State of Arizona Retirees
2021 Benefit Options

Start getting more from your health plan.

United Healthcare | ARIZONA DEPARTMENT OF ADMINISTRATION HUMAN RESOURCES

Get more

network coverage with nationwide premium providers.

Get more

provider access with Virtual Visits.

Get more

emotional support with a variety of behavioral health tools.

Get more

from technology with myuhc.com®, UnitedHealthcare® app and Rally.

Get more

personalized condition support.

State of Arizona
Retirees

Welcome to more.

For over 16 years, we've worked with the State of Arizona to give you more from your health care experience. This year, we're excited to offer a health plan that provides personalized support and benefits such as Rally®, Real Appeal® and Virtual Visits. Check out the pages that follow to find out how you can get more with UnitedHealthcare. Have questions? Give us a call at 1-800-896-1067, and our dedicated team of professionals will be there to help you along the way.

Heather Kane

Heather Kane
Health Plan CEO

Table of contents

Benefits	Page
Find a doctor	7
Plan overview	8
Plan details	9

Health and wellness resources	
Orthopedic Health	12
Real Appeal	13
myuhc.com	15
Rally	16

Get more with UnitedHealthcare.

You'll have access to a large national network.

You and your family can get more with a quality network committed to personalized care.

You have access to a dedicated Customer Care team just for State of Arizona retirees.

We know managing your health plan benefits and your health isn't always easy. That's why we have a team of people dedicated to helping you. From understanding your claims to estimating costs ahead of time, we're here to help you get more.

Get access to innovative tools and programs, at no additional cost.

From helping manage a chronic condition and saving money with fitness discounts, to the freedom to see a doctor from your home computer, you can get more when you take advantage of these programs as part of your benefits.

Quick Facts

Easier access to health care.

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 at myuhc.com.

Get more from your health plan.

Knowing your benefits 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 get more from your health care.

Learn more about:

- The health plan 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.[1]
- **More savings on ways to help you stay healthier:** Enjoy discounts on products and services in a variety of fitness and well-being categories.

Get more of the care you may need — when and where you need it.

With UnitedHealthcare, you'll have:

Access to our nationwide network of more than 1,123,080 physicians and health care professionals and 5,773 hospitals, including Mayo Clinics.[2]

A local Arizona network that includes over 32,000 health care providers and 98 hospitals.[2]

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.

Get more with UnitedHealth Premium® Program.

From primary care physicians to specialists, UnitedHealthcare makes it easy to find network providers based on factors that are most important to you. Our premium care providers:

- Have proven better outcomes.
- Have fewer redo procedures.
- Have lower complication rates.
- Make the most of your health care dollars.

How to find a network doctor or hospital:

1. Visit **whyuhc.com/stateofaz.**
2. Select the Triple Choice Plan.
3. Search for a provider.

   You can search by doctor and facility name, type of service or condition.

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**.

Get more with the 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, any network hospital is covered as a Tier 1 facility.
- 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 providers are listed on **myuhc.com** and in the UnitedHealthcare app with the blue dot next to their names.

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		
	Tier 1 and Tier 2 deductibles cross apply.* Tier 3 is separate.		
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 (Room & Board)	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, post-natal, and inpatient stay for well newborn.	You pay $20 copay after deductible	You pay $20 copay after deductible	You pay 50% after deductible

*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. Tier 1 deductible applies to Tier 2 and Tier 2 deductible applies to Tier 1. Out of network deductible is separate and does not apply to Tier 1 or Tier 2 services.

**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.

So much more to experience where you live.

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**.

Get more 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.

*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.

Get more from 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.

Get more 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.

Get more maternity and parental support.

If you're thinking about having a baby, or you have one already on the way, we are ready to help in every way we can. Enroll in the program and you'll have access to your own personal maternity nurse who can:

- Answer your questions on everything from preconception health to newborn care.
- Offer support throughout the pregnancy and after delivery.
- Provide specialized guidance if your pregnancy is considered high risk to help you stay healthier and prevent premature birth.
- Help you feel at your physical and emotional best after your baby is born.

And with the **Neonatal Resource Services** program, you can have consultations with neonatal nurses, as well as access to some of the top neonatal intensive care unit (NICU) treatments in the nation.

Call today to learn more: **1-800-896-1067, TTY 711**

Get more with 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 containing food and weight scales, delicious recipes, workout DVDs and more. 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 convieniently 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.**

Get more 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.**

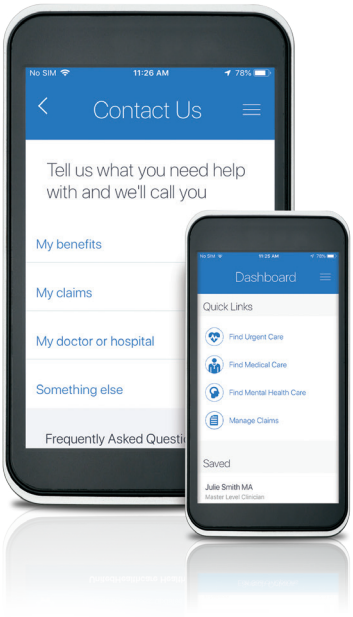
Manage your claims.

