What's in your healthcare?

United Healthcare | ARIZONA DEPARTMENT OF ADMINISTRATION HUMAN RESOURCES

State of Arizona
Employees

Table of Contents

Benefits	Page
Find a doctor	7
Plan details	8
Plan comparisons	9
Health and wellness resources	
Mental Health support	11
Real Appeal	13
Rally	14
myuhc.com	16

What's in your healthcare?

For almost two decades, UnitedHealthcare has been proud to partner with the State of Arizona to provide access to high-quality care and programs to help you maintain or improve your health. In 2022, we will continue to offer a great health plan, offering personalized support and benefits such as Rally, Real Appeal, and 24/7 Virtual Visits. What's more? Our health care advocates are available to help answer your questions and guide you through your health care journey. And if you need help managing a chronic condition, our nurses are there to help you every step of the way. Check out the pages that follow to find out what's in your health care with UnitedHealthcare. Have questions about what's in your health care? Give us a call at 1-800-896-1067, our team is ready to help you.

Heather Kane

Heather Kane

There's more to your healthcare than you realize.

Discover
network coverage with nationwide Tier 1 providers.

Discover
provider access with 24/7 Virtual Visits.

Discover
emotional support with a variety of behavioral health tools.

Discover
innovative technology with myuhc.com®, UnitedHealthcare® app and Rally.

Discover
personalized condition support.

Discover your health plan's true potential.

Explore your benefits.

Unlock all the benefits in your healthcare coverage and take advantage of every opportunity.

Access our robust national network with more than 1.2 million physicians and health care providers dedicated to serve you. Here in Arizona, our network has over 35,100 physicians and health care providers ready to see you.

Talk with an experienced and understanding customer care team just for State of Arizona retirees.

Use our groundbreaking tools and programs designed to help you get more out of your health plan — all offered at no additional cost.

Quick Facts

Easier access to health care.

24/7 Virtual Visits let you visit a doctor online anywhere, anytime, from your smartphone or computer. Telehealth visits are also available with your own doctor or specialist.

24-Hour NurseLine is available to help anytime you need care.

Virtual ID card is available on the UnitedHealthcare® app.

24/7 benefit access is available at home or on the go.

Understand all your health plan can do for you.

Knowing all the benefits available helps you make more informed choices.

With UnitedHealthcare you have access to quality care no matter where you are in Arizona or nationwide. And by understanding the benefits of your health plan, you can select the coverage that best fits your needs. In this guide, you'll find information about your options and programs to help make your choices easier and ensure you get more from your health care.

*as of 3/31/2021

Learn more about:

- The health plan options we offer to help meet your unique needs.
- Member tools and resources to help make health care easier for you.

Get more from your benefits:

- **More access to care:** Now you can speak with a doctor online through a Virtual Visit. Telehealth visits are also available with your own doctor or specialist.*
- **More savings on ways to help you stay healthier:** Enjoy discounts on products and services in a variety of fitness and well-being categories.

Take advantage of your healthcare benefits — when and where you need them.

No matter where you are, you'll have access to our network of doctors and hospitals. With UnitedHealthcare, you'll have:

- Access to our nationwide network of more than 1.2 million physicians and health care professionals and 6,100 hospitals, including Mayo Clinics.*
- A local Arizona network that includes over 35,100 health care providers and 94 hospitals.*
- Access to visits with specialists without having to get a referral first.
- Access to mental health benefits.
- The ability to see a doctor from the comfort of your own home with a Virtual Visit.

Tips for using your health plan

General Tips

- Choose an in-network primary care physician.
- Schedule your preventive care with your physician. This is covered at no cost to you as long as you use in-network providers.
- Avoid out of network providers when possible as their costs are higher and you can be balance billed.
- Register for myuhc.com to track expenses, find participating providers, and get health care estimates.
- UnitedHealthcare's Nurseline is available 24/7 at no cost and can assist in providing guidance to the most appropriate care. 24/7 Virtual Visits are also a great option that are less expensive than urgent care or emergency room and allows you to access care from the comfort of your home for treatment of minor issues.

Triple Choice Plan

- Choose a Tier 1 primary care physician.
- If you are referred to a specialist, check with UnitedHealthcare to ensure the specialist is Tier 1 to have the lowest out of pocket.

