



# Teamsters Multi-Benefit Trust Fund

UnitedHealthcare HMO Plans  
New Member Guide 2024

1-888-641-9142  
[whyuhc.com/tmbt](http://whyuhc.com/tmbt)

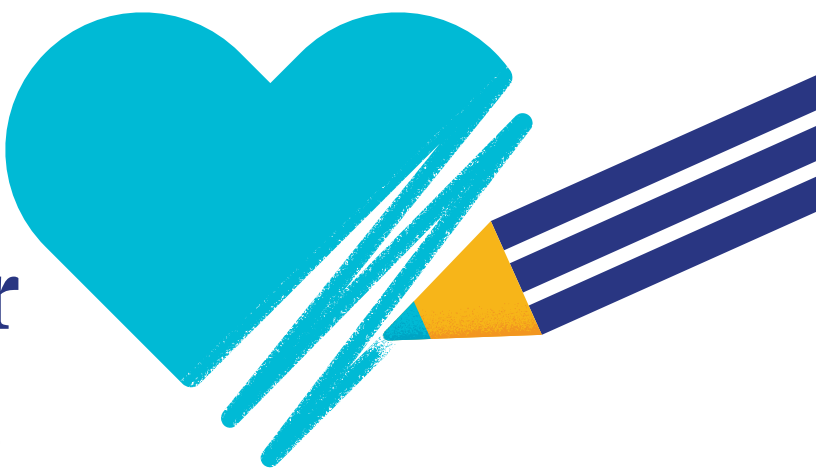
United  
Healthcare



**TEAMSTERS**  
MULTI-BENEFIT TRUST &  
LOCAL UNION NO. 572 RETIREMENT PLAN

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

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# The path to your new health plan begins here

We're here to help make your health care experience easier—starting with this 6-step overview to help you select your UnitedHealthcare health plan and begin using it.

- 1 A primary care physician (PCP) located near your home will be selected for you
- 2 Fill all open prescriptions with Kaiser Permanente (Kaiser) prior to your enrollment with UnitedHealthcare
- 3 Request a transfer of medical records from Kaiser prior to your effective date with UnitedHealthcare
- 4 Begin using your UnitedHealthcare health plan ID card on your effective date with UnitedHealthcare
- 5 Create your [myuhc.com](https://myuhc.com)<sup>®</sup> account
- 6 Schedule an appointment with your new PCP

## There's more helpful information 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 customer care team Monday–Friday, 7 a.m.–8 p.m. PT.  
**1-888-641-9142**

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



# Confirm your network PCP

You will be enrolled with a primary care physician (PCP) located near your home.

You will have the ability to change your PCP within the first 30 days of enrollment by contacting your UnitedHealthcare member services team at **1-888-641-9142**.

On your effective date, you can call or search for your PCP to learn their clinic locations, education, languages spoken, and confirm the provider is a good fit for you or your family members.

## 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 request your own detailed medical records, contact your new PCP's office. They will provide you with a Records Request Form that they will submit to Kaiser on your behalf. **As an alternative, 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**, submit an authorization to disclose health information, available at [Request records, forms & certifications | Kaiser Permanente](#). Then scroll to locate the email address and phone number in your area to request records.



## Prescriptions

### 1 Select your preferred network pharmacy

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

- Walgreens
- Vons
- CVS
- 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 which 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 throats

# 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 [liveandworkwell.com](https://liveandworkwell.com).

- Prior to your effective date, browse as a guest using access code: UHC
- After your effective date, register to access your benefits



# 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 3
  - 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 customer care team Monday–Friday, 7 a.m.–8 p.m. PT.  
**1-888-641-9142**

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

For more information, check your plan documents.



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

Call the number on your health plan ID card.

**United  
Healthcare**



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