enter the zip code or the city and state of the provider
      - Then you are then ready to search for a provider
      - **NOTE: Most physicians sign up with the network individually. If you are looking for a particular physician, enter the physician's first and last name. If you do not find them, then try the clinic name**
    - For a behavioral health provider (for mental health or alcohol/substance abuse):
      - Click on Behavioral Health Directory
      - Click on the city/state/zip shown and change it to your or your provider's city/state or zip
      - Then you are ready to search for a provider
      - **NOTE: Physicians sign up with the network individually or under their clinic name. If you don't find them under the physician's name, then try the clinic name.**
- **For claims questions**, call **800-207-3172**.
- **If a service requires prior authorization** (i.e., inpatient hospital stays, behavioral health inpatient or residential stays, transplants and related services, skilled nursing facility stays, durable medical equipment exceeding \$1,000, clinical trials, dialysis, chemotherapy, infusion therapy and genetic testing), have your physician call **866-494-4502**.
- **If a service does not require prior authorization but you want to know if a service will be covered** (such as, an outpatient surgery, an oral surgical procedure, etc.), have your physician fax a **predetermination request** to **877-293-4926**. All procedure and diagnosis codes and supporting medical records must be included.

**CVS CAREMARK (PRESCRIPTIONS)** - You may obtain most prescriptions at your local pharmacy or through CVS Caremark's mail order program, up to a 90-day supply. If you are taking a specialty medication, you may only obtain it through CVS Caremark's Specialty Mail Order Program or from a local CVS Caremark Pharmacy, up to a 30-day supply.

- **To find out if a prescription is covered or what tier it is on**, go to [www.caremark.com](http://www.caremark.com) or call Customer Care at **866-818-6911**.
- **To begin mail order for prescriptions**, go to [www.caremark.com](http://www.caremark.com) or call 866-239-4543 to set up your account and provide payment information. Physicians can fax prescriptions to 800-378-0323.
- **For specialty prescriptions**, call **800-237-2767**.
- **For prior authorizations**, your physician can call **800-294-5979**.

**FOR ADDITIONAL ASSISTANCE**, contact the WCA Group Health Trust at **800-236-6885** and ask for Cathy, Phyllis, Trina or Mary.



WCA GROUP HEALTH TRUST

**NEW HOLSTEIN SCHOOL DISTRICT  
BENEFIT SUMMARY**  
(Effective 07/01/2021)

	<b>Plan Benefits</b>		
<b>Network</b>	UHC Choice +		
<b>Plan Type</b>	PPO		
<b>Accumulation Type</b>	Embedded		
<b>Benefit Accumulator</b>	Calendar Year		
	<b>In-Network</b>	<b>Out-of-Network</b>	
<b>Deductible</b>	\$1,000/\$2,000	\$2,000/\$4,000	
<b>Coinsurance</b>	100%	70%	
<b>Total Maximum Out-of-Pocket (Ded, Coins, Medical and Rx Copays)</b>	\$4,000/\$8,000	\$8,000/\$16,000	
<b>Medical Benefits</b>			
Inpatient Hospital	Deductible/100%	Deductible/70%	
Outpatient Hospital	Deductible/100%	Deductible/70%	
Office Visit	\$25/Deductible Waived/100%	Deductible/70%	
Specialist Office Visit	\$25/Deductible Waived/100%	Deductible/70%	
Preventive Exam	100%/Deductible Waived	Deductible/70%	
Manipulation	\$25/Deductible Waived/100%	Deductible/70%	
Phys/Occ/Sp/Resp Therapy (Combined limit of 60 visits per benefit period - PT/OT/ST)	\$25/Deductible Waived/100%	Deductible/70%	
Durable Medical Equipment	Deductible/100%	Deductible/70%	
Urgent Care	\$100/Deductible Waived/100%	Deductible/70%	
Emergency Room Care	\$250/Deductible Waived/100%	\$250/Deductible Waived/100%	
Mental Health/Subst. Abuse:			
Office Visit	\$25/Deductible Waived/100%	Deductible/70%	
Inpatient	Deductible/100%	Deductible/70%	
Outpatient	Deductible/100%	Deductible/70%	
High Tech Imaging Coverage	Deductible/100%	Deductible/70%	
Oral Surgery	Deductible/100%	Deductible/70%	
All Other Medical Services	Deductible/100%	Deductible/70%	
<b>Teladoc Benefits</b>	100%/Deductible Waived		
<b>Pharmacy Benefits</b>			
Value Priced Generic	\$0 Copay		
	<u>Generic</u>	<u>Preferred Brand</u>	<u>Non-Preferred Brand</u>
Retail, 30 Days:	\$10	\$30	\$60
Retail, 31-90 Days:	\$30	\$90	\$180
Mail Order 90 Days:	\$20	\$60	\$120
	Specialty, Mail, 30 Days: 25% up to \$250		
	Mandatory Generics: No		
	Rx Max Out-of-Pocket: Included in Medical		

# YOUR PLAN ADVISOR

Ready to connect – and guide you to the answers you seek



**Health care in the modern world calls for a sensitive, personal approach to service – one that's built on real relationships and trust.**

Which is why Plan Advisor delivers an experience that's beyond traditional models of member support. Our advisors partner with you so you feel more confident in the decisions you make about your health, and comforted by the steps you're taking to get there.

Because we all need a person we can rely on. Let your Plan Advisor be yours.

## Connecting you to the care you need

Whether your question is common or complex, we make it easier for you to get answers by ensuring you have the information you need.

## Keeping it real

Your plan advisor is an actual person who's focused on serving you, equipped with knowledge and options to support and anticipate your unique needs and goals.

## We're in it with you

If you need something that's out of our reach, we'll connect you to the resources you need – and we'll even stay on the call as long as you need.



## Plan Advisor

Your personal guide to all things health care



To connect with your Plan Advisor, call the number on the back of your member ID card.



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## We're ready when you are



### VISIT US ANYTIME ONLINE AT UMR.COM

Sign up for online services and get quick and easy access to your claims and benefit information.

With **umr.com**, you can:

- ▶ Look up network providers
- ▶ Check your claims activity
- ▶ Review your financial activity
- ▶ Find tools for improving your health

You can even log in on the go with your smart phone or mobile device.