*as of April 2021

How to find a network doctor or hospital:

1. Visit **whyuhc.com/stateofaz.**

2. Select the Triple Choice Plan.

   Ask yourself the following questions:
   a. What are your health needs?
   b. Is your provider in the network?
   c. What are the plan details?

3. Search for a provider.

   You can search by doctor and facility name, type of service or condition. It's easy to personalize your search by location, specialty, patient ratings and more.

   Once you have narrowed your search, you will be able to see if the provider is accepting new patients, read patient reviews, get directions and even login to view costs.

Health care terms

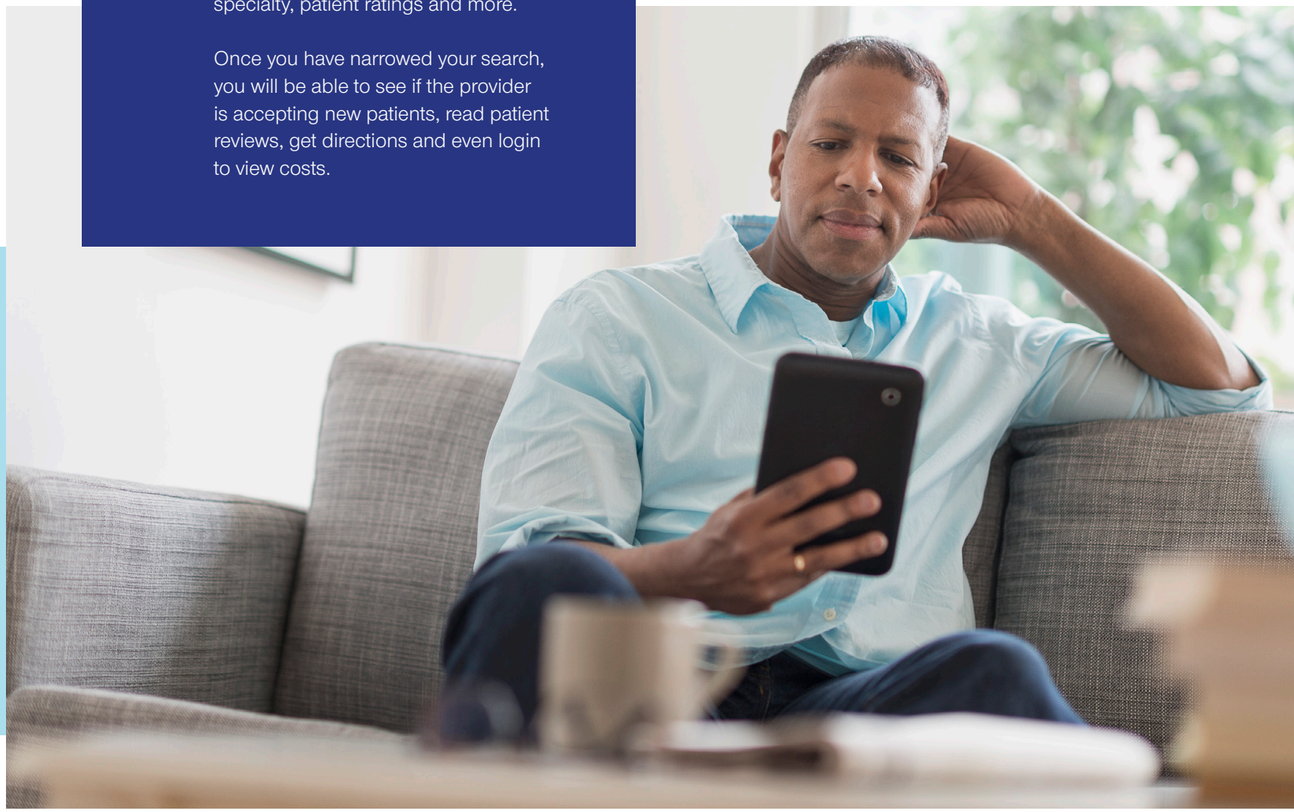
Coinsurance: Your share of the costs of a covered health care service, calculated as a percent of the allowed amount for the service.

Copay: A fixed amount you pay for a covered health care service, usually when you receive the service.

Deductible: The amount you owe for health care services before your health plan begins to pay.

Out-of-pocket maximum: The most money you have to pay for covered expenses in a plan year.

For more health care term definitions, visit the Just Plain Clear® English and Spanish Glossary at **glossary.justplainclear.com**.



