

**HealthSelect**<sup>®</sup> of Texas

CONSUMER DIRECTED  
**HealthSelect**<sup>™</sup>



**Clinical and wellness resources to keep you healthy**

# Protect your health ... nothing is more important

There is nothing more important than your health. It is what allows you to enjoy all the areas of your life. As a member of HealthSelect<sup>SM</sup> of Texas or Consumer Directed HealthSelect, you have access to a variety of clinical resources designed to help you maintain or improve your health.

## WE'RE HERE TO SUPPORT YOU

Learn about these programs and services in this brochure, and then start taking advantage of them. If you have questions about these resources, call the Customer Care Team at **(866) 336-9371 (TTY 711)**, 8 a.m. – 7 p.m. CT, Monday – Friday, and 7 a.m. – 3 p.m. CT on Saturday.

## YOUR FIRST STEP TO HEALTH: CHOOSE A PRIMARY CARE PHYSICIAN

One of the important decisions you make in managing your health is choosing your primary care physician (PCP).

Your PCP will get to know you, your current health status and your medical history. If your health changes, your physician will be more likely to recognize it and be able to advise you on appropriate treatments, as well as help you make medical decisions that are right for you. You and your PCP can work as a team, along with specialists, nurses, pharmacists and other health care providers, to help manage your overall health.

A PCP will give you a referral to see a network specialist. Without a referral from your PCP, you will have non-network benefits when you see a network specialist, and you will pay more out of pocket.\*

## PREVENT SERIOUS HEALTH ISSUES WITH PREVENTIVE CARE

An important part of living a healthy life is receiving age- and gender-appropriate preventive care services. That's because preventive care can discover potential risks to your future health and catch conditions early when they may be treatable. Preventive care services are covered at no cost to you when you use an in-network physician.\*\*

\*Referrals are not required on the Consumer Directed HealthSelect plan.

\*\*Under the Affordable Care Act, certain preventive and women's health services are paid at 100% (at no cost to the participant) based on physician billing and diagnosis. In some cases, you will still be responsible for payment on some services.



## HOW TO FIND A PHYSICIAN OR HOSPITAL

1. Go to **www.healthselectoftexas.com**.
2. Click on *Find a Doctor or Hospital*.
3. Click *Find a Physician Near You* to search for a network provider.
4. Click *Find a Facility Near You* to search for a network hospital.

You can also find a physician or hospital by logging into your personal account at **www.myuhc.com/hs** and selecting *Physicians & Facilities/Find Physician or Facility*.

## HOW TO DESIGNATE A PCP

Once you find a network PCP, you need to designate him or her as your PCP. To designate a PCP, simply call the Customer Care Team toll-free at **(866) 336-9371 (TTY 711)** or log into your personal account at **www.myuhc.com/hs** and select *Physicians & Facilities/Change Primary Care Physician*.

## PREVENTIVE CARE

In addition to services mandated by the health reform law, UnitedHealthcare, HealthSelect of Texas and Consumer Directed HealthSelect also apply preventive care benefits to certain services above and beyond the health reform law's requirements, including colorectal cancer screening using CT colonography and mammography screening for all adult women. These services are marked on this page with an asterisk (\*).

### ALL MEMBERS

- Preventive care visits for adults (male\* and female)
- All routine immunizations recommended by the Advisory Committee on Immunization Practices (ACIP)

#### At an appropriate age and/or risk status

- Colorectal cancer screening
- Cholesterol and lipid disorders screening
- Certain sexually transmitted disease screenings
- Depression screening
- Diabetes screening
- High blood pressure screening
- Screening and counseling for:
  - Tobacco use
  - Obesity
  - Diet and nutrition
  - Alcohol abuse

### MEN

- Screening for prostate cancer, age 40 and older\*
- Screening for abdominal aortic aneurysm in men ages 65–75 who have ever smoked
- Human papillomavirus vaccine for males, ages 9–26

### WOMEN

- Mammography for all adult women\*
- Cervical cancer screening, including Pap smears
- Genetic counseling and evaluation for the BRCA breast cancer gene (lab testing is not included)
- Counseling for cancer prevention for those at high risk for breast cancer
- Certain sexually transmitted diseases screenings, including for HIV, gonorrhea, chlamydia and syphilis
- Breastfeeding support, supplies and counseling, including costs for purchasing\* specified breastfeeding equipment from a network provider or national durable medical equipment supplier

