Ohio Medicaid: Medicaid Managed Care Plan Additional Benefits by Region

**West Region:** Adams, Allen, Auglaize, Brown, Butler, Champaign, Clark, Clermont, Clinton, Darke, Defiance, Fulton, Greene, Hamilton, Hancock, Hardin, Henry, Hardin, Highland, Lucas, Mercer, Miami, Montgomery, Paulding, Preble, Putnam, Ottawa, Sandusky, Seneca, Shelby, Van Wert, Warren, Williams, Wood, Wyandot

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<td>2 annual dental cleanings, $0 copayment</td>
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| **App or Online Services** | **N/A**  |
**West Region:** Adams, Allen, Auglaize, Brown, Butler, Champaign, Clark, Clermont, Clinton, Darke, Defiance, Fulton, Greene, Hamilton, Hancock, Hardin, Henry, Hardin, Highland, Lucas, Mercer, Miami, Montgomery, Paulding, Preble, Putnam, Ottawa, Sandusky, Seneca, Shelby, Van Wert, Warren, Williams, Wood, Wyandot

### Health and Wellness Programs: Child

- **Kids Wellness** (Childhood obesity – ages 3 – 17 years)
- **Quit Four Two** (Tobacco Cessation for pregnant women - any pregnant member regardless of age)
- **Early and Periodic Screening, Diagnostic and Treatment (EPSTD)** – (ages newborn – 21 years)
- **Babies First Incentives (ages newborn – 18 months)** - $150 total
  - 1\(^{st}\), 5\(^{th}\), 12\(^{th}\) Prenatal Visits - $60
  - Postpartum Visit - $20
  - 7 Well-baby Visits - $70
- **Kids First Incentives (ages 19 months – 18 years)** - $110
  - Kids First: Routine Dental Exam - $10.00
  - Kids First: Well Child Visit: 18 months - 30 months - $10.00
  - Kids First: Well Child Visit: 3 years - 18 years - $10.00
  - Kids First: Well Child Vaccinations (Dtap, IPV, MMR, and Varicella - given as a series) Recommended ages 4-6 years - $20.00
  - Kids First: Well Child Vaccination - Tdap: Recommended ages 11-18 years - $10.00
  - Kids First: Well Child Vaccination - HPV Series: Recommended ages 11-18 years; must receive all three series shots - $10.00
  - Kids First: Well Child Vaccinations - Meningococcal: Recommended ages 11-18 years - $10.00
  - Kids First: Annual Flu Shot - $10.00
  - Kids First: ADHD Follow up Visits within 30 days of initial prescription: Only rewarded if diagnosis applicable - $10.00
  - Kids First: ADHD Follow up Visits within 10 months: - $10.00

### Health and Wellness Programs: Adult

- **Tobacco Cessation**
- **Quit Four Two** (Tobacco Cessation for pregnant women - any pregnant member regardless of age)
- **Preventative Services**
- **Disease Management** (Asthma, Diabetes, Hypertension)
- **Healthy Body Healthy Me™** (Obesity)
- **Women First Incentives** (women 18 years and above)
  - Women First Pap Smear - $10.00
  - Women First Mammogram - $10.00
  - Women First Annual Physical Exam - $10.00
  - Women First Cholesterol Exam - $10.00
  - Women First Diabetes HbA1c Screening - $10.00
  - Women First Routine Dental Exam - $10.00
### Health and Wellness Programs: Infant
- Early and Periodic Screening, Diagnostic and Treatment (EPSDT) – (ages newborn – 21 years)
- Babies First Incentive (ages newborn – 18 months)
- Babies First Incentives (ages newborn – 18 months) - $150 total
  - 1st, 5th, 12th Prenatal Visits - $60
  - Postpartum Visit - $20
  - 7 Well-baby visits - $70

### Health and Wellness Programs: Pregnant Women
- Quit Four Two (Tobacco Cessation for pregnant women - any pregnant member regardless of age)
- Babies First Incentive Program
- Babies First Incentives (ages newborn – 18 months) - $150 total
  - 1st, 5th, 12th Prenatal Visits - $60
  - Postpartum Visit - $20
  - 7 Well-baby visits - $70

### Transportation
- 30 one-way trips to medical appointments, WIC and CDJFS redetermination

### Pharmacy
- Medication Therapy Management, $0 copayments

### Dental
- 2 annual dental cleanings

### 24-Hour Nurse Advice Line
- Provides around the clock access to a caring and experienced staff of registered nurses
  - Decide when self-care, a doctor visit or the emergency room is appropriate
  - Understand a medical condition or recent diagnosis
  - Prepare questions for doctor visits
  - Find out more about prescriptions or over-the-counter medicines
  - Learn about nutrition and wellness
- 1-866-206-0554 (TTY: 1-800-750-0750 or 711)

### App or Online Services
- CareSource Mobile App
- MyHealth Online Tool
- myStrength Online Mental Health Tool
- Text4Baby
### West Region:

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<th>Not Applicable</th>
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| Health and Wellness Programs: Adult | • Available to members 18 and over.  
• Member Services’ assistance, support to quit smoking, manage weight, manage asthma, hypertension, high cholesterol, high-risk pregnancy, and a Molina Community Resource Guide. |
| Health and Wellness Programs: Infant | • Mothers with infants up to 15 months old can receive $100 in incentives for well-child visits |
| Health and Wellness Programs: Pregnant Women | • Pregnancy Rewards program  
• All female members  
• Pregnancy Rewards up to $225 in gift cards –  
$25 for prenatal visits  
$100 for postpartum appointment  
$100 for well-child visits  
Advice day or night from a registered nurse  
Mom and baby care support |
| Transportation | • 30 one-way trips, 15 two-way trips to a participating provider, WIC, CJFS for renewal and the pharmacy after medical appointments  
• Unlimited rides if a provider is not in the area and is over 30 miles away  
• Gas vouchers and bus passes  
• To schedule a ride: 866-642-9279 |
| Pharmacy | • $0 copayment |
| Vision | • One exam per year for children and adults  
• Exam, and frames every 12 months.  
• An expanded selection of frames available at no additional cost. |
| Dental | • Children and adults  
• $0 copayments for an exam every 6 months $0 copayments for routine dental services including fillings, x-rays, crowns, root canals and oral surgery |
| 24-Hour Nurse Advice Line | • No additional benefit beyond Medicaid Covered Services |
| App or Online Services | • Molina Mobile  
• Find a provider, change provider, view health records, view ID card, call Nurse Advice Line, view benefits  
• Teladoc for members 19 and over |
| Doctor available by phone, Internet video or through the secure member portal, or video through the Teladoc mobile app 24/7 |
| Teladoc.com/Molina-OH |


