



# Aurora Public Schools

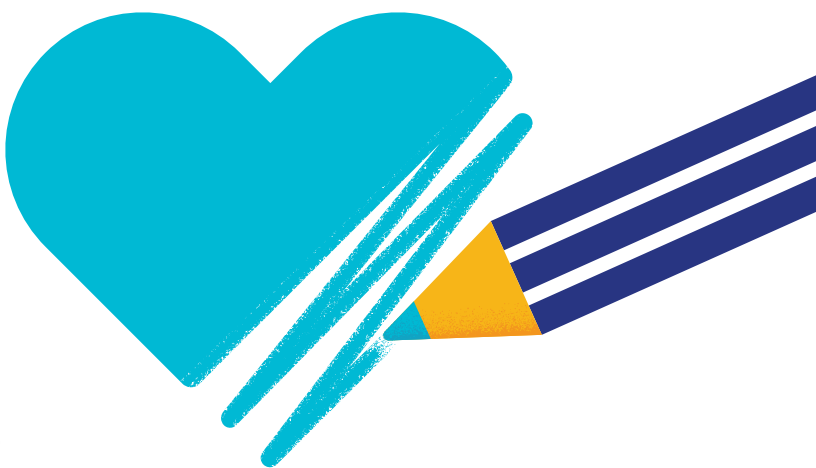
New member guide 2024–2025

United  
Healthcare®



# **In this guide, you'll find information to help you:**

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# Your way to a new health plan begins here

We're here to help make your health care experience easier—starting with this 7-step overview to help you select your UnitedHealthcare health plan and begin using it.

- 1 Enroll in a UnitedHealthcare plan during open enrollment
- 2 Select your primary care physician (PCP)
- 3 Fill all open prescriptions with Kaiser Permanente (Kaiser) prior to July 1, 2024
- 4 Request a transfer of medical records from Kaiser prior to July 1, 2024
- 5 Begin using your UnitedHealthcare health plan ID card on July 1, 2024
- 6 Create your [myuhc.com](https://myuhc.com)<sup>®</sup> account
- 7 Schedule an appointment with your new PCP

## There's more helpful info ahead

This guide provides more details to help make the move from Kaiser to UnitedHealthcare a more seamless experience

## Health plan questions?

Connect with a dedicated customer care team  
Monday–Friday  
7 a.m.–7 p.m. MT

Colorado Doctors Plan<sup>®</sup>  
**1-844-376-0313**

After you're enrolled, you can access your plan info anytime at [myuhc.com](https://myuhc.com)

# Choose a network PCP

There are a few ways to find a network PCP or other care provider. How you go about it depends on whether you're searching before or after your plan start date.

## Before your plan begins

You can look for a network PCP online or by phone:

- Go to [whyuhc.com/aps](https://www.whyuhc.com/aps) and select **Primary Care Provider**
- Call **1-844-376-0313** for Colorado Doctors Plan

## After your plan begins

You can look for a network PCP online, by phone or on the app:

- Sign in to your [myuhc.com](https://www.myuhc.com) account and select **Find a Provider**
- Call the number on your health plan ID card
- Sign in on the UnitedHealthcare® app and select **Find Care**

## Learn more



Scan this code with your phone to learn more about your plan options



# How to transfer your medical records and prescriptions



## Medical records

To order your own detailed medical records, sign in at [kp.org](https://kp.org) to submit a request. Then:

- Email your records to yourself
- Email your records to your new PCP
- Allow 10–15 business days for completion

To order medical records for someone other than yourself, sign in at [kp.org](https://kp.org) and request an Authorization to Disclose Health Information form. Then return the completed form via:

- Email to [kpcoreleaseofinfo@kp.org](mailto:kpcoreleaseofinfo@kp.org)
- Fax to **303-404-4750**



## Prescriptions

### 1 Select your preferred network pharmacy

You can choose from a variety of local and mail-order pharmacies, including:

- Walgreens
- King Soopers
- Walmart
- Optum Rx® (mail order)

### 2 Request a transfer

Contact your chosen pharmacy to request a prescription transfer from Kaiser. You'll need to provide the:

- Name of the medication
- Name and phone number of the transferring pharmacy



# How to transition your care without disruption

If you're a new UnitedHealthcare member currently receiving treatment for a specific medical condition from an out-of-network provider, we don't want to disrupt that care. Transition of Care is designed to help you continue to receive care—for a limited time—as we help you make the switch to a network provider.

Medical conditions eligible for Transition of Care include:

- Third trimester pregnancy
- Newly diagnosed or relapsed cancer currently receiving chemotherapy, radiation therapy or reconstruction
- Transplant candidates or transplant recipients in need of ongoing care
- Acute surgical care
- Chronic conditions that require active treatment



## Important

You must apply for Transition of Care within 30 days of effective date of coverage. Call the number on your health plan ID card.

## Medical conditions and services that do not qualify for Transition of Care include:

- Routine exams, vaccinations and health assessments
- Stable chronic conditions
- Minor illnesses such as colds, ear infections or sore throat

# Supporting your mental well-being

Whether you're in a time of greater need or want to work on personal growth, it's so important to take time to focus on your mental health and overall well-being—because how you feel matters.

Your UnitedHealthcare plan is ready to help connect you with a behavioral health specialist who can help with a variety of concerns—such as depression and anxiety, grief and loss, substance use and more—through:

- Office visits
- Virtual visits
- A mix of office and virtual visits

Learn more at [uhc.com/behavioralhealth](https://www.uhc.com/behavioralhealth)



# A few things to know after you enroll

To help you prepare for your new plan—and get the most out of it once it’s active—here are some helpful things to know and do.

## Before your plan begins

- If you have any prescriptions, fill all for a 30- or 90-day supply
- Transfer your medical records by calling Kaiser or going online—see page 5
  - Ask for your digital medical records
  - Download your medical health record

## After your plan begins

- Create your [myuhc.com](https://myuhc.com) account
- Schedule an appointment with your PCP
  - Bring your medical records or have them electronically transferred to your new PCP
  - During your visit, request a new prescription for any chronic medications
- Download the UnitedHealthcare app to see where the nearest network urgent care and emergency room facilities are located
- Explore the tools and resources available on [myuhc.com](https://myuhc.com)
  - Find a network provider
  - Track your deductible and out-of-pocket amounts
  - View, share and download your health plan ID card
  - Order prescriptions





# We're here to help

Health plan questions? We've got answers.

Connect with a dedicated customer care team Monday–Friday, 7 a.m.–7 p.m. MT

Colorado Doctors Plan  
**1-844-376-0313**

After you're enrolled, you can access your plan info anytime at [myuhc.com](https://myuhc.com).

For more information, check your plan documents.



**Talk to a registered  
nurse 24/7**

Members can call the number on  
their health plan ID card

**United  
Healthcare®**



Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Health Plan coverage provided by or through UnitedHealthcare of Colorado, Inc.

Advocate4Me services 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 Advocate services is for informational purposes only and provided as part of your health plan. Wellness nurses, coaches and other representatives 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. Advocate services are not an insurance program and may be discontinued at any time.

The information and therapeutic approaches in this article are provided for informational and/or educational purposes only. They are not meant to be used in place of professional clinical consultations for individual health needs. Certain treatments may not be covered in some benefit plans. Check your health plan regarding your coverage of services.

This policy has exclusions, limitations and terms under which the policy may be continued in force or discontinued. For costs and complete details of the coverage, contact your broker or UnitedHealthcare sales representative.