Here are some of the ways we can help:

### Finding the right fit is important. We can help

Finding the right provider can feel daunting. We'll match you to high-quality health care providers and the highest level of benefits – right where you live – to avoid paying more than you need to. We can schedule appointments with providers, and identify possible health screenings or preventive care.

### Know your coverage – and costs

Navigating health care can be tricky, which is why no question is a bad one. Your plan advisor is ready to go over your benefit details with you, or connect you to the right person to find the answer you need, so you won't be caught by surprise.

### We'll help you:

- Look into a recent medical claim to make sure it was paid correctly
- Check to see what your out-of-pocket costs are for services
- See how much you have paid – and how much you have left – of your individual or family deductible
- Understand reward programs available to you
- Discover what services are available to you based on your plan

### Let's talk

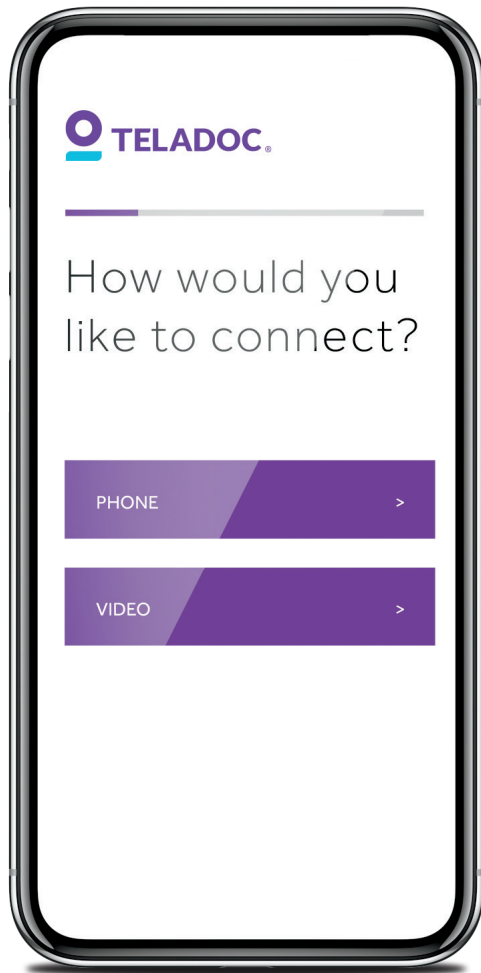
Our plan advisors are available weekdays from 7:30 a.m. to 5:00 p.m. central time at 800-207-3172.





# Get well, **sooner.**

Care by phone or video anytime, anywhere.\*



## Your Teladoc services:

### Everyday Care

**Free / visit**

Talk to a U.S.-licensed doctor for non-emergency conditions 24/7.

### Mental Health Care

Talk to a therapist 7 days a week (7 a.m. to 9 p.m. local time).

**Free / therapist visit**

**Free / psychiatrist first visit**

**Free / psychiatrist ongoing visit**

### Dermatology

**Free / visit**

Upload images of a skin issue online or on the app and get a custom treatment plan within 2 days.

## Get started

Download the app



1-800-TELADOC (835-2362) | [Teladoc.com](https://www.teladoc.com)

\*Teladoc is not available internationally.

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# Find a provider

Finding a network provider on umr.com has never been easier

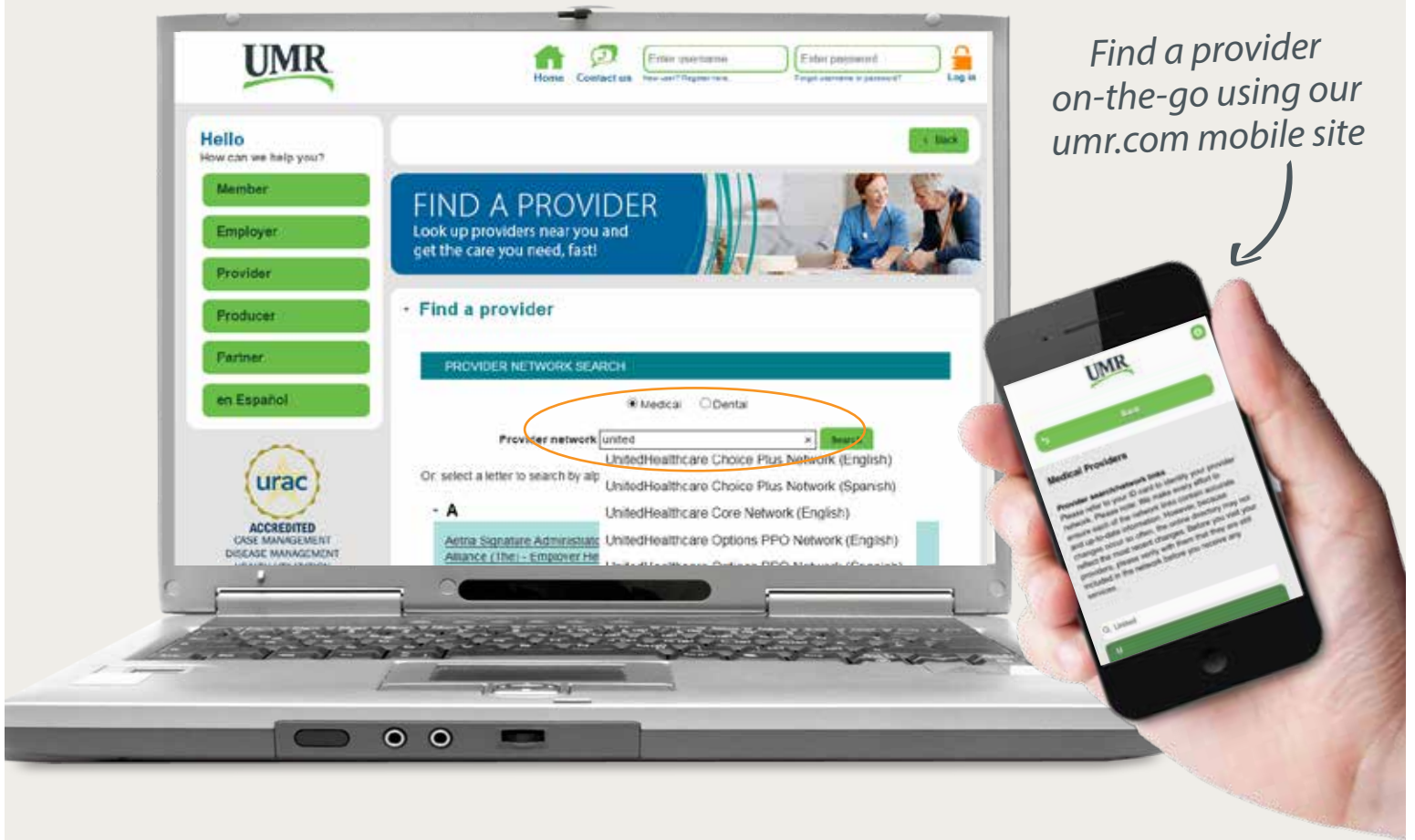
1

Go to **umr.com** and select **"Find a provider"**



2

Search for **UnitedHealthcare Choice Plus Network** using our alphabet navigation or type **UnitedHealthcare Choice Plus** into the search box