| Health and Wellness Programs: **Child** | • Cleveland Browns & Cincinnati Bengals* Healthy Rewards Programs  
  o Drawing for hundreds of prizes like field-day experiences, game tickets, and signed merchandise  
  o For those 12 months and older that have a Yearly Well Visit with their doctor  
  o Register [www.ParamountAdvantage.org](http://www.ParamountAdvantage.org)  
• Health Needs Screening Program to get you the services you need  
• Steps2Health Condition Management Education & Support Programs  
• Health Education Related Mailings such as “For Better Health” Member Newsletters & Important Reminders & Health Education  
• Preventative Visit, Immunization, & Flu Shot Reminder Telephone Calls & Mailings  
• Targeted lead testing reminders  
• Social Services Support (like help with bills, food, housing, etc.) including Online Community Resources  
  (*Cincinnati Bengals Health Rewards Program is for members who live in the following Ohio counties: Adams, Brown, Butler, Clark, Clermont, Clinton, Darke, Greene, Hamilton, Highland, Miami, Montgomery, Preble and Warren) |
| --- | --- |
| Health and Wellness Programs: **Adult** | • Cleveland Browns & Cincinnati Bengals* Healthy Rewards Programs  
  o Drawing for hundreds of prizes like field-day experiences, game tickets, and signed merchandise  
  ⇢ For those 12 months and older that go to a Well Visit with their doctor  
  o Register [www.ParamountAdvantage.org](http://www.ParamountAdvantage.org)  
• Health Needs Screening Program to get you the services you need  
• Steps2Health Condition Management Education & Support Programs  
• Health Education Related Mailings such as “For Better Health” Member Newsletters & Important Reminders & Health Education  
• Stop Smoking Program with Online, Coaching, and Medicine Support  
• Social Services Support (like help with bills, food, housing, etc.) including Online Community Resources  
  (*Cincinnati Bengals Health Rewards Program is for members who live in the following Ohio counties: Adams, Brown, Butler, Clark, Clermont, Clinton, Darke, Greene, Hamilton, Highland, Miami, Montgomery, Preble and Warren) |
| Health and Wellness Programs: **Infant** | • Cradle to Crib 0-15 Month Well Check Reward Program  
  o Earn $100 when baby attends 6 well check visits before their 15th month  
  o Enroll at [www.ParamountAdvantage.org](http://www.ParamountAdvantage.org) no later than 60 days after baby's 15 month birthday.  
• Care coordination, health education support  
• Enhanced Transportation Program including same day / next day transportation for babies up to 1 year  
  (*Cincinnati Bengals Health Rewards Program is for members who live in the following Ohio counties: Adams, Brown, Butler, Clark, Clermont, Clinton, Darke, Greene, Hamilton, Highland, Miami, Montgomery, Preble and Warren) |
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<tbody>
<tr>
<td>• Postpartum Visiting Nurse Program</td>
<td>Members have options:</td>
<td>• $0 copayments</td>
<td>• Full vision benefit includes complete eye exam for all members every two years, children and members aged 60 and older get exams every year</td>
</tr>
<tr>
<td>• Prenatal to Cradle Pregnancy Reward Program</td>
<td>• Trip Limit: 30 one-way trips (15 round-trip) per calendar year, Trips to the Urgent Care and Hospital Discharge are always approved</td>
<td>• Covered OTC (over-the-counter) medicines (like pain relievers, diaper rash cream, cough and cold, and first aid) with a valid prescription from a healthcare provider</td>
<td>• Replacement glasses as needed for children annually</td>
</tr>
<tr>
<td>o Earn up to $125 ($25 per trimester, $50 3-8 week postpartum (after-delivery checkup)</td>
<td>• Choice: Cab, Lyft, wheelchair van, bus pass (includes monthly), and mileage reimbursement</td>
<td>• In-plan pharmacies that deliver to home</td>
<td></td>
</tr>
<tr>
<td>o Enroll at <a href="http://www.ParamountAdvantage.org">www.ParamountAdvantage.org</a> no later than 60 days after delivery</td>
<td>• Destinations: many Health &amp; Wellness places including Medical, Dental, Vision, Mental Health, Addiction Recovery, Therapy, Pharmacy, Urgent Care (even after trip limit is exceeded), Pregnancy, Centering &amp; Parent classes (including Car Seat &amp; Cribette), NICU Visitation, WIC, Health Condition Education Classes like Diabetes and Hypertension, Medicaid – Social Security – BCMH - Waiver Redetermination, Food clinic, Emergency food bank, and other appointments to keep you and your family healthy</td>
<td>• Breast Pumps, Blood Pressure Monitors available by home delivery</td>
<td></td>
</tr>
<tr>
<td>o Monthly Diaper Drawings</td>
<td>• More Info: <a href="http://www.ParamountAdvantage.org">www.ParamountAdvantage.org</a></td>
<td>• 90 day supply on some medication classifications like hypertension</td>
<td></td>
</tr>
<tr>
<td>• Care coordination, health education support</td>
<td>• Schedule: 2 Business Days to 30 Days in Advance 1-866-837-9817 (TTY 1-800-750-0750) Ask about using Lyft, getting a text message reminder, or using the new smartphone app</td>
<td>• Medication Therapy Management (MTM) services available at pharmacies and telephonically.</td>
<td></td>
</tr>
<tr>
<td>• Enhanced Transportation Program</td>
<td></td>
<td>• Transform Diabetes Care Program (Free cellular connected blood glucose meter &amp; test strips connected to web-based platform, personalized coaching with Certified Diabetes Educator)</td>
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• Increased benefit for those with diseases that affect the eyes

| Dental                  | • Dentists with Expertise in Special Needs, Children, Addressing Fear  
|                        | • Children: Two annual dental visits, annual x-rays  
|                        | • Adults: One annual visit with all required follow-up visits (including Extractions, Repairs, and Fillings)  
|                        | • Diabetes: Two annual dental visits for members with a diagnosis of diabetes  
|                        | • Additionally Covers (some with prior authorization submitted from Dentist):  
|                        |   o Full and partial dentures  
|                        |   o Orthodontia  
|                        |   o General anesthesia  
|                        |   o Surgical extraction  
|                        |   o Comprehensive restorations such as root canals, post and core and crowns. You must use an in-network dentist. |

| 24-Hour Nurse Advice Line | • Specially trained Registered Nurse available to answer medical and prescription questions. Advice for how to handle illness at home and when to see a provider.  
|                          | • 1-800-234-8773 (TTY 1-800-750-0750) |

| App or Online Services   | • Personal Call Center Representative with Personal Direct Line (like a customer service concierge)  
|                          | • Family Advisory Council – Member meetings held quarterly. Locations change annually. Members share their opinions and help create and update programs, marketing, and communications over a provided lunch in local neighborhoods.  
|                          | • Honoring Our Veterans - Assist Veteran Members with the application of benefits with the Veterans Health Administration Veteran Benefit Administration (Provides health and educational benefits and Service Connected Disability to eligible veterans) |
**Health and Wellness Programs:**

**Child**

- **Ohio Child and Family Engagement Center.** This center’s Family Advisors offers an on-demand and reliable resource team dedicated to helping our children and families live healthier and happier lives.
  - Connecting members with care management.
  - Finding the right doctors, dentist, eye doctors, and mental health providers.
  - Setting up doctors appointments and transportation.
  - Helping with problems getting prescriptions filled or authorization requests.
  - Connecting youth and their families to community resources and supports.
  - Helping them understand their benefits, finding answers to questions, and delivering helpful solutions.