### WOMEN, CONT.

- Domestic violence screening and counseling
- FDA-approved contraception methods, sterilization procedures and contraceptive counseling
- Gestational diabetes screening for all pregnant women\*
- HIV counseling and screening for sexually active women
- Human papillomavirus DNA testing, age 30 and older
- Sexually transmitted infection counseling for all sexually active women annually
- Well-woman visits, including preconception counseling and routine prenatal care

### CHILDREN

- Screening newborns for:
  - Hearing problems
  - Thyroid disease
  - Phenylketonuria (blood test for genetic disorder)
  - Sickle cell anemia
  - Standard metabolic screening panel for inherited enzyme deficiency diseases
- Screening of children for:
  - Counseling to prevent dental cavities
  - Depression
  - Vision
  - Lead
  - Tuberculosis
  - Developmental problems
  - Obesity counseling in primary care setting

# Helping you make smart health care decisions

## CUSTOMER CARE AND YOUR NURSE ADVOCATE

We can help you make smart health care decisions with immediate access to experienced registered nurses on the telephone or online.

Customer Care can help you:

- Understand treatment options
- Ask medication questions
- Choose appropriate medical care
- Locate other available local health resources
- Find a doctor, hospital or specialist and check if a doctor is in your network and is accepting new patients. They may even be able to make the appointment for you.

Our toll-free number or online chat capability connects you with a registered nurse who will take the time to understand what is going on with your health and provide personalized information that is right for you. Simply say “speak with a nurse” when calling Customer Care at **(866) 336-9371**. Nurse Advocates are available 24 hours a day, seven days a week, at no additional cost to you.

Our toll-free number also gives you access to an audio health information library. Choose from more than 1,100 health and well-being topics, with 600 available in Spanish. Services are available to translate 140 languages and for callers with hearing impairments.

## HEALTH COACHING

Use wellness coaches to help you lose weight, manage stress, quit smoking or start a fitness plan. We have multilingual coaching, including Spanish-speaking coaches.

## SMOKING CESSATION PROGRAM

This program is tailored to your individual smoking habits and needs. You’ll set a “Quit Date” and begin a staged approach that features tips on how to quit, smoking cessation information and access to additional interactive tools.

## HOW TO ENROLL IN A COACHING PROGRAM

To enroll in the telephonic coaching program, call HealthSelect customer service at **(866) 336-9371**.

## REAL APPEAL®

Real Appeal is an online weight loss program that provides a fresh approach to help you lose weight. The program helps you develop healthy habits that can lead to long-lasting results. Real Appeal is available at no cost to eligible HealthSelect of Texas and Consumer Directed HealthSelect employees, spouses and dependents ages 18 and older (excludes Medicare primary participants) with a BMI of 23 or higher. Give it a try and enroll at **healthselect.realappeal.com** from your smartphone, tablet or personal computer.

## DISEASE MANAGEMENT

Get personalized support to help you manage chronic conditions, such as asthma, diabetes or heart failure. To enroll in a disease management program, call Customer Care at **(866) 336-9371**.

## BEHAVIORAL HEALTH SUPPORT

Your behavioral health benefit — which includes counseling and substance abuse recovery services — can help you effectively deal with stressful and challenging situations. We are here to help you through a wide range of topics such as:

- Alcohol abuse
- Anger management
- Anxiety and stress
- Compulsive spending or gambling
- Coping with grief and loss
- Depression
- Domestic violence
- Drug abuse
- Eating disorders
- Medication management

To find out more, call the Behavioral Health Customer Care Team at UnitedHealthcare toll-free at **(866) 336-9371**. You can also log into your personal account at **[www.myuhc.com/hs](http://www.myuhc.com/hs)**, select *Benefits & Coverage*, and click the *Mental Health/Substance Abuse* link in the left navigation.

## PHONE CALLS FROM UNITEDHEALTHCARE

You may receive a phone call from UnitedHealthcare about a health program or service available to you, such as:

- Health coaching
- Welcome home (after you return home from an inpatient stay)
- Disease management
- Healthy pregnancy program

You may receive a call from a nurse if you or a family member has a chronic medical condition or was recently hospitalized, or if you are pregnant.

We're here to support you.

Call today!