Find a provider on-the-go using our umr.com mobile site



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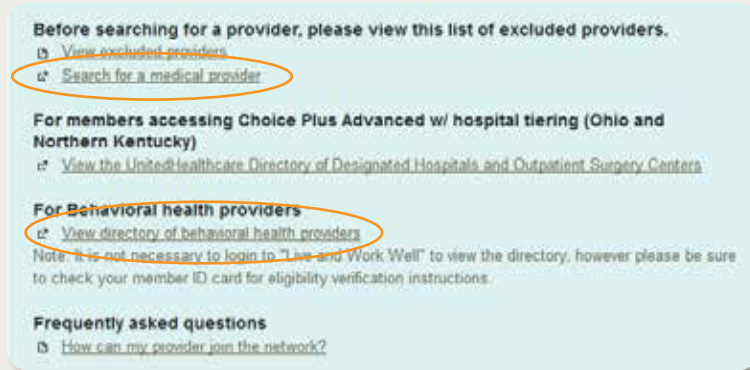
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# 3

For medical providers, choose **Search for a medical provider**. For behavioral health providers (including counseling and substance abuse) select **View directory of behavioral health providers**.

## REMEMBER:

Get the most from your benefit plan – use participating network health care providers whenever possible.



## UnitedHealthcare Choice Plus:

The UnitedHealthcare online provider directories include network hospitals, primary physicians and specialists. The following information is available:

- Provider name, address and phone number
- Hospital affiliation
- Board certification
- UnitedHealth Premium® Quality & Cost Efficiency designations that highlight physicians by quality of care and cost standards in their specialty
- Provider ID number
- Office language capabilities (English, Spanish, etc.)
- Map and directions to each office



Get all your answers **quick** and **easy** @ **umr.com**



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## Make umr.com your first stop

You want managing your health care to be fast and easy, right? You got it. At umr.com, you'll find everything you want to know – and need to do – as soon as you log in.

No hassles. No waiting. Just the answers you're looking for anytime, night or day!

### Log in now to:

View **My taskbar**, your personalized benefits to-do list

Check your benefits and see what's covered

Look up what you owe and how much you've paid

Find a doctor in your network

Learn about medical conditions and your treatment options

Access tools and trusted resources to help you live a healthier life



WANT A QUICK TOUR?

Use the QR code reader on your smart phone to watch a short video.

Fictionalized data

**Note:** The images shown reflect available features within our desktop site. These features may or may not be available to all users, depending on your individual and/or company benefits.

# You don't need a Ph.D. to understand your benefits

We've made it easy to find the top things people want to know. Choose **Benefits & coverage** from myMenu to find out:

- What health care services are covered?
- What's your deductible, and are you close to reaching it?
- What's the cost difference between an in-network and out-of-network service?
- Is there a copayment for your office visit? If so, how much?

Get your answers at a glance on [umr.com](http://umr.com)

**Additional benefits** Print Help

What benefit coverage would you like to know more about?  
Select from the drop-down menu:

Choose a benefit

- Diabetes
- Home Health Care
- Mental, Alcohol and Drug
- Hospital Services
- Hospice
- Routine Wellness Adult
- Routine Care for Children
- Chiropractic
- Therapy
- Maternity
- Morbid Obesity Treatment
- Radiation and Chemotherapy
- Prior Authorization Requirements

**Additional benefits**

What benefit coverage would you like to know more about?  
Select from the drop-down menu:

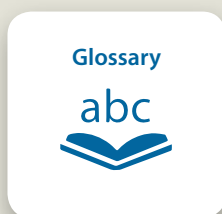
Maternity

**Maternity**

**Routine prenatal:**  
100% no deductible

**Delivery, postnatal, and non-routine prenatal care:**  
major medical benefits apply

Fictionalized data



## Still confused about what a deductible is?

Just click the glossary tile shortcut on the member home page to find common health care terms (including benefit terms) defined in plain, clear language.



Fictionalized data

## Did your dog eat your ID card?

No worries. It's easy to get a replacement online.

Just click **ID card** from myMenu to see a copy of your card. With a couple more clicks you can have a new card mailed to your home.

Can't wait for the mailman? Print a temporary copy from our desktop site. Or, use your smart phone to view your ID card or fax a copy to your doctor's office.

# Don't be surprised by unexpected costs



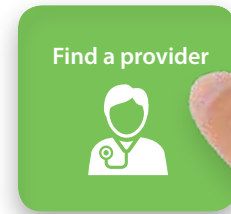
## Know the price you'll pay ahead of time

Use the **Health cost estimator** to look up a treatment or procedure in your area.



## Quickly see what you spent on health care this year

Get a breakdown by the types of services, so you can see where all your money went.



## Make sure you get your in-network discount

Do a quick search for participating doctors and facilities near you.