- **Care Management.** Members who need extra help get a Personal Care Manager. The care manager is there for you throughout your medical journey. He or she will: Work with you to develop a plan of care that meets your individual needs. Coordinate with family members, caregivers and health care providers. Help get additional services or support you may need.

- **UnitedHealthcare Discount and Reward card.** Every UnitedHealthcare member receives a card that they can use to get discounts on health and wellness products they use from the grocery store and pharmacy.

- **Healthy Rewards any age.** An ounce of prevention can be worth a pound of cure. It can also be worth great rewards. Earn great gifts by doing things like: completing health and wellness activities such as completing well child exams, immunizations, and lead screenings.

- **KidsHealth.** The healthy advice you need from a source you trust. For parents, kids and teens. Visit UHCCommunityPlan.com/OHkids to learn more.

- **On My Way.** UnitedHealthcare On My Way is an engaging, interactive program that informs Ohio youth and helps prepare them for many real-world situations that lie ahead. UnitedHealthcare OMW™ teaches the practical skills of managing bank accounts, securing housing, creating a resume, finding job training and applying for college. It is a reliable, go-to resource they can use throughout their journey toward independent living.

- **Ohio Bridges Program.** Partnering with The Child & Family Health Collaborative of Ohio (CFHCO) to administer the Bridges Program, a
# Health and Wellness Programs:

## Adult

- **UnitedHealthcare Discount and Reward card.** Every UnitedHealthcare member receives a card that they can use to get discounts on health and wellness products they use from the grocery store and pharmacy.

- **Healthy Rewards any age.** An ounce of prevention can be worth a pound of cure. It can also be worth great rewards. Earn great gift by doing things like: completing health and wellness activities such as breast cancer screenings, cervical cancer screenings, diabetes care, etc.

- **Care Management.** Members who need extra help get a Personal Care Manager. The care manager is there for you throughout your medical journey. He or she will: Work with you to develop a plan of care that meets your individual needs. Coordinate with family members, caregivers and health care providers. Help get additional services or support you may need.

- **Quitting Tobacco.** Most people know the bad health effects of smoking. And they know they need to quit. We support our members while they quit, with coaches and supplies. The only thing they won’t get from us is a lecture.

- **Mental Health and Substance Abuse Services.** Get help with personal problems that may affect your mental or physical health. These may include stress, depression, anxiety or drugs and alcohol abuse. Our services also include: Therapy, Counseling, Medications. For some of these services prior approval is required. Please contact Member Services to learn more.

- **Member Matters Representative.** Meet your personal health plan assistant. Our job is to help you get the most of your benefits. We can help you: Schedule doctor, dental and vision appointments. Arrange for extra support services. Complete a health risk assessment. Stay in touch with you.

## Infant

- **Ohio Child and Family Engagement Center.** This center’s Family Advisors offers an on-demand and reliable resource team dedicated to helping our children and families live healthier and happier live.
  - Connecting members with care management.
  - Finding the right doctors, dentist, eye doctors, and mental health providers.
  - Setting up doctors appointments and transportation.
  - Helping with problems getting prescriptions filled or authorization requests.
  - Connecting youth and their families to community resources and supports.
  - Helping them understand their benefits, finding answers to questions, and delivering helpful solutions.
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**UnitedHealthcare Discount and Reward card.** Every UnitedHealthcare member receives a card that they can use to get discounts on health and wellness products they use from the grocery store and pharmacy.

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**KidsHealth.** The healthy advice you need from a source you trust. For parents, kids and teens. Visit UHCCommunityPlan.com/OHkids to learn more.

| Health and Wellness Programs: Pregnant Women | • **Healthy First Steps.** Pregnant Women. This program will support you through your pregnancy. We can help:
| | o Find a doctor for both mother and baby.
| | o Learn resources for nutrition, fitness and safety.
| | • Earn great rewards for clothing and more. Once you sign up, you will receive rewards on your UHC Discount and Reward card. |

| Transportation | • **Non-Emergency Transportation.** 30 one-way or 15 round trips per calendar year. Public transportation is available if member lives less than ¾ of a mile from a bus stop. |

| Pharmacy | • **You can start using your pharmacy benefit right away. Your plan covers a long list of medicines, or prescription drugs.** Medicines that are covered are on the plan’s Preferred Drug List. Your doctor uses this list to make sure the medicines you need are covered by your plan. You can find the Preferred Drug List online at myuhc.com/CommunityPlan. You can also search by a medicine name on the website. |

| Vision | • **Vision Benefits** Routine eye exam: One wellness eye exam every 12 months. Eyewear: Eyeglass frames, Eyeglass lenses, Contact Lenses (You may choose up to a $150 allowance for contact lenses instead of glasses). |

| Dental | • **Dental Benefits** Covered; two examinations and two cleanings per calendar year, X-rays, fillings, simple extractions, full and partial dentures, general anesthesia and anterior (front teeth) root canals. Some procedures require prior authorization. |

| 24-Hour Nurse Advice Line | • **NurseLine Services —Your 24-Hour Health Information Resource**
| | o Call 1-800-542-8630, TTY 1-800-855-2880
| | • When you’re sick or injured, it can be difficult to make health care decisions. You may not know if you should go to the emergency room, visit an urgent care center, make a provider appointment or use self-care. An experienced NurseLine nurse can give you information to help you decide. |

| App or Online Services | • **Smart Tools for Health**
| | • myuhc.com/CommunityPlan Help manage your health. The site helps keep a health history. It educates on working with their doctor. They can also
track future visits. Members can get smartphone applications. These help them track health goals and find a doctor. Community Services Connect — A program on the internet. The program helps members find services close to where they live.