What's in your plan?

Look closer at what's covered in your UnitedHealthcare **Triple Choice Plan**.

Triple Choice Plan

- You'll first have a deductible to meet before your plan will start to pay. Then you'll be responsible for copays for most services.[3]
- Don't forget that your preventive care is 100% covered when received in the network.
- With the UnitedHealthcare Triple Choice plan, you'll have network coverage with our nationwide Tier 1 and Tier 2 network, so you're covered wherever you travel.
- Our Tier 1 providers meet quality standards and deliver the greatest value in health care. And with the UnitedHealthcare Triple Choice plan, all network hospitals, urgent cares, labs, radiology facilities, medical equipment providers, mental health providers and surgical facilities are considered Tier 1.
- You have out-of-network coverage, but those providers will likely charge you more and you will be responsible for making sure your claim is filed.

TIER 1

Tier 1 providers are listed on **whyuhc.com/stateofaz** and in the UnitedHealthcare app with the blue dot next to their names.

If you aren't already a UnitedHealthcare member, visit **whyuhc.com/stateofaz** to search the network.

The Triple Choice Plan details

	Triple Choice Plan		
	Tier 1 In Network	**Tier 2 In Network**	**Tier 3 Out of Network**
Plan Year Deductible	January 1 - December 31		
	Deductible cross-applies to Tier 1 and Tier 2.*		
Individual	$200*	$1,000*	$5,000*
Family	$400*	$2,000*	$10,000*
Out-of-Pocket Limit			
Individual	$7,350**		$8,700**
Family	$14,700**		$17,400**
Preventive Care Services including preventive office visits, lab, radiology and other tests	No Charge	No Charge	You pay 50% after deductible
Primary Care Office Visit PCP: General Practice, Family Practice, OB/GYN, Internal Medicine, and Pediatrician	You pay $20 copay after deductible	You pay $20 copay after deductible	You pay 50% after deductible
Specialist Office Visit	You pay $40 copay after deductible	You pay $40 copay after deductible	You pay 50% after deductible
Urgent Care	You pay $75 copay after deductible	Same as Tier 1	You pay 50% after deductible
Emergency Room (ER copay waived if admitted)	You pay $200 copay after deductible	Same as Tier 1	Same as Tier 1
Inpatient Hospital	You pay $250 copay after deductible	Same as Tier 1	You pay 50% after deductible
Behavioral Health, Mental Health & Substance Abuse Services			
Inpatient	You pay $250 copay after deductible	Same as Tier 1	You pay 50% after deductible
Outpatient	You pay $20 copay after deductible	Same as Tier 1	You pay 50% after deductible
Maternity Services Includes initial office visit, pre-natal, and post-natal care.	You pay $20 copay after deductible	You pay $20 copay after deductible	You pay 50% after deductible

*Tier 1 deductible also applies to Tier 2, and the Tier 2 deductible also applies to Tier 1.. Out of network deductible is separate and does not apply to Tier 1 or Tier 2 services. Deductible is per individual, not to exceed the stated amount per family. Copay or coinsurance applies after deductible has been met. Deductible does not apply to preventive care or pharmacy.

**Deductible and copayments for covered medical and pharmacy services apply to the out of pocket maximum. Once the out of pocket maximum has been reached for the year, the Plan will pay 100% for all covered services the remainder of the year.

Explore your health care.

Helping you stay healthier — more proactively.

We're here to help.
If you need help with **managing a chronic condition**, a Disease Management Nurse can help. Our Disease Management programs[4] offer personalized support.

If you need **long-term support** after a hospitalization or a catastrophic health event, a case management nurse can help you explore care options and provide resources for more than 100 chronic conditions.

Our **Condition Management Programs** are now more convenient with digital applications and messaging for a more integrated relationship with your nurse.

Pick up the phone.
We want to help you improve your health and understand your benefits. So we might call you if:

- You or a family member has a serious or chronic medical condition.
- You or a family member was recently hospitalized.
- You are pregnant.

If you see that UnitedHealthcare is calling, please answer. We're here to help and aren't trying to sell you anything.

Call us with your questions.

Navigating health care is easier when you know who to call. Your UnitedHealthcare advocate team is here to help with just about anything:

- Improve your health, manage a chronic condition and understand complex medical issues.
- Understand how your health plan works.
- Get answers about your health accounts, a recent claim or how much you can expect to pay.
- Find a network provider, get a new ID card or save on health care costs — and much more.