**(866) 336-9371**



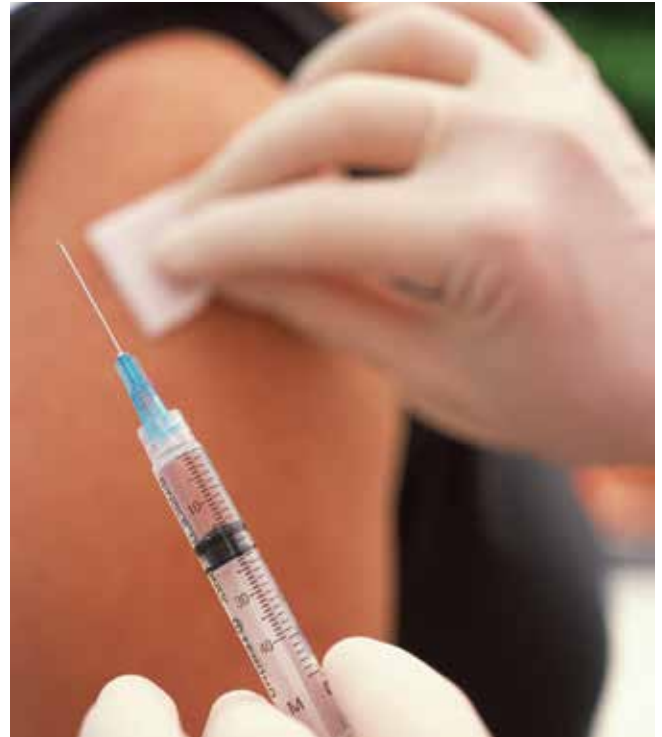
## YOUR BEST DEFENSE AGAINST INFLUENZA: THE FLU SHOT

The flu is a contagious illness caused by influenza viruses that infect the lungs, throat and nose. It affects millions of people each year and can lead to serious illness or even death. According to the Centers for Disease Control and Prevention (CDC), the best way to prevent the flu is by getting vaccinated each year.

Your medical benefits cover annual flu shots at 100% with no cost sharing (copays, coinsurance or deductibles) when you use a contracted network provider.

There are several ways you can get a flu shot:

- Contact your agency for any on-site flu clinics available at or near your location.
- Visit your primary care physician or other network provider.
- Visit a network convenience care clinic. These clinics are located in retail stores and don't require appointments.
- Visit a network retail pharmacy, such as Walgreens, CVS, HEB, Kroger, Walmart or Sam's Club. Remember to show your medical ID at the retail pharmacy in order for services to be covered at 100%.
- To find a network provider near you, log into your personal account at [www.myuhc.com/hs](http://www.myuhc.com/hs) and access *Find a Doctor* from the home page.



## ENJOY DISCOUNTS ON HEALTH AND WELLNESS SERVICES

Your health care benefits include savings of 10% to 25% on health and wellness services and products, including:

- Weight management programs
- Nutrition counseling
- Gym memberships
- Fitness equipment and apparel
- Natural products and foods
- Stress reduction and relaxation resources
- Smoking cessation program

For more information, call **(866) 336-9371**.



## TAKE ADVANTAGE OF VISION DISCOUNT PROGRAMS

An annual routine eye exam is included in the HealthSelect of Texas and Consumer Directed HealthSelect benefit plans. To find a network optometrist or ophthalmologist, visit [www.healthselectoftexas.com](http://www.healthselectoftexas.com) or call toll-free at **(866) 336-9371**.

Glasses, contact lens exams, contact lenses, laser vision correction and eyewear are not part of the medical benefit plan. You can purchase these items at a discounted price from certain providers. To find a discount provider near you, log into your personal account at [www.myuhc.com/hs](http://www.myuhc.com/hs) and access *Benefits and Coverage/Vision*.

You have access to discounts for laser vision correction procedures through the Laser Vision Network of America. For more information, visit [www.uhclasik.com](http://www.uhclasik.com) or call toll-free at **(866) 336-9371**.

If you have vision coverage through State of Texas Vision, contact Superior Vision for plan benefits and coverage information.



### VISION DISCOUNT BENEFITS<sup>1</sup>

#### Frames<sup>2</sup>

Up to a 30% discount off retail price at certain providers

#### Eyeglass lenses

- |                       |                        |
|-----------------------|------------------------|
| Single vision lenses  | • You pay \$45 or less |
| Lined bifocal lenses  | • You pay \$65 or less |
| Lined trifocal lenses | • You pay \$95 or less |

#### Contact lenses<sup>3</sup>

Fitting and materials Up to a 20% discount

<sup>1</sup>For participating providers only.

<sup>2</sup>Frame discounts are not available if the frame manufacturer prohibits the discount.

<sup>3</sup>Contact lens discounts only apply when purchased at certain doctor's offices.

Administrative services provided by United HealthCare Services, Inc., or its affiliates.