- **UnitedHealthcare Health4Me.** UnitedHealthcare Health4Me® is a mobile app that lets you easily access your health plan information. Health4Me is built to be your go-to health care resource when you’re on the go. The mobile app lets you pull up your member ID card anytime, change your Primary Care Provider (PCP) and find nearby providers, hospitals and urgent care clinics. Receive important benefit and health care notifications. See if you have transportation credits available. View your member handbook and see your benefits. Connect with helpful professionals.
Ohio Medicaid: Medicaid Managed Care Plan Additional Benefits by Region

Northeast Region: Ashland, Ashtabula, Carroll, Columbiana, Cuyahoga, Erie, Geauga, Holmes, Huron, Lake, Lorain, Mahoning, Medina, Portage, Richland, Stark, Summit, Trumbull, Tuscarawas, Wayne
Northeast Region: Ashland, Ashtabula, Carroll, Columbiana, Cuyahoga, Erie, Geauga, Holmes, Huron, Lake, Lorain, Mahoning, Medina, Portage, Richland, Stark, Summit, Trumbull, Tuscarawas, Wayne

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| Transportation | Transportation: 30 one-way trips, or 15 round-trip trips for covered services fewer than 30 miles away, including WIC and CDJFS appointments, rides home from the hospital or emergency room, or to a pharmacy after a doctor’s office visit |

| Pharmacy | Pharmacy: 90-day supplies, home delivery, flu shots, $0 copayments |

| Vision | Vision: $100 toward the purchase and fitting of contact lenses per member (up to 21, over 60) per year or per member 21-59 every two years |

| Dental | Dental: 2 annual dental cleanings, $0 copayment |

| 24-Hour Nurse Advice Line | 24-Hour Nurse Advice Line: 1-866-246-4358 Option 7 |

| App or Online Services | N/A |
**Northeast Region:** Ashland, Ashtabula, Carroll, Columbiana, Cuyahoga, Erie, Geauga, Holmes, Huron, Lake, Lorain, Mahoning, Medina, Portage, Richland, Stark, Summit, Trumbull, Tuscarawas, Wayne

### Health and Wellness Programs: Child
- Kids Wellness (Childhood obesity – ages 3 – 17 years)
- Quit Four Two (Tobacco Cessation for pregnant women - any pregnant member regardless of age)
- Early and Periodic Screening, Diagnostic and Treatment (EPSTD) – (ages newborn – 21 years)
- Babies First Incentives (ages newborn – 18 months) - $150 total
  - 1st, 5th, 12th Prenatal Visits - $60
  - Postpartum Visit - $20
  - 7 Well-baby Visits - $70
- Kids First Incentives (ages 19 months – 18 years) - $110
  - Kids First: Routine Dental Exam - $10.00
  - Kids First: Well Child Visit: 18 months - 30 months - $10.00
  - Kids First: Well Child Visit: 3 years - 18 years - $10.00
  - Kids First: Well Child Vaccinations (Dtap, IPV, MMR, and Varicella - given as a series) Recommended ages 4-6 years - $20.00
  - Kids First: Well Child Vaccination - Tdap: Recommended ages 11-18 years - $10.00
  - Kids First: Well Child Vaccination - HPV Series: Recommended ages 11-18 years; must receive all three series shots - $10.00
  - Kids First: Well Child Vaccinations - Meningococcal: Recommended ages 11-18 years - $10.00
  - Kids First: Annual Flu Shot - $10.00
  - Kids First: ADHD Follow up Visits within 30 days of initial prescription: Only rewarded if diagnosis applicable - $10.00
  - Kids First: ADHD Follow up Visits within 10 months: - $10.00

### Health and Wellness Programs: Adult
- Tobacco Cessation
- Quit Four Two (Tobacco Cessation for pregnant women - any pregnant member regardless of age)
- Preventative Services
- Disease Management (Asthma, Diabetes, Hypertension)
- Healthy Body Healthy Me™ (Obesity)
- Women First Incentives (women 18 years and above)
  - Women First Pap Smear - $10.00
  - Women First Mammogram - $10.00
  - Women First Annual Physical Exam - $10.00
  - Women First Cholesterol Exam - $10.00
  - Women First Diabetes HbA1c Screening - $10.00
  - Women First Routine Dental Exam - $10.00
  - Women First Routine Eye Exam - $10.00
  - Women First Bone Density Screen - $10.00
<table>
<thead>
<tr>
<th>Category</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Calendar Year 2020 Coverage</strong></td>
<td></td>
</tr>
<tr>
<td><strong>December 2019</strong></td>
<td></td>
</tr>
</tbody>
</table>
| **Health and Wellness Programs: Infant** | - Early and Periodic Screening, Diagnostic and Treatment (EPSDT) – (ages newborn – 21 years)
- Babies First Incentive (ages newborn – 18 months)
- Babies First Incentives (ages newborn – 18 months) - $150 total
  - 1st, 5th, 12th Prenatal Visits - $60
  - Postpartum Visit - $20
  - 7 Well-baby visits - $70 |
| **Health and Wellness Programs: Pregnant Women** | - Quit Four Two (Tobacco Cessation for pregnant women - any pregnant member regardless of age)
- Babies First Incentive Program
- Babies First Incentives (ages newborn – 18 months) - $150 total
  - 1st, 5th, 12th Prenatal Visits - $60
  - Postpartum Visit - $20
  - 7 Well-baby visits - $70 |
| **Transportation** | - 30 one-way trips to medical appointments, WIC and CDJFS redetermination |
| **Pharmacy** | - Medication Therapy Management, $0 copayments |
| **Dental** | - 2 annual dental cleanings |
| **24-Hour Nurse Advice Line** | - Provides around the clock access to a caring and experienced staff of registered nurses
  - Decide when self-care, a doctor visit or the emergency room is appropriate
  - Understand a medical condition or recent diagnosis
  - Prepare questions for doctor visits
  - Find out more about prescriptions or over-the-counter medicines
  - Learn about nutrition and wellness
  - 1-866-206-0554 (TTY: 1-800-750-0750 or 711) |
| **App or Online Services** | - CareSource Mobile App
- MyHealth Online Tool
- myStrength Online Mental Health Tool
- Text4Baby |
**Northeast Region:** Ashland, Ashtabula, Carroll, Columbiana, Cuyahoga, Erie, Geauga, Holmes, Huron, Lake, Lorain, Mahoning, Medina, Portage, Richland, Stark, Summit, Trumbull, Tuscarawas, Wayne

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<thead>
<tr>
<th>Health and Wellness Programs: <strong>Child</strong></th>
<th>• Not Applicable</th>
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</table>
| **Health and Wellness Programs: Adult** | • Available to members 18 and over  
• Member Services’ assistance, support to quit smoking, manage weight, manage asthma, hypertension, high cholesterol, high-risk pregnancy, and a Molina Community Resource Guide. |
| **Health and Wellness Programs: Infant** | • Mothers with infants up to 15 months old can receive $100 in incentives for well-child visits |
| **Health and Wellness Programs: Pregnant Women** | • Pregnancy Rewards program  
• All female members  
• Pregnancy Rewards up to $225 in gift cards –  
• $25 for prenatal visits  
• $100 for postpartum appointment  
• $100 for well-child visits  
• Advice day or night from a registered nurse  
• Mom and baby care support |
| **Transportation** | • 30 one-way trips, 15 two-way trips to a participating provider, WIC, CIFS for renewal and the pharmacy after medical appointments  
• Unlimited rides if a provider is not in the area and is over 30 miles away  
• Gas vouchers and bus passes  
• To schedule a ride: 866-642-9279 |
| **Pharmacy** | $0 copayment |
| **Vision** | • One exam per year for children and adults  
• Exam, and frames every 12 months  
• An expanded selection of frames available at no additional cost |
| **Dental** | • Children and adults  
• $0 copayments for an exam every 6 months $0 copayments for routine dental services including fillings, x-rays, crowns, root canals and oral surgery |
| **24-Hour Nurse Advice Line** | • No additional benefit beyond Medicaid Covered Services  
• English: (888) 275-8750  
• Spanish: (866) 648-3537  
• Deaf and Hard of Hearing: (866) 735-2929 |
| **App or Online Services** | • Molina Mobile  
• Find a provider, change provider, view health records, view ID card, call Nurse Advice Line, view benefits  
• Teladoc for members 19 and over |
• Doctor available by phone, Internet video or through the secure member portal, or video through the Teladoc mobile app 24/7
  • Teladoc.com/Molina-OH
**Northeast Region:** Ashland, Ashtabula, Carroll, Columbiana, Cuyahoga, Erie, Geauga, Holmes, Huron, Lake, Lorain, Mahoning, Medina, Portage, Richland, Stark, Summit, Trumbull, Tuscarawas, Wayne