We can help with Special Needs.
A single point of contact provides more streamlined and compassionate support for your entire family and can help remove barriers that stand in the way of the medical, behavioral and pharmacy help your child needs. Your adviser can help:

- Provide support for insurance and payment, social needs, family well-being and care delivery.
- Identify potential issues and provide alternatives.
- Provide planning for the future.
- Coordinate community and regional resources.
- Provide faster access to services without frustration and confusion.

To find out more visit **myuhc.com** or call **1-800-896-1067**.

What's in your mental health support?

Sometimes the challenges you face can feel like too much to handle. If you or someone in your family is struggling with a situation that is having a negative impact on your mental health, don't go it alone. With UnitedHealthcare you have access to more resources that can help.

Live and Work Well.

Creating a healthy work-life balance can be challenging. Live and Work Well makes it easier with support for many different situations.

Visit **liveandworkwell.com**

In-person behavioral health visits.

From everyday challenges to more serious issues, you can receive confidential help with a psychiatrist or therapist.

Connect with a provider using behavioral health virtual visits.

Using behavioral health virtual visits, you can talk confidentially to a psychiatrist or therapist without leaving your home. These providers can evaluate and treat general mental health conditions such as depression and anxiety — and, when appropriate, prescribe medications.*

talkspace

With Talkspace online therapy, you can regularly communicate with a licensed therapist via text or live video, safely and securely from your phone or desktop. No office visit is required and you can start therapy within hours of choosing your therapist. It's private, confidential and convenient.

To get started, visit **talkspace.com/connect**. On your first visit, you'll go through a simple registration process.

Sanvello

Dial down the symptoms of stress, anxiety and depression with an app that uses clinical techniques. Sanvello premium access is available at no extra cost as part of your behavioral health benefit.

Download the Sanvello app from the Apple App Store or GooglePlay today.

Applied behavior analysis (ABA) therapy

Early diagnosis and treatment can make a big difference in how children with autism build skills that may help them become self-sufficient. Applied behavior analysis (ABA) therapy — included as part of your benefits** — uses behavioral principles to teach children life skills and behaviors they may otherwise not learn on their own.

Substance use disorders

If you or someone you love is struggling with substance abuse, call the Substance Use Treatment Helpline. It's available 24/7 as part of your benefits and is completely confidential — you can even choose to remain anonymous. To speak with a substance use recovery advocate who will listen, provide support and develop personalized recovery plans, call **1-855-780-5955**.

Or visit **liveandworkwell.com/recovery** to find care options and resources.

AbleTo

New benefit

AbleTo is a confidential virtual therapy and coaching program that offers 8 weeks of 1-on-1 virtual therapy and coaching — covered under your plan.***

With AbleTo, you can get:

- 1-on-1 therapy sessions with a licensed therapist and a 1-on-1 session with a coach. Sessions are private and confidential
- Personalized coping tools and techniques designed to help improve your day-to-day life
- Convenient appointments that may work with your schedule
- Sessions by phone or video chat from the comfort and privacy of your own home

To find out more visit **myuhc.com** or call **1-800-896-1067**.

*As per state telehealth rules and regulations. Certain prescriptions may not be available, and other restrictions may apply
** Pre-certification is required. If your child has already been diagnosed with autism and is receiving treatment, your provider may already be approved.
*** Deductibles and coinsurance may apply. Check your specific plan details or call the number on your health plan ID card to confirm plan coverage.

Get help when you need it most, with Transplant Resource Services.

If you need help with a transplant, our Centers of Excellence are designed to help you take care of all transplant-related services including travel and lodging assistance and hospital and physician charges.

Navigate your orthopedic care.

Through a single point of contact, you get more help navigating the complex health care system, including access to specialized nurses and quality providers to help meet your needs, from early pain through treatment and beyond. We help patients get more of the kind of treatment they need.

What's in Real Appeal?
Weight loss at no cost to you.

Real Appeal is an online program that can help you lose weight and improve your health.

Receive up to a year of support.
A Transformation Coach will lead online group sessions with simple steps on nutrition, exercise and how to break through barriers to reach your goals.

Proven weight loss.
Real Appeal members who attend four or more sessions during the program lose 10 pounds on average. Talk to your doctor before starting any weight loss program.