# Buried in paperwork? A single click lets you track all your claims

**Claim activity** Download Print Help

Show  entries Filter your results:

CLAIMS INFORMATION	SERVICE DATE	PROVIDER	BILLED AMOUNT	PLAN PAYS	YOU PAY
<b>Patient:</b> Karyn Blank Claim #: 17055123456 <a href="#">View claim details</a> <a href="#">View EOB</a>	02/17/17	Valley Hospital	\$1,351.00	\$1,193.00	\$25.00
Status: <b>Completed</b>					
<b>Patient:</b> Cade Blank Claim #: 17054123456 <a href="#">View claim details</a> <a href="#">View EOB</a>	02/15/17	Hom, Gregory, Dc	\$359.20	\$0.00	\$0.00
Status: <b>Completed</b>					
<b>Patient:</b> Elizabeth Blank Claim #: 17061123456 <a href="#">View claim details</a> <a href="#">View EOB</a>	02/03/17	Hom, Gregory, Dc	\$290.00	\$0.00	\$0.00
Status: <b>Denied</b> - Accident info needed from pt. <b>Action needed!</b> <a href="#">Click here</a>					
<b>Patient:</b> Cade Blank Claim #: 17038123456 <a href="#">View claim details</a> <a href="#">View EOB</a>	01/29/17	Moore, John, Dc	\$370.00	\$0.00	\$215.95
Status: <b>Completed</b>					
<b>Patient:</b>	01/23/17	Hom, Gregory, Dc	\$745.00	\$69.30	\$675.70

- ✓ Saves time - no waiting!
- ✓ Keep up-to-date- 24/7
- ✓ Clearly organized and easy to sort
- ✓ Get all the details in one place
- ✓ Safe and secure
- ✓ Find out what you owe
- ✓ No lost paperwork

## Hassle-free access when you need it

Fictionalized data

Check in at your convenience to see if a claim has been processed and what you might owe. To get more details on a specific claim, click view claim details or view EOB. This will tell you the type of services provided, the amount billed and the amount paid, if any, and whether there's any action that needs to be taken before the claim can be processed.

You can choose to receive a secure e-mail any time you have a new EOB. And if you're not ready to give up paper completely, you can print out copies from our claims center.

# Helpful apps, calculators, videos and health information all in one place

## Online health information: up-to-date and ad-free

- Search your health symptoms
- Understand your treatment options
- Learn about drug interactions
- Find first aid information

## Our top picks for healthy eating and exercise

- Get the essentials on men's, women's & kids' health
- Watch step-by-step recipe videos
- Log your exercise and activity

## Free tools, apps and calculators

- Calculate your body-mass index (BMI)
- Download apps to help you stay healthy
- Track your nutrition and fitness goals



Health education library



The healthy plate



First aid



Symptom navigator



Fitness tools



Healthy "U" presentations



Health apps



## Start your personalized search in the [umr.com](https://www.umar.com) Health center

Choose **Health center** from the myMenu and select the tile shortcuts that interest you.

You can be confident knowing the information we've gathered draws upon our clinical expertise and guidelines from trusted health organizations.

## Logging in is easy

Ready to pop in and take our site for a spin? Visit [umr.com](https://www.umar.com) on your desktop or tablet device. If you already have an account, simply click the **Login/Register** button in the upper-right corner.

If it's your first time visiting us, click the **Login/Register** button in the upper-right corner to open an account. Make sure you have your ID card handy and follow the steps to get started.



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This content is provided for information only and is not to be considered medical advice. All decisions about medical care should be made by the doctor and patient.

Always refer to the plan document for specific benefit coverage or call the toll-free member phone number on the back of your health plan ID card. UMR operates in accordance with medical privacy standards established by applicable federal and state laws. The screen shots shown are for illustrative purposes and use fictional data only.

# Welcome to **umr.com on the go**

As a UMR member you can access your benefits and claims information anytime, anywhere using your mobile device. There's no app to download. Simply log in to **umr.com**

## My Taskbar

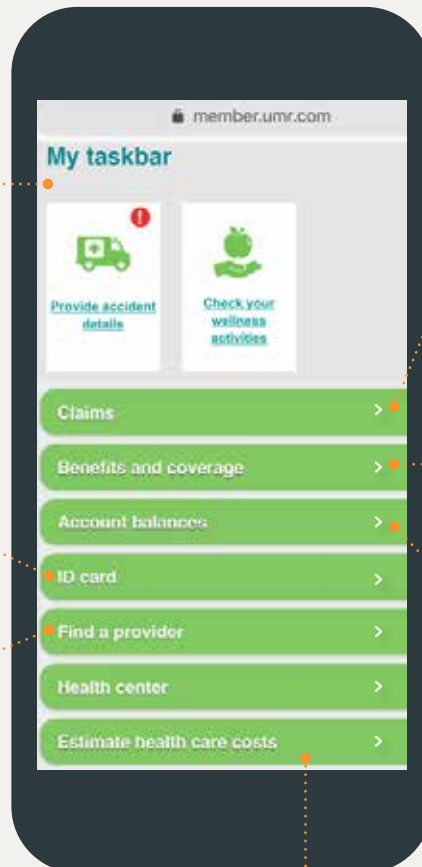
View upcoming tasks right from the homepage.

## Share your ID card with your provider

Now, there's no need to carry it with you, it's at your finger tips

## Find a provider

Find an in-network provider while you are "on the go."



## Look up claims

Look up a claim for yourself or an authorized dependent.

## Check your benefits

View medical/dental benefits. And, see who's covered under your plan.

## Access account balances

Look up balances for your special accounts including HRAs and FSAs.

## Estimate health care costs

See what you can expect to pay before receiving care with the Health Cost Estimator tool.

### Want to bookmark umr.com on your mobile device?

**iPhone:** Touch and hold the open book icon to add **umr.com**

**Android:** Tap on the menu. Then select "Add Bookmark."

**Note:** The images above reflect available features within our mobile site. These features may or may not be available to all users depending on your individual and company benefits. If you are having trouble accessing or logging into our mobile site, contact the 800 number on the back of your ID card for fastest service. You can click the "Contact us" link on the home screen.

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# Preventive care services



## Preventive care services

UMR is dedicated to helping people live healthier lives. We encourage you to obtain preventive care services and health screenings, as appropriate for your age, to help maintain or improve your health and achieve your health and wellness goals.

Regular preventive care visits and health screenings may help to identify potential health risks for early diagnosis and treatment.

Most health plans typically cover preventive services, as specified in the health care reform law<sup>1</sup>, at 100 percent without charging a copayment, coinsurance or deductible, as long as they are received in your health plan's network. Most also cover other routine services, which may require a copayment, coinsurance or deductible.

**Always refer to your plan documents for your specific coverage.**

## *Talk to your doctor*

*Consult your doctor for your specific preventive recommendations, as he or she is your most important source of information about your health.*

» Continue on next page

<sup>1</sup> Preventive services that are covered with no cost share are those services described in the United States Preventive Services Task Force A and B recommendations, the Advisory Committee on Immunization Practices (ACIP) of the CDC, and HRSA Guidelines for women, as well as children, including the American Academy of Pediatrics Bright Futures periodicity guidelines. Your plan may cover additional items as preventive. Refer to your plan documents for your specific coverage.