| Health and Wellness Programs: **Child** | • Cleveland Browns Healthy Rewards Program  
  o Drawing for hundreds of prizes like field-day experiences, game tickets, and signed merchandise  
  o For those 12 months and older that have a Yearly Well Visit with their doctor  
  o Register [www.ParamountAdvantage.org](http://www.ParamountAdvantage.org)  
  • Health Needs Screening Program to get you the services you need  
  • Steps2Health Condition Management Education & Support Programs  
  • Health Education Related Mailings such as “For Better Health” Member Newsletters & Important Reminders & Health Education  
  • Preventative Visit, Immunization, & Flu Shot Reminder Telephone Calls & Mailings  
  • Targeted lead testing reminders  
  • Social Services Support (like help with bills, food, housing, etc.) including Online Community Resources |
| --- | --- |
| Health and Wellness Programs: **Adult** | • Cleveland Browns Healthy Rewards Program  
  o Drawing for hundreds of prizes like field-day experiences, game tickets, and signed merchandise  
  o For those 12 months and older that go to a Well Visit with their doctor  
  o Register [www.ParamountAdvantage.org](http://www.ParamountAdvantage.org)  
  • Health Needs Screening Program to get you the services you need  
  • Steps2Health Condition Management Education & Support Programs  
  • Health Education Related Mailings such as “For Better Health” Member Newsletters & Important Reminders & Health Education  
  • Stop Smoking Program with Online, Coaching, and Medicine Support  
  • Social Services Support (like help with bills, food, housing, etc.) including Online Community Resources |
| Health and Wellness Programs: **Infant** | • Cradle to Crib 0-15 Month Well Check Reward Program  
  o Earn $100 when baby attends 6 well check visits *before* their 15th month birthday  
  o Enroll at [www.ParamountAdvantage.org](http://www.ParamountAdvantage.org) no later than 60 days after baby’s 15 month birthday.  
  • Care coordination, health education support  
  • Enhanced Transportation Program including same day / next day transportation for babies up to 1 year  
  • Postpartum Visiting Nurse Program  
  • NICU Discharge Program  
  • Preventative Visit, Immunization, & Flu Shot Reminder Telephone Calls & Mailings  
  • Social Services Support (like help with bills, food, housing, etc.) including Online Community Resources |
### Health and Wellness Programs: Pregnant Women

- **Prenatal to Cradle Pregnancy Reward Program**
  - Earn up to $125 ($25 per trimester, $50 3-8 week postpartum (after-delivery checkup))
  - Enroll at [www.ParamountAdvantage.org](http://www.ParamountAdvantage.org) no later than 60 days after delivery
  - Monthly Diaper Drawings
- Care coordination, health education support
- Enhanced Transportation Program
- Postpartum Visiting Nurse Program
- Postpartum Depression Program
- NICU Discharge Program

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### Transportation

Members have options:

- **Trip Limit:** 30 one-way trips (15 round-trip) per calendar year, Trips to the Urgent Care and Hospital Discharge are always approved
- **Choice:** Cab, Lyft, wheelchair van, bus pass (includes monthly), and mileage reimbursement
- **Destinations:** many Health & Wellness places including Medical, Dental, Vision, Mental Health, Addiction Recovery, Therapy, Pharmacy, Urgent Care (even after trip limit is exceeded), Pregnancy, Centering & Parent classes (including Car Seat & Cribette), NICU Visitation, WIC, Health Condition Education Classes like Diabetes and Hypertension, Medicaid – Social Security – BCMH - Waiver Redetermination, Food clinic, Emergency food bank, and other appointments to keep you and your family healthy
- **More Info:** [www.ParamountAdvantage.org](http://www.ParamountAdvantage.org)
- **Schedule:** 2 Business Days to 30 Days in Advance 1-866-837-9817 (TTY 1-800-750-0750)
- **Ask about using Lyft, getting a text message reminder, or using the new smartphone app**

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### Pharmacy

- **$0 copayments**
- **Covered OTC (over-the-counter) medicines** (like pain relievers, diaper rash cream, cough and cold, and first aid) with a valid prescription from a healthcare provider
- **In-plan pharmacies that deliver to home**
- **Breast Pumps, Blood Pressure Monitors available by home delivery**
- **90 day supply on some medication classifications like hypertension**
- **Medication Therapy Management (MTM) services available at pharmacies and telephonically.**
- **Transform Diabetes Care Program** (Free cellular connected blood glucose meter & test strips connected to web-based platform, personalized coaching with Certified Diabetes Educator)

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### Vision

- **Full vision benefit includes complete eye exam for all members every two years, children and members aged 60 and older get exams every year**
- **Replacement glasses as needed for children annually**
- **Increased benefit for those with diseases that affect the eyes**

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### Dental

- **Dentists with Expertise in Special Needs, Children, Addressing Fear**
- **Children:** Two annual dental visits, annual x-rays
- **Adults:** One annual visit with all required follow-up visits (including Extractions, Repairs, and Fillings)
- **Diabetes:** Two annual dental visits for members with a diagnosis of diabetes.
- **Additionally Covers (some with prior authorization submitted from Dentist):**
  - Full and partial dentures
  - Orthodontia
  - General anesthesia
  - Surgical extraction
- **Comprehensive restorations such as root canals, post and core and crowns. You must use an in-network dentist.**

### 24-Hour Nurse Advice Line
- Specially trained Registered Nurse available to answer medical and prescription questions. Advice for how to handle illness at home and when to see a provider.
- **1-800-234-8773 (TTY 1-800-750-0750)**

### App or Online Services
- **Personal Call Center Representative with Personal Direct Line (like a customer service concierge)**
- **Family Advisory Council –** Member meetings held quarterly. Locations change annually. Members share their opinions and help create and update programs, marketing, and communications over a provided lunch in local neighborhoods.
- **Honoring Our Veterans** - Assist Veteran Members with the application of benefits with the Veterans Health Administration Veteran Benefit Administration (Provides health and educational benefits and Service Connected Disability to eligible veterans)
### Health and Wellness Programs: Child

- **Ohio Child and Family Engagement Center.** This center’s Family Advisors offers an on-demand and reliable resource team dedicated to helping our children and families live healthier and happier lives.
  - Connecting members with care management.
  - Finding the right doctors, dentist, eye doctors, and mental health providers.
  - Setting up doctors appointments and transportation.
  - Helping with problems getting prescriptions filled or authorization requests.
  - Connecting youth and their families to community resources and supports.
  - Helping them understand their benefits, finding answers to questions, and delivering helpful solutions.