The content is provided for informational purposes only and does not constitute medical advice. Decisions about medical care should be made by the doctor and patient. Always refer to the plan documents for specific benefit coverage and limitations or call the toll-free member phone number on the back of the health plan ID card. This communication is not intended, nor should it be construed, as legal or tax advice. Please contact a competent legal or tax professional for legal advice, tax treatment and restrictions. Federal and state laws and regulations are subject to change.

All trademarks are the property of their respective owners.

Please note that age restrictions or limitations may apply; check with vendor for specific age or flu shot requirements. Visit [myuhc.com/hs](http://myuhc.com/hs) for your specific coverage. For information from the Centers for Disease Control and Prevention (CDC) about the 2014-2015 influenza season, including information about the season's vaccines, vaccination recommendations and disease activity, visit [www.cdc.gov/flu/protect/vaccine/index.htm](http://www.cdc.gov/flu/protect/vaccine/index.htm). UnitedHealthcare is not affiliated with this website.

ERS cannot and does not guarantee the length of time that a specific type of "Value-Added" product shall be offered. Any questions or concerns about these products should be directed to the sponsoring vendor listed.

The health discount program, administered by Health Allies, is not insurance. Disclosure: The UnitedHealth Allies® discount plan is administered by HealthAllies®, Inc., a discount medical plan organization. **The UnitedHealth Allies discount plan is NOT insurance.** The discount plan provides discounts at certain health care providers for medical services. The discount plan does not make payments directly to the providers of medical services. The discount plan member is obligated to pay for all health care services but will receive a discount from those health care providers who have contracted with the discount plan organization. HealthAllies, Inc., is located at P.O. Box 10340, Glendale, CA, 91209, 1-800-377-0263, [www.unitedhealthallies.com](http://www.unitedhealthallies.com), [ohacustomer@optumhealth.com](mailto:ohacustomer@optumhealth.com). Components subject to change.

**This service 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 the program 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. The program is not an insurance program and may be discontinued at any time.

Real Appeal is a voluntary weight loss program that is offered to eligible participants as part of their benefit plan. The information provided under this program is for general informational purposes only and is not intended to be nor should be construed as medical and/or nutritional advice. Participants should consult an appropriate health care professional to determine what may be right for them. Any items/tools that are provided may be taxable and participants should consult an appropriate tax professional to determine any tax obligations they may have from receiving items/tools under the program.



UnitedHealthcare Services, Inc., on behalf of itself and its affiliated companies complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. UnitedHealthcare does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

UnitedHealthcare provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as: Qualified interpreters
- Information written in other languages

If you need these services, please call toll-free 866-336-9371, TTY 711, Monday through Friday, 8 a.m. to 7 p.m. CT and Saturday, 7 a.m. to 3 p.m. CT.

If you believe that the Company has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance in writing by mail or email. A grievance must be sent within 60 calendar days of the date that you become aware of the discriminatory action and contain the name and address of the person filing it along with the problem and the requested remedy.

A written decision will be sent to you within 30 calendar days. If you disagree with the decision, you may file an appeal within 15 calendar days of receiving the decision.

Civil Rights Coordinator  
P.O. Box 30608  
Salt Lake City, UT 84130  
[UHC\\_Civil\\_Rights@UHC.com](mailto:UHC_Civil_Rights@UHC.com)

If you need help filing a grievance, please call toll-free 866-336-9371, TTY 711, Monday through Friday, 8 a.m. to 7 p.m. CT and Saturday, 7 a.m. to 3 p.m. CT.

You can also file a complaint directly with the U.S. Dept. of Health and Human Services online, by phone or mail:

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 1-800-868-1019, 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

You have the right to get help and information in your language at no cost. To request an interpreter, please call toll-free 866-336-9371, TTY 711, Monday through Friday, 8 a.m. to 7 p.m. CT and Saturday, 7 a.m. to 3 p.m. CT.

This letter is also available in other formats like large print. To request the document in another format, please call toll-free 866-336-9371, TTY 711, Monday through Friday, 8 a.m. to 7 p.m. CT and Saturday, 7 a.m. to 3 p.m. CT.