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# Summary of preventive care services benefit



## ALL MEMBERS

Preventive medicine for adults<sup>2</sup>, all standard immunizations recommended by the Advisory Committee on Immunization Practices of the Centers for Disease Control and Prevention (CDC)



## ALL MEMBERS AT AN APPROPRIATE AGE AND/OR RISK STATUS

Screening for:

- Obesity
- Cholesterol level and lipids
- Colorectal cancer<sup>2</sup> for ages 50-plus
- Certain sexually transmitted diseases, including HIV
- Lung cancer with low-dose computer tomography
- Latent tuberculosis infection
- Cardiovascular disease aspirin use counseling for ages 45-plus
- High blood pressure (Clinical and ambulatory measurement)
- Diabetes for certain populations
- Tobacco use
- Diet and nutrition
- Alcohol abuse
- Depression
- Well exam
- Hepatitis C screening



## MEN'S HEALTH SERVICES

Screening for:

- Abdominal aortic aneurysm for men 65-75 years old who have ever smoked



Please talk with your doctor and make the health care decisions that may be right for you in managing your own health today.



<sup>2</sup> Certain preventive care services are not currently required to be covered by the health reform law; however, various additional services may be covered under your preventive care services benefit.



## WOMEN'S HEALTH SERVICES

- Screening mammography (film and digital) for all adult women<sup>2</sup>
- Cervical cancer screening, including Pap smears
- Breast cancer genetic test evaluation and counseling (BRCA)
- Counseling for cancer prevention strategies for women at high risk for breast cancer
- Screening for certain sexually transmitted diseases, including HIV, chlamydia and gonorrhea
- Osteoporosis for certain populations<sup>2</sup>
- Pregnant women screenings for:
  - Bacteria in urine
  - Hepatitis B virus
  - Rh incompatibility
- Yearly well-women visits
- Sexually transmitted infections counseling
- Contraception methods and counseling
- Domestic violence screening
- Gestational diabetes screening
- HIV screening and counseling
- Human papillomavirus testing (beginning at age 30)
- Breast-feeding support and supplies, including renting or purchase of specified breast-feeding equipment from an approved vendor and counseling



## CHILDREN'S HEALTH SERVICES

Services at each of these preventive visits will vary based on age, but will include some of the following:

- Measurement of your child's head size
- Measurement of length/height and weight
- Screening blood tests, if appropriate
- Metabolic screening panel for newborns – age 0-90 days old
- Providing age appropriate immunizations
- Vision screening
- Hearing screening
- Counseling on oral health
- Psychological and behavioral development assessment
- Counseling on the harmful effects of smoking and illicit use of drugs (for older children and adolescents)
- Counseling for children and their parents on nutrition and exercise
- Screening certain children at high risk for high cholesterol, sexually transmitted diseases, lead poisoning, tuberculosis and more
- Fluoride application in primary care





# Earn from the mistakes of others

Find medical billing errors and you may be eligible for a cash reward

Hospital billing is a complex process that is prone to human error. In fact, numerous studies show that many hospital bills contain errors or excessive charges.

Since you are probably paying co-payment portions of your medical bills, it's definitely in your best interest to request itemized bills from your health care providers and check for any questionable items.

After all, if you double-check a restaurant or utility bill, it makes sense to also review a hospital bill that may run several thousand dollars. By doing so, you might also qualify for a medical bill review incentive!

## How the medical bill review incentive works

When you or a member of your family receives services from a physician, dentist, hospital or clinic, check your bill carefully. If you find errors that reduce the plan's costs, you could be eligible for a monetary incentive for identifying and correcting the errors.

## Examples of errors you may find include:

- Incorrect arithmetic
- Drugs or supplies that were not received
- Treatments or services that were not received

## Should you find such errors:

- Report them to the provider of the service and request a corrected, itemized bill
- Send UMR a copy of the original bill with the errors circled and a copy of the new bill showing the provider's corrections

If you're correct, you could be eligible to receive 50% of the dollar amount of the errors, but not more than \$500 per bill!



*For more information, call us at*  
**800-826-9781**



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# Treatment Cost Calculator

## Know the price you'll pay ahead of time

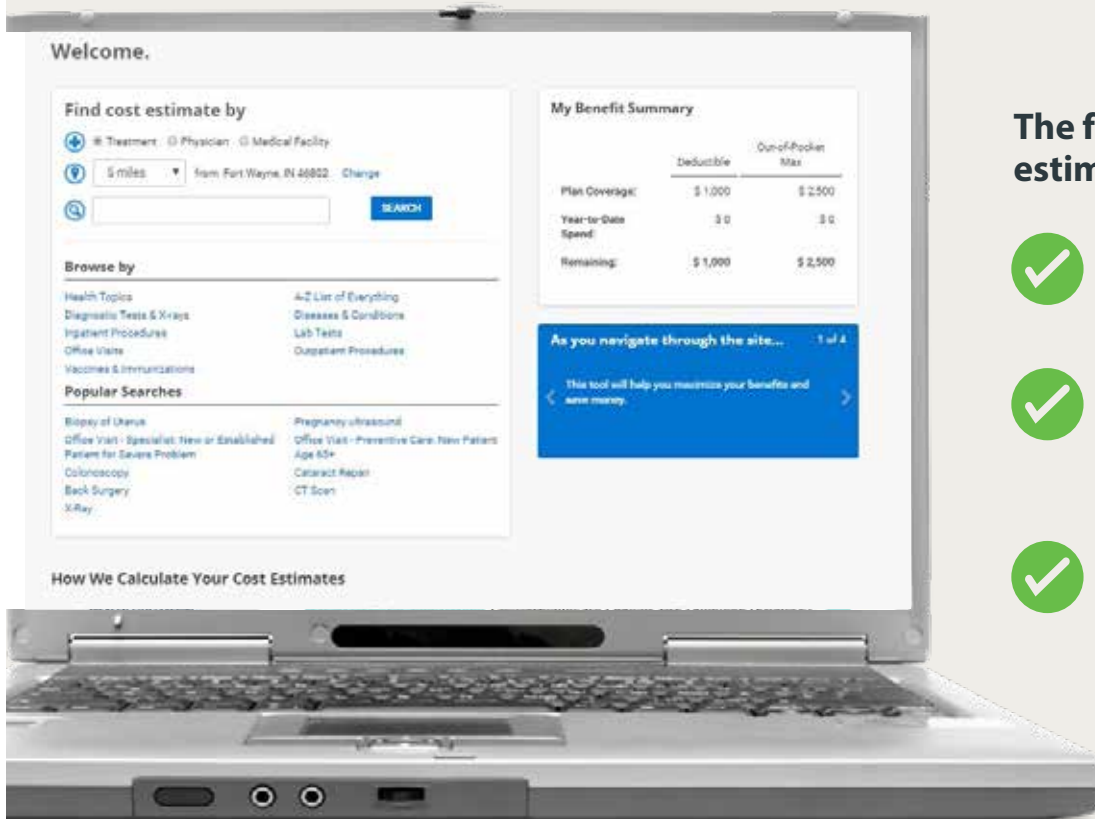
Your online services on **umr.com** offer a convenient way to get cost estimates for hundreds of health care services in your area. Knowing what you would expect to pay for medical procedures before receiving care can help you plan ahead and avoid potential surprises.