- **Care Management.** Members who need extra help get a Personal Care Manager. The care manager is there for you throughout your medical journey. He or she will: Work with you to develop a plan of care that meets your individual needs. Coordinate with family members, caregivers and health care providers. Help get additional services or support you may need.

- **UnitedHealthcare Discount and Reward card.** Every UnitedHealthcare member receives a card that they can use to get discounts on health and wellness products they use from the grocery store and pharmacy.

- **Healthy Rewards any age.** An ounce of prevention can be worth a pound of cure. It can also be worth great rewards. Earn great gifts by doing things like: completing health and wellness activities such as completing well child exams, immunizations, and lead screenings.

- **KidsHealth.** The healthy advice you need from a source you trust. For parents, kids and teens. Visit UHCCommunityPlan.com/OHkids to learn more.

- **On My Way.** UnitedHealthcare On My Way is an engaging, interactive program that informs Ohio youth and helps prepare them for many real-world situations that lie ahead. UnitedHealthcare OMW™ teaches the practical skills of managing bank accounts, securing housing, creating a resume, finding job training and applying for college. It is a reliable, go-to resource they can use throughout their journey toward independent living.

- **Ohio Bridges Program.** Partnering with The Child & Family Health Collaborative of Ohio (CFHCO) to administer the Bridges Program, a statewide Title IV-E funded support and case management program for foster youth aging out of foster care.

- **Parents and Families.** National Foster Parent Association Trainings. Helping kinship, foster, and adoptive families support the health and well-being of children in their care.
| Health and Wellness Programs: Adult | • UnitedHealthcare Discount and Reward card. Every UnitedHealthcare member receives a card that they can use to get discounts on health and wellness products they use from the grocery store and pharmacy.  
• Healthy Rewards any age. An ounce of prevention can be worth a pound of cure. It can also be worth great rewards. Earn great gift by doing things like: completing health and wellness activities such as breast cancer screenings, cervical cancer screenings, diabetes care, etc.  
• Care Management. Members who need extra help get a Personal Care Manager. The care manager is there for you throughout your medical journey. He or she will: Work with you to develop a plan of care that meets your individual needs. Coordinate with family members, caregivers and health care providers. Help get additional services or support you may need.  
• Quitting Tobacco. Most people know the bad health effects of smoking. And they know they need to quit. We support our members while they quit, with coaches and supplies. The only thing they won’t get from us is a lecture.  
• Mental Health and Substance Abuse Services. Get help with personal problems that may affect your mental or physical health. These may include stress, depression, anxiety or drugs and alcohol abuse. Our services also include: Therapy, Counseling, Medications. For some of these services prior approval is required. Please contact Member Services to learn more.  
• Member Matters Representative. Meet your personal health plan assistant. Our job is to help you get the most of your benefits. We can help you: Schedule doctor, dental and vision appointments. Arrange for extra support services. Complete a health risk assessment. Stay in touch with you. |
| --- | --- |
| Health and Wellness Programs: Infant | • Ohio Child and Family Engagement Center. This center’s Family Advisors offers an on-demand and reliable resource team dedicated to helping our children and families live healthier and happier live.  
  o Connecting members with care management.  
  o Finding the right doctors, dentist, eye doctors, and mental health providers.  
  o Setting up doctors appointments and transportation.  
  o Helping with problems getting prescriptions filled or authorization requests.  
  o Connecting youth and their families to community resources and supports.  
  o Helping them understand their benefits, finding answers to questions, and delivering helpful solutions.  
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- **Healthy Rewards any age.** An ounce of prevention can be worth a pound of cure. It can also be worth great rewards. Earn great gifts by doing things like: completing health and wellness activities such as completing well child exams, immunizations, and lead screenings.  
- **KidsHealth.** The healthy advice you need from a source you trust. For parents, kids and teens. Visit UHCCommunityPlan.com/OHkids to learn more.

### Health and Wellness Programs:

#### Pregnant Women

- **Healthy First Steps.** Pregnant Women. This program will support you through your pregnancy. We can help:  
  - Find a doctor for both mother and baby.  
  - Learn resources for nutrition, fitness and safety.  
- Earn great rewards for clothing and more. Once you sign up, you will receive rewards on your UHC Discount and Reward card.

#### Non-Emergency Transportation

- **Non-Emergency Transportation.** 30 one-way or 15 round trips per calendar year. Public transportation is available if member lives less than ¾ of a mile from a bus stop.

#### You can start using your pharmacy benefit right away. Your plan covers a long list of medicines, or prescription drugs. Medicines that are covered are on the plan’s Preferred Drug List. Your doctor uses this list to make sure the medicines you need are covered by your plan. You can find the Preferred Drug List online at myuhc.com/CommunityPlan. You can also search by a medicine name on the website.

#### Vision

- **Vision Benefits** Routine eye exam: One wellness eye exam every 12 months. Eyewear: Eyeglass frames, Eyeglass lenses, Contact Lenses (You may choose up to a $150 allowance for contact lenses instead of glasses).

#### Dental

- **Dental Benefits** Covered; two examinations and two cleanings per calendar year, X-rays, fillings, simple extractions, full and partial dentures, general anesthesia and anterior (front teeth) root canals. Some procedures require prior authorization.

#### NurseLine Services –Your 24-Hour Health Information Resource

- Call 1-800-542-8630, TTY 1-800-855-2880
- When you’re sick or injured, it can be difficult to make health care decisions. You may not know if you should go to the emergency room, visit an urgent care center, make a provider appointment or use self-care. An experienced NurseLine nurse can give you information to help you decide.