- 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.**

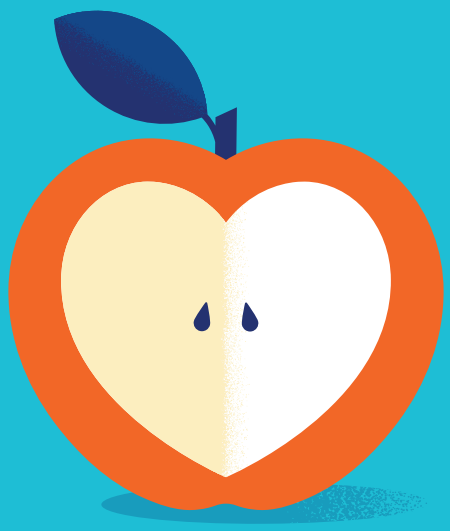
UnitedHealthcare



Get more with the UnitedHealthcare® app.

Download the UnitedHealthcare app to your smartphone and you'll get easy access to your health plan details. It also lets you:

- Find nearby care options in your network.
- Video chat with a doctor 24/7 — without leaving the app.
- See your claims details and view progress toward your deductible.
- View and share your health plan ID card.
- Log on easily with Touch ID®.



Get more with 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

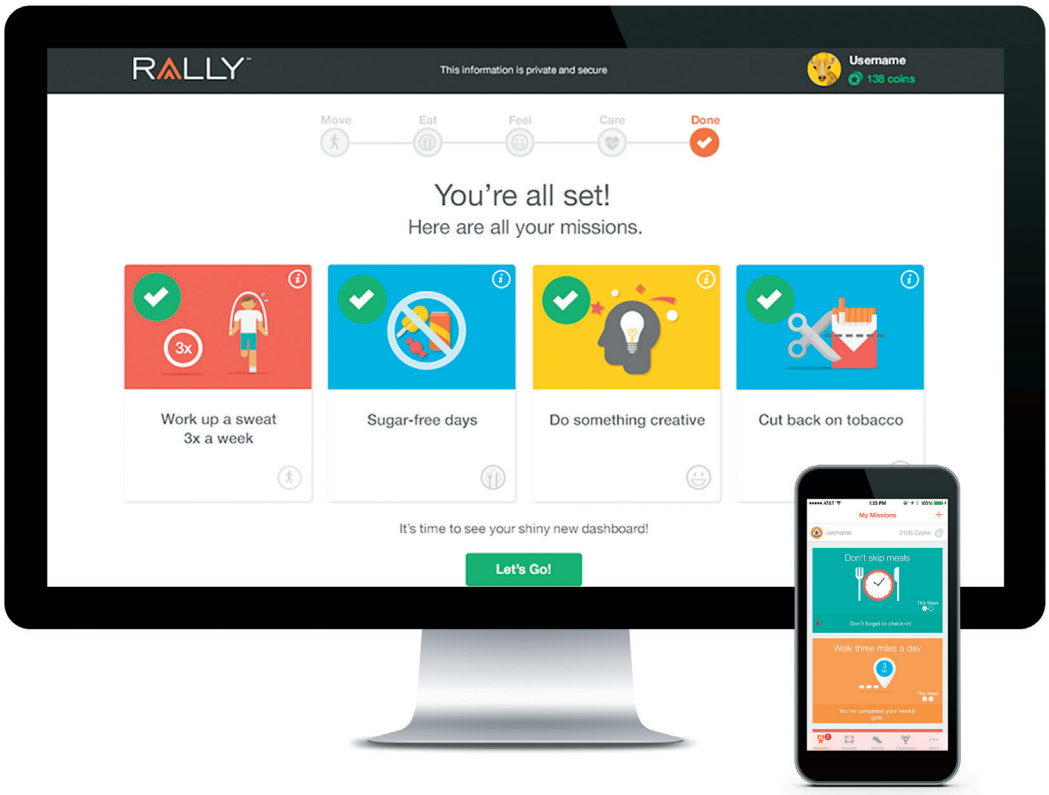
Get discounts on popular name-brand items.

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.



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)**សេវាជំនួយភាសាដោយឥតគិតថ្លៃ
គឺមានសំរាប់អ្នក។ សូមទូរស័ព្ទទៅលេខឥតគិតថ្លៃ ដែលមាននៅលើអត្តសញ្ញាណប័ណ្ណរបស់អ្នក។

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 shǫǫdí ninaaltsoos nitł'izí 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.

Get more with UnitedHealthcare.

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

Get more Tier 1 providers.
Tier 1 providers are available nationwide, and all hospitals are Tier 1.

Get more coverage nationwide.
Access more than one million network physicians and health care professionals at over 6,000 hospitals nationwide covered.

Get more access with Virtual Visits.
Visit a doctor online anywhere, anytime, from your smartphone or computer.

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

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

Get more support for Special Needs.
We can help remove barriers to the medical, behavioral and pharmacy help your child needs.

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

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

Get more weight management support.
Our coach-led online program provides success tools to get you started and keep you going.

Get more help.

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**.

United Healthcare | ARIZONA DEPARTMENT OF ADMINISTRATION HUMAN RESOURCES

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[1] Access to 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 Virtual Visits and prescription services. Always refer to your plan documents for your specific coverage. Virtual Visits are not an insurance product, health care provider or a health plan. 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. 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 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.

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