You'll also be better prepared to talk to your doctor or other health care professional about your treatment options.



## GET STARTED

To begin using the Treatment Cost Calculator, log in to your member account on **umr.com** and look for the shopping cart icon on your personal home page.



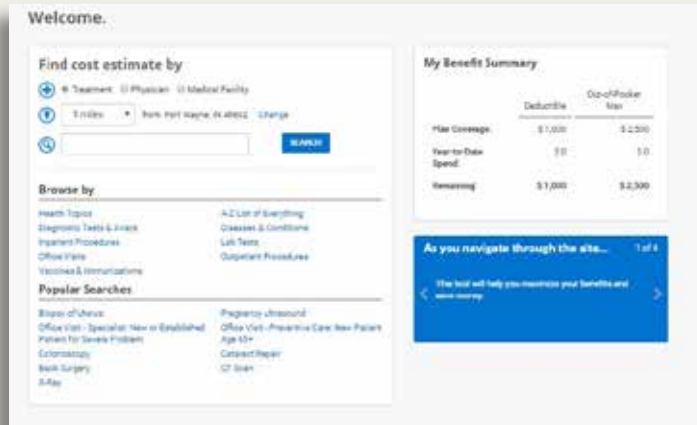
## The free health cost estimator makes it easy to:

- ✓ Search or browse for a service or condition
- ✓ View network estimates and see how your benefits apply
- ✓ Plan for future expenses, and save money

*continued on back >*



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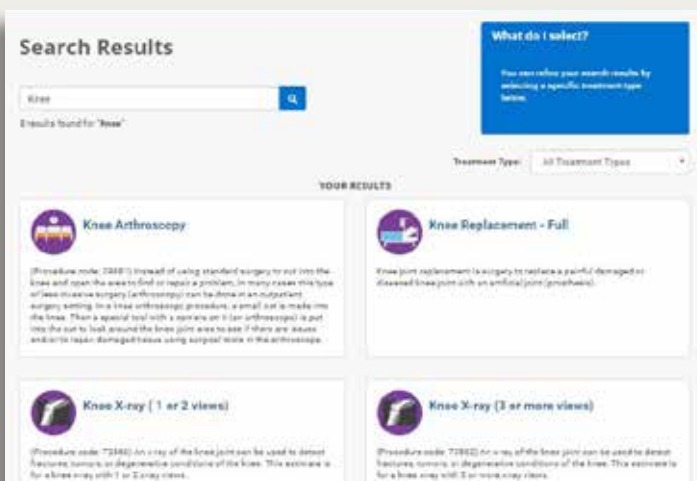


## STEP 1

Confirm your ZIP code and select your search area to find cost estimates by treatment, physician or medical facility.

Or use the links to begin browsing by health topic.

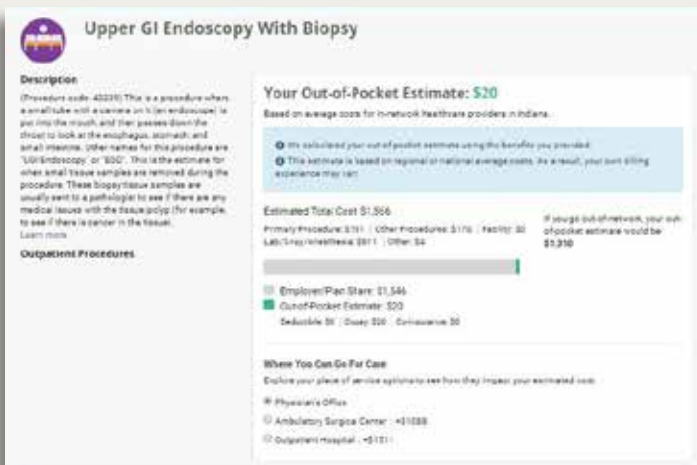
You can also view your personal benefits summary, including your deductible and out-of-pocket max.



## STEP 2

Select a treatment from your search results.

The procedure descriptions provide an overview of each service. They also include links to more details, including potential risks and alternatives.



## STEP 3

Now you're ready to view your estimate. You'll find:

- Total cost estimates for all services commonly included
- The share paid by your employer/plan
- Your estimated out-of-pocket costs
- Cost differences based on the type of medical facility (or place of service) that you visit for care



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# Checking your medication costs



CVS Caremark® makes it easy to find out if your medication is covered and what it will cost. We'll even show you lower-cost options whenever they're available.