Tools made for real life.
You'll receive a Success Kit with scales, recipes, fitness equipment and more delivered to your door. Monitor your progress with online food and activity trackers — available anywhere, anytime.

Real benefits.
Real Appeal will help you learn how to live a healthy, balanced life. Research shows that losing just 5% of your body weight can help reduce the risk of type 2 diabetes and heart disease.

Program Highlights

- This is an online program, so you can conveniently access it from your desktop, tablet or mobile device.
- Backed by decades of proven clinical research.[5]
- Covered at no additional cost as part of your medical plan.
- Become a member for free at **stateofarizona.realappeal.com**.

What's in Rally?

Personalized health recommendations, just for you.

Rally is available at no additional cost to you as part of UnitedHealthcare plan benefits. Available online via your computer, smartphone or tablet, the Rally app is an interactive way to start getting healthier. You'll get personalized recommendations to help you move more, eat better and improve your health — and have fun doing it.

Getting started is easy. Start with the quick Health Survey and get your Rally Age℠, a measure to help you assess your overall health. Rally will then recommend missions for you: activities designed to help improve your diet, fitness and mood. Start easy, and level up when you're ready.

Get Your Rally Age
Answer a few easy questions to help you assess your overall health.

Build Better Habits
Get personalized activity recommendations to reach your health goals.

Win Cool Stuff
Earn Rally coins and use them for a chance to score great rewards.

Connect with a Community
Compete with others in an online Challenge using a tracking device to count your steps on virtual courses.

Track Your Progress
Sync your activity-tracking device to complete challenges and easily track your progress.

Sync Your Device
The Rally app works with wearables like Fitbit®, Jawbone® and BodyMedia®.

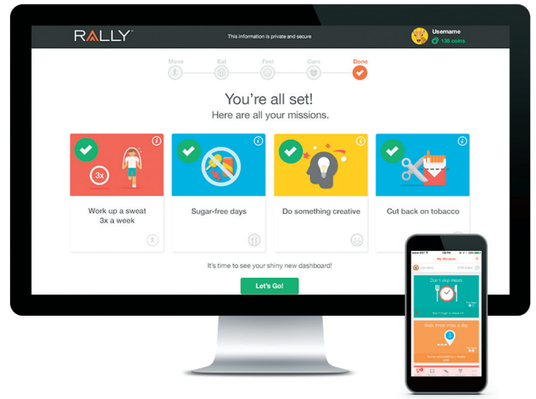
Rally Marketplace℠

Rally Marketplace lets you swap your Rally Coins for discount offers on a wide selection of name-brand items. Just browse the Marketplace, exchange your coins for the discount offers you like, then purchase desired items at the new, discounted price.

Get discounts
Get discounts on popular name-brand items.

See recommendations
See personalized recommendations for items you might like, or browse the entire catalogue.

Redeem Coins
Exchange your coins for savings on purchases from consumer brands in fitness, entertainment and well-being categories.



What's in the UnitedHealthcare Triple Choice Plan?

TIER 1

Spot the blue dot to identify Tier 1 providers and find doctors who are right for you and your family.
Your UnitedHealthcare Tiered Benefit plan is designed so you pay less when you see Tier 1 doctors and specialists.
With Tier 1 providers you get:

- Doctors who are recognized for providing the greatest value from your health benefits.
- Network coverage with our nationwide network; you're covered wherever you travel.
- Preventive care that's 100% covered when it's received in-network.

Explore provider indicators on **whyuhc.com/stateofaz**

All your health plan information in one place.

With **myuhc.com** you'll have fewer questions and more confidence about your benefits, claims and health information. It's personalized for you and simple to use.

Choose where to go for services.

- Search for a **provider, clinic, hospital or lab** based on location, specialty, quality, cost, services and more.
- View **patient ratings.**
- Estimate **treatment costs.**
- Review your choices and **choose where to go for service.**

Manage your claims.

- See the **current status** of your claims, as well as **claims history.**
- Access features to help you **track and manage** your claims, such as the ability to add personalized notes.
- Depending on your plan and if you do owe your health care provider, you may be able to **send payment** from the site. Payment processing is managed by InstaMed®.

Learn about your wellness benefits.