#### Smart Tools for Health

- **myuhc.com/CommunityPlan** Help manage your health. The site helps keep a health history. It educates on working with their doctor. They can also track future visits. Members can get smartphone applications. These help them track health goals and find a doctor. Community Services Connect — A program on the internet. The program helps members find services close to where they live.
- **UnitedHealthcare Health4Me.** UnitedHealthcare Health4Me® is a mobile app that lets you easily access your health plan information. Health4Me is
| built to be your go-to health care resource when you’re on the go. The mobile app lets you Pull up your member ID card anytime, Change your Primary Care Provider (PCP) and find nearby providers, hospitals and urgent care clinics. Receive important benefit and health care notifications. See if you have transportation credits available. View your member handbook and see your benefits. Connect with helpful professionals. |
Ohio Medicaid: Medicaid Managed Care Plan Additional Benefits by Region

Central/Southeast Region: Athens, Belmont, Crawford, Coshocton, Delaware, Fairfield, Fayette, Franklin, Gallia, Guernsey, Harrison, Hocking, Jackson, Jefferson, Knox, Lawrence, Licking, Logan, Madison, Marion, Meigs, Monroe, Morgan, Morrow, Muskingum, Noble, Perry, Pickaway, Pike, Ross, Scioto, Union, Vinton, Washington
Central/Southeast Region: Athens, Belmont, Crawford, Coshocton, Delaware, Fairfield, Fayette, Franklin, Gallia, Guernsey, Harrison, Hocking, Jackson, Jefferson, Knox, Lawrence, Licking, Logan, Madison, Marion, Meigs, Monroe, Morgan, Morrow, Muskingum, Noble, Perry, Pickaway, Pike, Ross, Scioto, Union, Vinton, Washington

<table>
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<tr>
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<th>Health and Wellness Programs: Smart Start for Your Baby, Text4Baby, MemberConnections, Healthcare Text Reminders, Asthma Program, Community Resource Guide, Buckeye Community Connect</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incentives:</td>
<td>My Health Pays Rewards Program Flu vaccine $75 (6mo-5yr and those over 50 years of age)</td>
</tr>
<tr>
<td></td>
<td>Adult Annual Well Care Visit $100 (12-21 and 21+)</td>
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<tr>
<td></td>
<td>Adolescent Annual Well Care Exam $50</td>
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<tr>
<td></td>
<td>Comprehensive Diabetes Care $100</td>
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<td>Annual Breast Cancer Screening $75</td>
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<td>Family Advisory Council for Members to have a voice and share their opinions</td>
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<th>Health and Wellness Programs: Smart Start for Your Baby, Text4Baby</th>
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<td>Incentives:</td>
<td>Notice of Pregnancy (NOP) $50 if submitted during 1st Trimester, $25 for 2nd Trimester</td>
</tr>
<tr>
<td></td>
<td>$75 for postpartum visit</td>
</tr>
<tr>
<td></td>
<td>$100 for completion of six infant well visits by age 15 months</td>
</tr>
</tbody>
</table>

| Transportation:                                      | Transportation: 60 one-way trips, or 30 round-trip trips for covered services fewer than 30 miles away, including WIC and CDJFS appointments, rides home from the hospital or emergency room, or to a pharmacy after a doctor’s office visit |

| Pharmacy:                                            | Pharmacy: 90-day supplies, home delivery, flu shots, $0 copayments                                                                          |

| Vision:                                              | Vision: $100 toward the purchase and fitting of contact lenses per member (up to 21, over 60) per year or per member 21-59 every two years |

| Dental:                                              | Dental: 2 annual dental cleanings, $0 copayment                                                                                             |

| 24-Hour Nurse Advice Line:                           | 24-Hour Nurse Advice Line: 1-866-246-4358 Option 7                                                                                         |

| App or Online Services:                              | N/A                                                                                                                                |

Calendar Year 2020 Coverage  February 2020  Page 2 of 10
**Central/Southeast Region:** Athens, Belmont, Crawford, Coshocton, Delaware, Fairfield, Fayette, Franklin, Gallia, Guernsey, Harrison, Hocking, Jackson, Jefferson, Knox, Lawrence, Licking, Logan, Madison, Marion, Meigs, Monroe, Morgan, Morrow, Muskingum, Noble, Perry, Pickaway, Pike, Ross, Scioto, Union, Vinton, Washington

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  • Decide when self-care, a doctor visit or the emergency room is appropriate  
  • Understand a medical condition or recent diagnosis  
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  • Find out more about prescriptions or over-the-counter medicines  
  • Learn about nutrition and wellness  
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| App or Online Services | • CareSource Mobile App  
  • MyHealth Online Tool  
  • myStrength Online Mental Health  
  • Text4Baby |
Central/Southeast Region: Athens, Belmont, Crawford, Coshocton, Delaware, Fairfield, Fayette, Franklin, Gallia, Guernsey, Harrison, Hocking, Jackson, Jefferson, Knox, Lawrence, Licking, Logan, Madison, Marion, Meigs, Monroe, Morgan, Morrow, Muskingum, Noble, Perry, Pickaway, Pike, Ross, Scioto, Union, Vinton, Washington

<table>
<thead>
<tr>
<th>Health and Wellness Programs: Child</th>
<th>Not Applicable</th>
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| Health and Wellness Programs: Adult | • Available to members 18 and over  
• Member Services’ assistance, support to quit smoking, manage weight, manage asthma, hypertension, high cholesterol, high-risk pregnancy, and a Molina Community Resource Guide. |

| Health and Wellness Programs: Infant | • Mothers with infants up to 15 months old can receive $100 in incentives for well-child visits |

| Health and Wellness Programs: Pregnant Women | • Pregnancy Rewards program  
• All female members  
• Pregnancy Rewards up to $225 in gift cards –  
• $25 for prenatal visits  
• $100 for postpartum appointment  
• $100 for well-child visits  
• Advice day or night from a registered nurse  
• Mom and baby care support |

| Transportation | • 30 one-way trips, 15 two-way trips to a participating provider, WIC, CJFS for renewal and the pharmacy after medical appointments  
• Unlimited rides if a provider is not in the area and is over 30 miles away  
• Gas vouchers and bus passes  
To schedule a ride: 866-642-9279 |

| Pharmacy | $0 copayments |

| Vision | • One exam per year for children and adults  
• Exam, and frames every 12 months  
• An expanded selection of frames available at no additional cost |

| Dental | • Children and adults  
• $0 copayments for an exam every 6 months $0 copayments for routine dental services including fillings, x-rays, crowns, root canals and oral surgery |

| 24-Hour Nurse Advice Line | • No additional benefit beyond Medicaid Covered Services  
• English: (888) 275-8750  
• Spanish: (866) 648-3537  
• Deaf and Hard of Hearing: (866) 735-2929 |

| App or Online Services | • Molina Mobile |
- Find a provider, change provider, view health records, view ID card, call Nurse Advice Line, view benefits
- Teladoc for members 19 and over
- Doctor available by phone, Internet video or through the secure member portal, or video through the Teladoc mobile app 24/7
- Teladoc.com/Molina-OH
Central/Southeast Region: Athens, Belmont, Crawford, Coshocton, Delaware, Fairfield, Fayette, Franklin, Gallia, Guernsey, Harrison, Hocking, Jackson, Jefferson, Knox, Lawrence, Licking, Logan, Madison, Marion, Meigs, Monroe, Morgan, Morrow, Muskingum, Noble, Perry, Pickaway, Pike, Ross, Scioto, Union, Vinton, Washington