## With the check drug cost tool, you can:

- Find out if a medication is covered by your plan
- Easily see lowest cost options, including generics
- Compare the cost of filling your prescription at mail or any retail pharmacy
- Compare the cost of 30-day or 90-day supplies of your medication
- Know if there are actions you and your doctor need to take before you fill your prescription

## The tool is quick and easy to use:

- Your previous searches are saved, so you don't always have to retype
- As you type the first few letters of your medication, options will show to narrow your search
- You can easily edit your searches by dose, pharmacy or family member

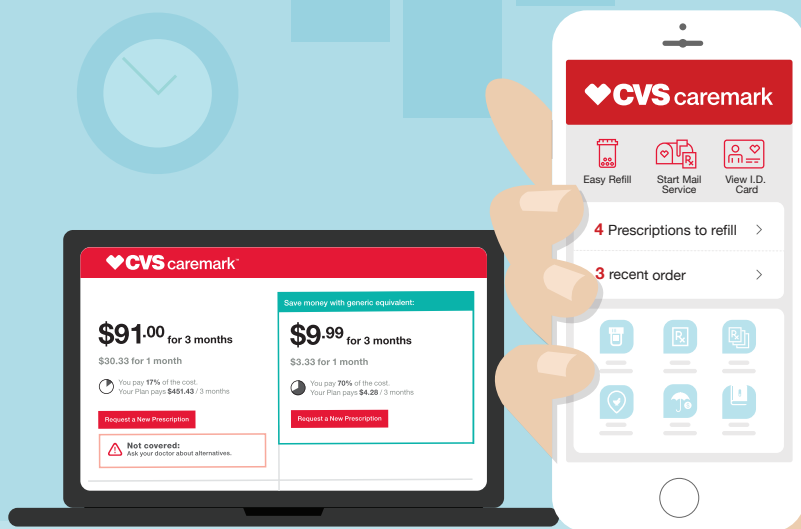
Go to [Caremark.com/CDC](https://www.caremark.com/CDC) or download the CVS Caremark mobile app





## Digital Benefits

# Sign in for savings



Our digital tools make it easy to find ways to save money on your medications, and save time managing them for you and your family. So, be sure to register at [Caremark.com](http://Caremark.com) and download the CVS Caremark mobile app – that way you won't miss out on any saving opportunities.

### Check out a few of our favorite cost and time-saving tools:

#### Rx delivery by mail

Start filling in convenient 90-day supplies with just a picture of your Rx label – they typically cost less, so you may save money.

#### Check Drug Costs and Coverage

View side-by-side cost comparisons of your medications to see where you can save.

#### Find a network pharmacy

Rx costs are lowest when you fill at a pharmacy that's part of your network.

#### Keep track of your Rx spending

See how close you are to meeting your deductible and max out-of-pocket costs.

#### Manage all your Rx in the same place

Easily manage prescriptions you get from your local pharmacy, by mail or through a specialty pharmacy in one place – our mobile app.

#### Quick start new orders

Transfer a current Rx, or submit a new one with a picture of the label (or written Rx).

#### Quick and easy refills

Scan your Rx label with your smart phone – or enroll in *Text Refill Reminders*.

#### Customize notifications and reminders

Choose how to receive information about your prescriptions – by text, email or phone.

Find more ways to save at [Caremark.com](http://Caremark.com) and with the CVS Caremark mobile app.



Mail Service Pharmacy

# Rx delivered to your door



Save on medications you take regularly (such as high blood pressure or diabetes medicine) when you have them delivered by mail, in 90-day supplies, from **CVS Caremark Mail Service Pharmacy**. It's an easy way to make sure you have the medication you need, when you need it, with one less thing to worry about.

## Savings

One 90-day supply typically costs less than three 30-day supplies, so you can be sure you're paying a lower price. And we deliver by mail, anywhere you choose, with no-cost shipping.

## Convenience

Mail delivery means no more monthly trips to the pharmacy, and with automatic refills, you won't need to keep track of refill schedules either. We alert you 10 days before a refill in case you need to change the delivery date or location.

## Safety

Every order is filled by a licensed pharmacist, then quality checked before shipping. Our discreet packages are tamper-proof, weather-proof and temperature controlled. Plus, we'll send status alerts by email, phone or text – so there's nothing to worry about.

## Two easy ways to get started

### Online

Visit [Caremark.com/mailservice](https://www.caremark.com/mailservice)

- OR -

### By phone

Call the number on your member ID card for live help getting set up

**Be sure to have a prescription bottle in hand, all the information needed to get started is on the label.**

**Download the CVS Caremark mobile app to manage mail orders anytime, anywhere.**



Mail Service Pharmacy Fax # 1-800-378-0323



### FastStart® New Prescription Fax Form

This form can only be used for non-controlled drugs

If you would like to send a maintenance prescription to CVS Caremark Mail Service Pharmacy for your patient, please complete this form and fax it to the number above or ePrescribe (see step 4).

#### Step 1: Patient Information

Patient Name: \_\_\_\_\_ DOB: \_\_\_\_\_

Address: \_\_\_\_\_ Phone: (\_\_\_\_) \_\_\_\_ - \_\_\_\_

City, ST, ZIP: \_\_\_\_\_

CVS Caremark Member ID#: \_\_\_\_\_ Prescription Benefit Provider \_\_\_\_\_

Allergy Information: \_\_\_\_\_

#### Step 2: Prescription Information

Prescription Date: \_\_\_\_\_

DRUG NAME	STRENGTH	DIRECTIONS	QUANTITY	REFILLS
1. _____	_____	_____	90 days or _____	1 year or _____
2. _____	_____	_____	90 days or _____	1 year or _____
3. _____	_____	_____	90 days or _____	1 year or _____

Prescriber signature: \_\_\_\_\_ May substitute Prescriber signature: \_\_\_\_\_ Dispense as written

Transmitted by: \_\_\_\_\_ (Full name if other than physician)

#### Step 3: Physician Information Required

Dr. Name: \_\_\_\_\_ Phone: (\_\_\_\_) \_\_\_\_ - \_\_\_\_

Address: \_\_\_\_\_ Fax: (\_\_\_\_) \_\_\_\_ - \_\_\_\_

City, ST, ZIP: \_\_\_\_\_

NPI #: \_\_\_\_\_ DEA #: \_\_\_\_\_

#### Step 4: Fax this form to 1-800-378-0323

Or e-Prescribe to CVS Caremark Mail Order Electronic, NCPDP ID 322038  
9501 East Shea Blvd, Scottsdale, AZ 85260

This fax will only be accepted when sent from a prescriber's secure fax line.

If you are not the intended recipient of this fax, you are hereby notified that any copying or distribution is prohibited. If you have received this fax in error, please notify us by phone at \_\_\_\_\_

The recipient of this fax may make a request to opt out of receiving telemarketing fax transmissions from CVS Caremark. To do so, the recipient may call 877-265-2711 and/or fax the opt-out request to 401-652-0893, 24 hours a day/7 days a week, or send an email to "do\_not\_call@cvscaremark.com". An opt out request is only valid if it identifies the number to which the request relates, and if the person/entity making the request does not, subsequent to the request, provide express invitation or permission to CVS Caremark to send facsimile advertisements to such person/entity at that particular number. CVS Caremark is required by law to honor an opt-out request within 30 days of receipt.