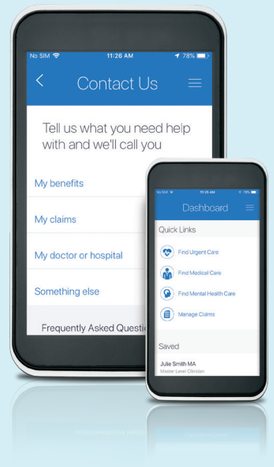
- Get **tips** on living healthier and **using health plan benefits** to your advantage.
- Get **reminders** when it's time for checkups or treatments.
- Get **suggestions** on when to get immunizations, well visits, routine tests or lab work.
- Chat with a **nurse.**

The UnitedHealthcare® app puts your plan at your fingertips.

When you're out and about, you can do everything from managing your plan to getting convenient care. Just download the app to:

- Find nearby care options in your network.
- Estimate costs.
- Video chat with a doctor 24/7.*
- View and share your health plan ID card.
- See your claim details and view progress toward your deductible.

UnitedHealthcare



*Data rates may apply

What's on your mind?

If you have any questions — from finding a network provider to learning more about what's covered in a health plan — please visit us online or give us a call.

Go to **whyuhc.com/stateofaz**

Call us toll free: **1-800-896-1067, TTY 711**

Ask a registered nurse your health questions anytime, anywhere—at no extra cost. Call **1-800-896-1067, TTY 711**

If you need help with substance use disorders, call **1-855-780-5955** or visit **liveandworkwell.com/recovery** to find care options and resources.

Take the next step.

Ready to enroll? Getting started is easy. Just visit **benefitoptions.az.gov**.

Discover what's in your UnitedHealthcare plan.

Discover personalized service.
Our dedicated Customer Care team can help you navigate the health system.

Discover Tier 1 providers.
Tier 1 providers are available nationwide, and all network hospitals, urgent cares, labs, radiology facilities, medical equipment providers, mental health providers and surgical facilities are considered Tier 1.

Discover coverage nationwide.
Access more than 1.2 million network physicians and health care professionals at over 6,100 hospitals nationwide covered.

Discover access with 24/7 Virtual Visits.
Visit a doctor online anywhere, anytime, from your smartphone or computer.

Discover greater support managing a condition.
Our Condition Management programs support over 100 chronic conditions and catastrophic health events.

Discover behavioral health support.
Access mental and emotional support in person, online, via an app or on the phone.

Discover greater support for Special Needs.
Our advisors are assigned to children identified with a special need such as cystic fibrosis, spina bifida, as well as more than 6,000 other conditions. They can help remove barriers to accessing care, resolving issues, and can connect you with other UnitedHealthcare programs or community resources.

Discover greater maternity support.
Get answers to questions about pregnancy to newborn care and specialized guidance for high-risk pregnancies.

Discover innovative technology tools.
Manage your health plan on **myuhc.com** or UnitedHealthcare app, and get healthier with Rally.

Discover greater access to discounts.
Earn coins by completing healthy activities on Rally and redeem them for discounts on a wide range of name-brand items.

Discover weight management support.
Our coach-led online program with Real Appeal provides success tools to get you started and keep you going.

Notice.

We do not treat members differently because of sex, age, race, color, disability or national origin. If you think you were treated unfairly because of your sex, age, race, color, disability or national origin, you can send a complaint to the Civil Rights Coordinator.
Online: UHC_Civil_Rights@uhc.com
Mail: Civil Rights Coordinator. UnitedHealthcare Civil Rights Grievance. P.O. Box 30608 Salt Lake City, UTAH 84130

You must send the complaint within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again.
If you need help with your complaint, please call the toll-free phone number listed on your ID card,
TTY 711, Monday through Friday, 8 a.m. to 8 p.m.

You can also file a complaint with the U.S. Dept. of Health and Human Services.
Online: https://ocrportal.hhs.gov/ocr/portal/lobby.jsf
Complaint forms are available at
http://www.hhs.gov/ocr/office/file/index.html.
Phone: Toll-free 1-800-368-1019, 800-537-7697 (TDD)
Mail: U.S. Dept. of Health and Human Services. 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call the toll-free phone number listed on your ID card TTY 711, Monday through Friday, 8 a.m. to 8 p.m.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you.
Please call the toll-free phone number listed on your identification card.

ATENCIÓN: Si habla **español (Spanish)**, hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al número de teléfono gratuito que aparece en su tarjeta de identificación.