1	Spanish	Tiene derecho a recibir ayuda e información en su idioma sin costo. Para solicitar un intérprete, llame al número de teléfono gratuito para miembros que se encuentra en su tarjeta de identificación del plan de salud y presione 866-336-9371 TTY 711
2	Vietnamese	Quý vị có quyền được giúp đỡ và cấp thông tin bằng ngôn ngữ của quý vị miễn phí. Để yêu cầu được thông dịch viên giúp đỡ, vui lòng gọi số điện thoại miễn phí dành cho hội viên được nêu trên thẻ ID chương trình bảo hiểm y tế của quý vị, bấm số 866-336-9371 TTY 711
3	Chinese	您有權利免費以您的母語得到幫助和訊息。洽詢一位翻譯員，請撥打您健保計劃會員卡上的免付費會員電話號碼，再按 866-336-9371。聽力語言殘障服務專線 711
4	Korean	귀하는 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 통역사를 요청하기 위해서는 귀하의 플랜 ID카드에 기재된 무료 회원 전화번호로 전화하여 866-336-9371 번을 누르십시오. TTY 711
5	Arabic	لك الحق في الحصول على المساعدة والمعلومات بلغتك دون تحمل أي تكلفة. لطلب مترجم فوري، اتصل برقم الهاتف المجاني الخاص بالأعضاء المدرج ببطاقة مُعرّف العضوية الخاصة بخططك الصحية، واضغط على 866-336-9371. الهاتف النصي (TTY) 711
6	Urdu	آپ کو اپنی زبان میں مفت مدد اور معلومات حاصل کرنے کا حق ہے۔ کسی ترجمان سے بات کرنے کے لئے، ٹول فری ممبر فون نمبر پر کال کریں جو آپ کے ہیلتھ پلان آئی ڈی کارڈ پر درج ہے، 866-336-9371 دبائیں۔ TTY 711
7	Tagalog	May karapatan kang makatanggap ng tulong at impormasyon sa iyong wika nang walang bayad. Upang humiling ng tagasalin, tawagan ang toll-free na numero ng telepono na nakalagay sa iyong ID card ng planong pangkalusugan, pindutin ang 866-336-9371 TTY 711
8	French	Vous avez le droit d'obtenir gratuitement de l'aide et des renseignements dans votre langue. Pour demander à parler à un interprète, appelez le numéro de téléphone sans frais figurant sur votre carte d'affilié du régime de soins de santé et appuyez sur la touche 866-336-9371 ATS 711.
9	Hindi	आप के पास अपनी भाषा में सहायता एवं जानकारी निःशुल्क प्राप्त करने का अधिकार है। दुभाषिए के लिए अनुरोध करने के लिए, अपने हेल्थ प्लान ID कार्ड पर सूचीबद्ध टोल-फ्री नंबर पर फ़ोन करें, 866-336-9371 दबाएं। TTY 711

10	Persian	شما حق دارید که کمک و اطلاعات به زبان خود را به طور رایگان دریافت نمایید. برای درخواست مترجم شفاهی با شماره تلفن رایگان قید شده در کارت شناسایی برنامه بهداشتی خود تماس حاصل نموده و 866-336-9371 را فشار دهید. TTY 711
11	German	Sie haben das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um einen Dolmetscher anzufordern, rufen Sie die gebührenfreie Nummer auf Ihrer Krankenversicherungskarte an und drücken Sie die 866-336-9371 TTY 711
12	Gujarati	તમને વિના મૂલ્યે મદદ અને તમારી ભાષામાં માહિતી મેળવવાનો અધિકાર છે. દુભાષિયા માટે વિનંતી કરવા, તમારા હેલ્થ પ્લાન ID કાર્ડ પરની સૂચીમાં આપેલ ટોલ-ફ્રી મેમ્બર ફોન નંબર ઉપર કોલ કરો, 866-336-9371 દબાવો. TTY 711
13	Russian	Вы имеете право на бесплатное получение помощи и информации на вашем языке. Чтобы подать запрос переводчика позвоните по бесплатному номеру телефона, указанному на обратной стороне вашей идентификационной карты и нажмите 866-336-9371 Линия TTY 711
14	Japanese	ご希望の言語でサポートを受けたり、情報を入手したりすることができます。料金はかかりません。通訳をご希望の場合は、医療プランのIDカードに記載されているメンバー用のフリーダイヤルまでお電話の上、866-336-9371を押してください。TTY専用番号は711です。
15	Laotian	ທ່ານມີສິດທີ່ຈະໄດ້ຮັບການຊ່ວຍເຫຼືອແລະຂໍ້ມູນຂ່າວສານທີ່ເປັນພາສາຂອງທ່ານບໍ່ມີຄ່າໃຊ້ຈ່າຍ. ເພື່ອຂໍຮ້ອງນາຍພາສາ, ໂທພຣິຫາຫມາຍເລກໂທລະສັບສໍາລັບສະມາຊິກທີ່ໄດ້ລະບຸໄວ້ໃນບັດສະມາຊິກຂອງທ່ານ, ກົດເລກ 866-336-9371 TTY 711