# Easy, convenient, accessible: Caremark.com and the CVS/caremark® mobile app

Your health is important so we're making it convenient and easy to manage your prescription benefits. Simply visit **Caremark.com** or download the **CVS/caremark mobile app** and get the access you need, anywhere and anytime.



## Easy Refills

- Refill online or use our mobile app to scan the barcode on your prescription label
- You can order new prescriptions and renewals online. We take care of contacting your doctor



## Timesaving Tools

- Manage delivery by mail, auto refill, find a pharmacy and more
- Choose from retail and mail options for 90-day prescriptions



## Convenient Savings

- See how much you've spent and where you might have savings opportunities. Even break down your costs by family member
- See savings options by prescription and print a report so your doctor can help you choose

## Get started:

Register today at  
**Caremark.com**  
or download the  
**CVS/caremark  
mobile app**





# Memories in the making

Trust in us for knowledge and support on your journey to motherhood

Whether you are considering having a baby or are already expecting, UMR Maternity Management can teach you how to reduce your risk of complications and prepare you to have a successful, full-term pregnancy and a healthy baby.

## How it works?

Healthier women are more likely to have healthy babies. If you are thinking about starting a family, our experienced OB/GYN nurses will help you understand your personal health risks and empower you to take action before you become pregnant. When the time arrives, our registered nurses will support you with timely prenatal education and follow-up calls, and will refer you to case management if a serious condition arises. Your nurse coach will call you each trimester during your pregnancy and once after your baby is born.

If you are pregnant and are identified as high-risk, a nurse case manager will monitor your condition and work to reduce your claims costs throughout your pregnancy and the post-delivery period.

You can self-enroll in maternity management or pre-pregnancy coaching, or you'll be contacted and invited to participate if you are identified as pregnant through a clinical health risk assessment, utilization review or other program referrals.




## It pays to participate

You'll receive an incentive gift\* as a thank you for participating in the program, sent to you after your delivery.



\*To be eligible for the free incentive gift you must enroll during your first or second trimester and continue to actively participate in the program each trimester of your pregnancy.

A UnitedHealthcare Company



## Sign up today!

To enroll, simply go to [umr.com](http://umr.com), or call **888-438-8105**.

Don't pass up this opportunity to work one-on-one with an experienced nurse coach. We can help you reduce your risk of complications for a healthy pregnancy. Plus, you can receive free educational materials and an incentive gift.\*

### Once enrolled, you'll receive ...

#### One-on-one phone calls with a nurse who:

- Provides comprehensive pre-pregnancy and prenatal assessments
- Shares educational information before you become pregnant and throughout your pregnancy
- Encourages you to call with any questions or concerns and continues to reach out each trimester and again after your delivery to see how you and your baby are doing
- Sends a courtesy letter (with your permission) informing your physician that you're in the program

#### No-cost educational materials in the mail:

You can choose from a selection of high-quality books and other materials containing helpful information about pregnancy, pre-term labor, childbirth, breast-feeding and infant care.

### It's free and confidential

#### No cost:

Maternity management is a valuable benefit provided by your employer at no additional cost to you.

#### Confidential:

UMR takes confidentiality very seriously. It's important to know that we won't share any identifiable, personal health information with your employer. Your employer receives group information only. UMR care management programs operate in compliance with all federal and state privacy laws.

\*To be eligible for the free incentive gift you must enroll during your first or second trimester and continue to actively participate in the program each trimester of your pregnancy.



# Save on hearing aids and hear life to the fullest

Through UnitedHealthcare Hearing, you have access to hundreds of name-brand and private-label hearing aids, plus convenient ordering options and personalized care to help you improve your hearing.

## Hearing health care made easier

Treating your hearing loss may allow you to reconnect with the world around you and make it easier to engage with family and friends. UnitedHealthcare Hearing gives you options, care and convenience so you can start hearing the sounds you've been missing.



### Name-brand and private-label hearing aids at significant savings

Choose from hundreds of name-brand and private-label hearing aids from major manufacturers, including Beltone™, Oticon, Phonak, ReSound, Signia, Starkey®, Unitron™ and Widex® and more at savings of up to 80% off industry prices.<sup>1</sup>



### More than 5,000 credentialed hearing provider locations

Access the largest nationwide network<sup>2</sup> of credentialed hearing professionals that provide hearing tests, hearing aid evaluations and follow-up support.



### Convenient ordering

Order hearing aids in person through a hearing provider or have them delivered right to your home in 5–10 business days.



### Personal support, every step of the way

You'll receive access to professional, nationwide support, online tutorials, hearing health tips and more, so you can stay connected and get the most out of your hearing aids.



A UnitedHealthcare Company

## Custom-programmed hearing aids for your unique hearing loss.

With a large selection of private-label and name-brand hearing aids and convenient home delivery and in-person care options, you can choose what works best for your needs.

	BASIC	RESERVE	ENTRY	ESSENTIAL	STANDARD	ADVANCED	PREMIUM
Hearing Aids	Private Label	Private Label	Name Brand	Name Brand	Name Brand	Name Brand	Name Brand
Cost	\$	\$+	\$\$	\$\$\$	\$\$\$\$	\$\$\$\$\$	\$\$\$\$\$\$
Styles*	BTE	RIC, ITE, Ultra Power BTE, CIC	All styles				
Batteries	1-year supply						5-year supply
Follow-up care	Additional cost per follow-up visit	Hearing aid fitting and 3 free follow-up visits included with-in the first year, after the 45-day trial period.					
Trial Period	70 days	45 days					
Warranty	3-year extended warranty (covers repair and a 1-time loss/damage replacement)**						

\* BTE = behind-the-ear; RIC = receiver-in-canal; ITE = in-the-ear; CIC = completely-in-canal

\*\* One-time replacement cost may apply.

1 Compared to industry average on a pair of hearing aids. Consumer Reports, 2017.

2 2019 UnitedHealthcare Internal Data.

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**Contact**  
**UnitedHealthcare Hearing**  
**today to start using your**  
**hearing benefit.**

**Call: 1-855-523-9355, TTY 711**

**Visit: [uhchearing.com](https://uhchearing.com)**