

Video Transcript: Transferring Care

Screen visuals:

The UnitedHealthcare logo stretches into a ribbon that swipes across the screen and flies away.

Narrator:

Hello. Welcome to United Health care — and this video that's made just for you.

Screen text:

Hello

Welcome to your health plan

Narrator:

Let's get you prepared for moving to your new health plan with some tips on how to make transferring your care easier. You'll get helpful information on choosing a provider, keeping your care on track and avoiding gaps in your medications and more. Here we go.

Screen text:

Moving to a new health plan

Tips to help transfer your care

Screen visuals:

A prescription pill bottle appears, followed by a stethoscope that bends into a heart, and then a medical file folder.

Narrator:

First tip: Choose a network primary care provider, also known as a PCP.

Screen text:

Tip 1

Choose a network primary care provider (PCP)

Depending on your health plan, a PCP may be required. Coverage is not dependent upon having a PCP if your plan does not require a PCP.

Narrator:

With any health plan, it's good to have a PCP in your corner. They're the person who knows you and your health history, and they can help connect you to the care you may need.

Screen visuals:

A cluster of circles appears. In each circle is a health care-related item, such as a heart, prescription bottle and health care provider.

Narrator:

If you have a PCP who you'd like to keep seeing, it's a good idea to make sure they're in your new plan's network.

Screen text:

Make sure your PCP is in the network

Narrator:

To do that, go to myuhc.com and scroll down to Find a Provider. Click on the link, and then Medical Directory. If your PCP is not in the network, you can choose a new PCP who is.

Screen visuals:

A step-by-step demonstration illustrates how to search for a network primary care provider on myuhc.com.

Narrator:

That brings us to tip 2—transfer your medical records.

Screen text:

Tip 2

Transfer your medical records

Narrator:

If you're switching PCPs, you'll need to transfer your medical records to your new one. You can do this by asking your current PCP how to get started — or by going to your provider's online portal, if they have one — and requesting your records. Once you get them, contact your new PCP to find out how they'd like you to securely transfer the records.

Screen visuals:

Pages fan out of a medical file folder. The file slides out of view. Two chat bubbles pop up. In one of the bubbles, a question mark turns into a check mark. A laptop computer appears. On its screen, a button says, "Request records." The cursor hovers over the button, and a check mark replaces the button. The medical folder reappears, sliding in place next to a health care provider.

Narrator:

The third tip may not apply to you — but in case it does — let's look at Medical Transition of Care eligibility.

Screen text:

Tip 3

Check Medical Transition of Care eligibility

Not all acute or chronic conditions qualify for Medical Transition of Care or Continuity of Care. Please refer to your health plan documents to confirm eligibility.

Narrator:

If your latest PCP is not part of your new plan's network but they are currently treating you for a specific health condition such as pregnancy, cancer or other conditions that require active care, you may be eligible for Transition of Care coverage. Medical Transition of Care is designed to help you continue receiving care for a set amount of time as you switch to a network provider. It's important to know that you must apply for Medical Transition of Care within 30 days after your new plan's start date.

Screen visuals:

A cluster of circles appears. In each circle is a health care-related item, such as a heart, prescription bottle and health care provider. The cluster disappears. One at a time, 3 circles appear. In the first circle is an ultrasound image. In the second, a body scan. In the third, a heartbeat. A ring loops around each circle. The circles are replaced by a calendar. Its pages flip forward.

Narrator:

The final tip's all about helping you avoid gaps in your medications — in 3 quick steps.

Screen text:

Tip 4

Avoid gaps in your medications

Narrator:

First, fill all open prescriptions with your current pharmacy.

Screen text:

Step 1

Fill all open prescriptions

Screen visuals:

A prescription pill bottle appears.

Narrator:

Next, see if your current pharmacy is in your new plan's network.

Screen text:

Step 2

See if your current pharmacy is in the network

Screen visuals:

A location pin appears, labeled with a prescription pill bottle.

Narrator:

To do that, go to myuhc.com, scroll down and select Find a Pharmacy and then enter your zip code. If your pharmacy is in your new plan's network, let the pharmacy know your plan details need to be updated. If your current pharmacy is not in the network, you'll need to transfer your prescriptions to one that is.

Screen visuals:

A step-by-step demonstration illustrates how to search for a network pharmacy on myuhc.com.

Narrator:

Finally, check if your medications are covered by your new plan's Prescription Drug List, or PDL.

Screen text:

Step 3

Check if your medications are covered

Screen visuals:

On a piece of paper, 2 columns are labeled “Rx” and “\$.” A prescription pill bottle slides into place next to the paper.

Narrator:

If you take a medication that’s not covered by your new plan, it’s important to talk to your PCP as soon as possible to discuss alternatives — and avoid missing any doses. If your medication qualifies for Pharmacy Transition of Care, you might be granted a one-time, one-month prescription refill. This will give you more time to connect with your PCP.

Screen text:

Medication not covered? Talk to your PCP.

If needed, if your medications aren’t covered by your new plan, request Pharmacy Transition of Care to have enough time to speak with your provider about covered alternative medications.

Screen visuals:

A capsule pill rolls up toward a pill case. They fade off the screen. Then, a prescription pill bottle appears next to a calendar. The calendar pages flip forward.

Narrator:

Now that you know more about the tools, programs and services that are included in your United Healthcare health plan, you can be well on your way to a healthier you.

Screen visuals:

A hot-air balloon drifts upward.

Narrator:

Once your plan is active, visit myuhc.com to browse around and learn more — or sign up for the programs and services that catch your interest.

Screen text:

Already a member?

Visit myuhc.com

Screen visuals:

A ribbon swipes across the screen and becomes the UnitedHealthcare logo.

Screen text:

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or their affiliates. Depending on your health plan, a PCP may be required. Coverage is not dependent upon having a PCP if your plan does not require a PCP. Not all acute or chronic conditions qualify for Medical Transition of Care or Continuity of Care. Please refer to your plan documents to confirm eligibility. If needed, if your medications aren't covered by your new plan, request Pharmacy Transition of Care to have enough time to speak with your provider about covered alternative medications.

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