請注意：如果您說中文 **(Chinese)**，我們免費為您提供語言協助服務。請撥打會員卡所列的免付費會員電話號碼。

XIN LƯU Ý: Nếu quý vị nói tiếng **Việt (Vietnamese)**, quý vị sẽ được cung cấp dịch vụ trợ giúp về ngôn ngữ miễn phí. Vui lòng gọi số điện thoại miễn phí ở mặt sau thẻ hội viên của quý vị.

알림: 한국어**(Korean)**를 사용하시는 경우 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하의 신분증 카드에 기재된 무료 회원 전화번호로 문의하십시오.

PAALALA: Kung nagsasalita ka ng **Tagalog (Tagalog)**, may makukuha kang mga libreng serbisyo ng tulong sa wika. Pakitawagan ang toll-free na numero ng telepono na nasa iyong identification card.

ВНИМАНИЕ: бесплатные услуги перевода доступны для людей, чей родной язык является **русском (Russian)**. Позвоните по бесплатному номеру телефона, указанному на вашей идентификационной карте.

تنبيه: إذا كنت تتحدث **العربية (Arabic)**، فإن خدمات المساعدة اللغوية المجانية متاحة لك. الرجاء الاتصال على رقم الهاتف المجاني الموجود على معرّف العضوية.

ATANSYON: Si w pale **Kreyòl ayisyen (Haitian Creole)**, ou kapab benefisye sèvis ki gratis pou ede w nan lang pa w. Tanpri rele nimewo gratis ki sou kat idantifikasyon w.

ATTENTION : Si vous parlez **français (French)**, des services d'aide linguistique vous sont proposés gratuitement. Veuillez appeler le numéro de téléphone gratuit figurant sur votre carte d'identification.

UWAGA: Jeżeli mówisz po **polsku (Polish)**, udostępniliśmy darmowe usługi tłumacza. Prosimy zadzwonić pod bezpłatny numer telefonu podany na karcie identyfikacyjnej.

ATENÇÃO: Se você fala **português (Portuguese)**, contate o serviço de assistência de idiomas gratuito. Ligue gratuitamente para o número encontrado no seu cartão de identificação.

ATTENZIONE: in caso la lingua parlata sia l'**italiano (Italian)**, sono disponibili servizi di assistenza linguistica gratuiti. Per favore chiamate il numero di telefono verde indicato sulla vostra tessera identificativa.

ACHTUNG: Falls Sie **Deutsch (German)** sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Bitte rufen Sie die gebührenfreie Rufnummer auf der Rückseite Ihres Mitgliedsausweises an.

注意事項：**日本語(Japanese)**を話される場合、無料の言語支援サービスをご利用いただけます。健康保険証に記載されているフリーダイヤルにお電話ください。

توجه: اگر زبان شما **فارسی (Farsi)** است، خدمات امداد زبانی به طور رایگان در اختیار شما می باشد. لطفا با شماره تلفن رایگانی که روی کارت شناسایی شما قید شده تماس بگیرید.

ध्यान दें: यदि आप **हिंदी (Hindi)** बोलते है, आपको भाषा सहायता सेबाएं, नि:शुल्क उपलब्ध हैं। कृपया अपने पहचान पत्र पर सूचीबद्ध टोल-फ्री फोन नंबर पर कॉल करें।

CEEB TOOM: Yog koj hais Lus **Hmoob (Hmong)**, muaj kev pab txhais lus pub dawb rau koj. Thov hu rau tus xov tooj hu deb dawb uas teev muaj nyob rau ntawm koj daim yuaj cim qhia tus kheej.

ចំណាប់អារម្មណ៍: បើសិនអ្នកនិយាយ**ភាសាខ្មែរ(Khmer)**សេវាជំនួយភាសាអោយឥតគិតថ្លៃ
គឺមានសំរាប់អ្នក។ សូមទូរស័ព្ទទៅលេខឥតគិតថ្លៃ ដែលមានទៅលើអត្តសញ្ញាណប័ណ្ណរបស់អ្នក។

PAKDAAR: Nu saritaem ti **Ilocano (Ilocano)**, ti serbisyo para ti baddang ti lengguahe nga awanan bayadna, ket sidadaan para kenyam. Maidawat nga awagan iti toll-free a numero ti telepono nga nakalista ayan iti identification card mo.

