

Welcome to the UnitedHealthcare® Group Medicare Advantage plan.

We want your transition to your new plan to be as easy as possible. We want to make sure you continue to get access to the care and services you may need, which is especially important if you are currently receiving care or undergoing treatment.

General Reminders

- Your new health plan is effective January 1, 2017.
- On that date, start using your new member ID card for all of your medical services and prescription drugs.
- You can use any doctor or hospital in the country that participates in Medicare and accepts the UnitedHealthcare plan, and you do not need a referral to see a specialist.

Making the Move to Your New Plan

Using your new plan can be easy. When you go to the doctor or go to get a prescription filled, simply show your new ID card and pay the appropriate co-pay or co-insurance. But, what if you need to find a doctor or you are currently undergoing treatment for a complex condition like cancer? What if you are in the hospital when the new plan takes effect? What if you have a surgery or diagnostic procedure scheduled for on or after your new plan effective date? In these situations, it's helpful to have a little more information about the resources we have to help you. The information below should help to clarify these questions for you.

Finding a Doctor

While it is not required, we strongly encourage all of our members to have a primary care doctor that they see at least once a year. If you need help finding a doctor, we can help match you to a doctor and even help make that first appointment.

You can use any doctor or hospital in the country that accepts Medicare and this plan, so there is no need for you to change your doctor or hospital. However, if you need a new doctor, we hope you choose a doctor who is part of the UnitedHealthcare network. When you use network physicians and hospitals, you can rest assured that all aspects of your health care, including billing issues, will be taken care of more smoothly and efficiently.

Coordination of Care

We understand that your care is important to you. UnitedHealthcare works with providers to help ensure that your care will continue without disruption. When you receive your new UnitedHealthcare ID card, please have your provider contact us with any questions.

Case Management and Disease Management

For members who qualify for case management and/or disease management programs and have been enrolled in a program with a prior insurer, we will work to make the transition to UnitedHealthcare as smooth as possible. No matter where you are in the transition process, you can always contact a nurse by calling NurseLineSM 24 hours a day, 7 days a week at the number below.

Important Contact Information



UnitedHealthcare Customer Service, 1-800-457-8506, TTY 711, 8 a.m. – 8 p.m. ET,
Monday – Friday

NurseLineSM, 1-877-365-7949, TTY 711, 24 hours a day, 7 days a week



www.UHCRetiree.com, 24 hours a day, 7 days a week



¹This service should not be used for emergency or urgent care needs. 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 doctor's care.

Your health information is kept confidential in accordance with the law. The service is not an insurance program and may be discontinued at any time.

Plans are insured through UnitedHealthcare Insurance Company or one of its affiliated companies, a Medicare Advantage organization with a Medicare contract. Enrollment in the plan depends on the plan's contract renewal with Medicare.

This information is not a complete description of benefits. Contact the plan for more information. Limitations, co-payments, and restrictions may apply.

The provider network may change at any time. You will receive notice when necessary.

Out-of-network/non-contracted providers are under no obligation to treat members, except in emergency situations. For a decision about whether we will cover an out-of-network service, we encourage you or your provider to ask us for a pre-service organization determination before you receive the service. Please call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.

UnitedHealthcare Insurance Company complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-457-8506 (TTY: 711). 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-457-8506 (TTY : 711).

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