| Health and Wellness Programs: Child | • **Ohio Child and Family Engagement Center.** This center’s Family Advisors offers an on-demand and reliable resource team dedicated to helping our children and families live healthier and happier lives.  
  - Connecting members with care management.  
  - Finding the right doctors, dentist, eye doctors, and mental health providers.  
  - Setting up doctors appointments and transportation.  
  - Helping with problems getting prescriptions filled or authorization requests.  
  - Connecting youth and their families to community resources and supports.  
  - Helping them understand their benefits, finding answers to questions, and delivering helpful solutions.  
  - **Care Management.** Members who need extra help get a Personal Care Manager. The care manager is there for you throughout your medical journey. He or she will: Work with you to develop a plan of care that meets your individual needs. Coordinate with family members, caregivers and health care providers. Help get additional services or support you may need.  
  - **UnitedHealthcare Discount and Reward card.** Every UnitedHealthcare member receives a card that they can use to get discounts on health and wellness products they use from the grocery store and pharmacy.  
  - **Healthy Rewards any age.** An ounce of prevention can be worth a pound of cure. It can also be worth great rewards. Earn great gifts by doing things like: completing health and wellness activities such as completing well child exams, immunizations, and lead screenings.  
  - **KidsHealth.** The healthy advice you need from a source you trust. For parents, kids and teens. Visit UHCommunityPlan.com/OHkids to learn more.  
  - **On My Way.** UnitedHealthcare On My Way is an engaging, interactive program that informs Ohio youth and helps prepare them for many real-world situations that lie ahead. UnitedHealthcare OMW™ teaches the practical skills of managing bank accounts, securing housing, creating a resume, finding job training and applying for college. It is a reliable, go-to resource they can use throughout their journey toward independent living.  
  - **Ohio Bridges Program.** Partnering with The Child & Family Health Collaborative of Ohio (CFHCO) to administer the Bridges Program, a |
statewide Title IV-E funded support and case management program for foster youth aging out of foster care.

- **Parents and Families.** National Foster Parent Association Trainings. Helping kinship, foster, and adoptive families support the health and well-being of children in their care.

### Health and Wellness Programs: Adult

- **UnitedHealthcare Discount and Reward card.** Every UnitedHealthcare member receives a card that they can use to get discounts on health and wellness products they use from the grocery store and pharmacy.

- **Healthy Rewards any age.** An ounce of prevention can be worth a pound of cure. It can also be worth great rewards. Earn great gift by doing things like: completing health and wellness activities such as breast cancer screenings, cervical cancer screenings, diabetes care, etc.

- **Care Management.** Members who need extra help get a Personal Care Manager. The care manager is there for you throughout your medical journey. He or she will: Work with you to develop a plan of care that meets your individual needs. Coordinate with family members, caregivers and health care providers. Help get additional services or support you may need.

- **Quitting Tobacco.** Most people know the bad health effects of smoking. And they know they need to quit. We support our members while they quit, with coaches and supplies. The only thing they won’t get from us is a lecture.

- **Mental Health and Substance Abuse Services.** Get help with personal problems that may affect your mental or physical health. These may include stress, depression, anxiety or drugs and alcohol abuse. Our services also include: Therapy, Counseling, Medications. For some of these services prior approval is required. Please contact Member Services to learn more.

- **Member Matters Representative.** Meet your personal health plan assistant. Our job is to help you get the most of your benefits. We can help you: Schedule doctor, dental and vision appointments. Arrange for extra support services. Complete a health risk assessment. Stay in touch with you.

### Health and Wellness Programs: Infant

- **Ohio Child and Family Engagement Center.** This center’s Family Advisors offers an on-demand and reliable resource team dedicated to helping our children and families live healthier and happier live.
  - Connecting members with care management.
  - Finding the right doctors, dentist, eye doctors, and mental health providers.
  - Setting up doctors appointments and transportation.
  - Helping with problems getting prescriptions filled or authorization requests.
  - Connecting youth and their families to community resources and supports.
  - Helping them understand their benefits, finding answers to questions, and delivering helpful solutions.
- **Care Management.** Members who need extra help get a Personal Care Manager. The care manager is there for you throughout your medical journey. He or she will: Work with you to develop a plan of care that meets your individual needs. Coordinate with family members, caregivers and health care providers. Help get additional services or support you may need.

- **UnitedHealthcare Discount and Reward card.** Every UnitedHealthcare member receives a card that they can use to get discounts on health and wellness products they use from the grocery store and pharmacy.

- **Healthy Rewards any age.** An ounce of prevention can be worth a pound of cure. It can also be worth great rewards. Earn great gifts by doing things like: completing health and wellness activities such as completing well child exams, immunizations, and lead screenings.

- **KidsHealth.** The healthy advice you need from a source you trust. For parents, kids and teens. Visit UHCCommunityPlan.com/OHkids to learn more.

### Health and Wellness Programs: Pregnant Women

- **Healthy First Steps.** Pregnant Women. This program will support you through your pregnancy. We can help:
  - Find a doctor for both mother and baby.
  - Learn resources for nutrition, fitness and safety.
- Earn great rewards for clothing and more. Once you sign up, you will receive rewards on your UHC Discount and Reward card.

### Transportation

- **Non-Emergency Transportation.** 30 one-way or 15 round trips per calendar year. Public transportation is available if member lives less than ¾ of a mile from a bus stop.

### Pharmacy

- **You can start using your pharmacy benefit right away. Your plan covers a long list of medicines, or prescription drugs.** Medicines that are covered are on the plan’s Preferred Drug List. Your doctor uses this list to make sure the medicines you need are covered by your plan. You can find the Preferred Drug List online at myuhc.com/CommunityPlan. You can also search by a medicine name on the website.

### Vision

- **Vision Benefits** Routine eye exam: One wellness eye exam every 12 months. Eyewear: Eyeglass frames, Eyeglass lenses, Contact Lenses (You may choose up to a $150 allowance for contact lenses instead of glasses).

### Dental

- **Dental Benefits** Covered; two examinations and two cleanings per calendar year, X-rays, fillings, simple extractions, full and partial dentures, general anesthesia and anterior (front teeth) root canals. Some procedures require prior authorization.

### 24-Hour Nurse Advice Line

- **NurseLine Services – Your 24-Hour Health Information Resource**
  - Call 1-800-542-8630, TTY 1-800-855-2880
- When you’re sick or injured, it can be difficult to make health care decisions. You may not know if you should go to the emergency room, visit an urgent care center, make a provider appointment or use self-care. An experienced NurseLine nurse can give you information to help you decide.

### App or Online Services

- **Smart Tools for Health**
- **myuhc.com/CommunityPlan** Help manage your health. The site helps keep a health history. It educates on working with their doctor. They can also
track future visits. Members can get smartphone applications. These help them track health goals and find a doctor. Community Services Connect — A program on the internet. The program helps members find services close to where they live.

- **UnitedHealthcare Health4Me.** UnitedHealthcare Health4Me® is a mobile app that lets you easily access your health plan information. Health4Me is built to be your go-to health care resource when you’re on the go. The mobile app lets you Pull up your member ID card anytime, Change your Primary Care Provider (PCP) and find nearby providers, hospitals and urgent care clinics. Receive important benefit and health care notifications. See if you have transportation credits available. View your member handbook and see your benefits. Connect with helpful professionals.