DÍÍ BAA'ÁKONÍNÍZIN: **Diné (Navajo)** bizaad bee yáníłti'go, saad bee áka'anída'awo'ígíí, t'áá jíík'eh, bee ná'ahóót'i'. T'áá sh○○dí ninaaltsoos nítł'ízí bee nééhozinígíí bine'dęę' t'áá jíík'ehgo béésh bee hane'í biká'ígíí bee hodíilnih.

OGOW: Haddii aad ku hadasho **Soomaali (Somali)**, adeegyada taageerada luqadda, oo bilaash ah, ayaad heli kartaa. Fadlan wac lambarka telefonka khadka bilaashka ee ku yaalla kaarkaaga aqoonsiga.

All trademarks are the property of their respective owners.

[1] Access to 24/7 Virtual Visits and prescription services may not be available in all states or for all groups. Go to myuhc.com for more information about availability of 24/7 Virtual Visits and prescription services. Always refer to your plan documents for your specific coverage. 24/7 Virtual Visits are not an insurance product, health care provider or a health plan. 24/7 Virtual Visits are an internet-based service provided by contracted UnitedHealthcare providers that allows members to select and interact with independent physicians and other health care providers. It is the member's responsibility to select health care professionals. Care decisions are between the consumer and physician. 24/7 Virtual Visits are not intended to address emergency or life-threatening medical conditions and should not be used in those circumstances. Services may not be available at all times or in all locations. Members have cost share responsibility and all claims are adjudicated according to the terms of the member's benefit plan. Payment for 24/7 Virtual Visits services does not cover pharmacy charges; members must pay for prescriptions (if any) separately. No controlled substances may be prescribed. Other prescriptions may be available where clinically appropriate and permitted by law, and can be transmitted to the pharmacy of the member's choice.

[2] As of July 2020.

[3] Consult your plan materials for detailed benefit information.

[4] Disease Management programs and services may vary by location and are subject to change with written notice. UnitedHealthcare does not guarantee availability of programs in all service areas and provider participation may vary. Certain items may be excluded from coverage and other requirements or restrictions may apply. If you select a new provider or are assigned to a provider who does not participate in the Disease Management program, your participation in the program will be terminated. Self-Funded or Self-Insured Plans (ASO) covered persons may have an additional premium cost. Please check with your employer.

[5] https://www.hopkinsmedicine.org/endoscopic-weight-loss-program/conditions/diabetes.html accessed 9.14.20.

The UnitedHealth Premium program is a resource for informational purposes only. Designations are displayed in UnitedHealthcare online physician directories at myuhc.com®. You should always consult myuhc.com for the most current information. Premium designations are a guide to choosing a physician and may be used as one of many factors you consider when choosing a physician. If you already have a physician, you may also wish to confer with him or her for advice on selecting other physicians. Physician evaluations have a risk of error and should not be the sole basis for selecting a physician. Please see myuhc.com for detailed program information and methodologies.

Real Appeal is offered at no additional cost to employees, spouses and dependents age 18 and older as part of your medical benefit plan, subject to eligibility requirements. State of Arizona employees who complete 9 Group Sessions are eligible to receive 200 HIP points under the weight loss program challenge. Points must be logged by 12/31/20. Participants may receive HIP points one time per program year. Visit www.totalwellbeing.az.gov for more information. Members who have completed the program can re-enroll in a second year by logging on to their Real Appeal dashboard and following the instructions for re-enrollment.

Rally Health provides health and well-being information and support as part of your health plan. It does not provide medical advice or other health services, and is not a substitute for your doctor's care. If you have specific health care needs, consult an appropriate health care professional. Participation in the health survey is voluntary. Your responses will be kept confidential in accordance with the law and will only be used to provide health and wellness recommendations or conduct other plan activities.

Advocate 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 (Advocate4Me) 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.

NurseLine is for informational purposes only. Nurses cannot diagnose problems or recommend specific treatment and are not a substitute for your doctor's care. NurseLine services are not an insurance program and may be discontinued at any time.

State of Arizona Member Open Enrollment Guide Administrative services provided by United HealthCare Services, Inc. or their affiliates.

B2C ES21-4531 © 2021 United HealthCare Services, Inc. All Rights Reserved.

United Healthcare | ARIZONA DEPARTMENT OF ADMINISTRATION HUMAN RESOURCES