

Value-added services for UnitedHealthcare Community Plan of Missouri members

Quick reference guide

Overview

The following value-added services (VAS) are here to help UnitedHealthcare Community Plan members you feel may be eligible for these programs. To connect members with these VAS, you can ask them to call Member Services at **866-292-0359**.



Health and wellness programs

DialCare

Members age 21 and older can access up to 2 virtual dental visits each year with licensed dentists, available 24 hours a day, 7 days a week by phone, tablet or computer.

Get help with oral health concerns, second opinions, guidance on whether care is urgent, and recommendations for next steps, including when in-person treatment may be needed.

When clinically appropriate, virtual visits may also support access to prescriptions before an in-person dental appointment. This benefit is supplemental and does not replace covered dental services.

Doctor Chat

Members can skip the waiting room and connect to doctors online in seconds. Doctors are available 24 hours a day, 7 days a week and can answer any questions, big or small.

Use UnitedHealthcare Doctor Chat for:

- Sick kids
- Coughs, fevers and sore throat
- Earaches, stomach pain and diarrhea
- Rashes, allergic reactions and animal/insect bites
- Back/abdominal pain
- Sports injuries, burns and heat-related illness
- Urinary tract infections
- General health questions

To get started, members can download the UHC Doctor Chat app or visit **UHCDoctorChat.com**.



Health and wellness programs (cont.)

Enhanced transportation

Members can get rides to WIC services, pharmacies, grocery stores, food pantries, vocational rehab, job training and weight management classes, plus substance use disorder (SUD) services for pregnant members.

If eligible, members register at myuhc.com/transportation.

GEDWorks

Members 18 years and older who want to earn their diploma can get access to custom study plans, a dedicated advisor, free 24/7 online tutoring, practice tests and more.

KidsHealth

The online KidsHealth® website improves education and increases health literacy, which leads to health promotion. This website includes health and wellness resources to encourage healthy behaviors among children, young adults and their parents.

A vast amount of content is provided, including:

- Assistance for high-risk members with managing conditions, such as diabetes, asthma and stress
- Videos, written and spoken articles, provided through a link on kidshealth.org

Member rewards

Earn reward dollars to purchase healthy food for completing wellness visits.

Members can sign in for more information at myuhc.com/communityplan or the UnitedHealthcare app.

NurseLine

Members can speak with a registered nurse 24/7. Nurses can provide information and support for many health situations and concerns, including:

- Minor injuries
- Common illnesses
- Self-care tips and treatment options
- Recent diagnoses and chronic conditions
- Choosing appropriate medical care
- Illness prevention
- Nutrition and fitness
- Questions to ask your doctor
- How to take medication safely
- Children's health

Call **866-351-6827** or TTY **711** for the hearing impaired. Members can call anytime, 24 hours a day, 7 days a week. There's no limit to the number of times they can call.

One Pass

Members 18+ can access more than 300 fitness centers across Missouri, including YMCAs, Planet Fitness, Anytime Fitness and many small local gyms.



Health and wellness programs (cont.)

With One Pass®, members can:

- Choose from a large gym network of national fitness centers and local studios
- Join live, online fitness classes and explore on-demand workouts from home
- Try our online workout builders to try new exercises

Members can find gyms at rallyhealth.com/onepass-uhcmo.

Walmart+ membership

Adults aged 18 years and older who are enrolled in case management and who live within 12 miles of a Walmart can get no-cost shipping and deliveries, gas savings, movies and more.

YMCA membership

Members up to 17 years old can join their local Y and participate in programs. Find the Y closest to you at ymca.net/find-your-y.



For pregnant women and their babies

Baby essentials

Pregnant members can also choose one Graco® item, including a SnugFit™ car seat, a Contender™ car seat or a Pack'n Play starting 90 days before their due date through 6 weeks after delivery. Member services can assist with ordering.

Breastfeeding events and baby showers

Members can attend our baby showers and breastfeeding events that feature activities and educational information for new moms and their babies, including:

- Prenatal care
- Breastfeeding instructions
- Nutrition education
- Information about local resources
- Baby care instructions

Early intervention

Early intervention promotes the development of infants and toddlers with developmental challenges and delays. It also covers certain disabling conditions. The program provides services to eligible children from birth to 3 years old and their families.

Electronic breast pump

Enrolled pregnant members are eligible for an electronic breast pump (limit 1). Pregnant members can contact Aeroflow Breastpumps if they plan to breastfeed. Requests may be made 60 days prior to delivery up to 6 weeks after delivery.

Members can contact Aeroflow Breastpumps at **844-867-9890**, and a dedicated specialists will be able to assist members.



For pregnant women and their babies (cont.)

Healthy First Steps®

Members can access educational articles, appointment reminders and customizable tools by downloading the Babyscripts myJourney app. To sign up, members can visit the Apple App Store® or Google Play® store on their smartphone.

Maternal comfort supplies

Pregnant members can select from support ideas such as a belly band and compressions socks. Member services can assist with ordering.

Mom's Meals

Pregnant members can receive 30 meals (2 meals for 15 days) post-delivery ordered to their house. Meals last for 14 days in the fridge.

Wellhop

Members can connect with other expectant moms for support during your pregnancy and beyond. It all happens online through group video conversations every other week, so comfort is just a click away. Members can sign up or learn more at [Wellhop](#).

Women, Infants and Children supplemental nutrition program – state funded

The Women, Infants, and Children Supplemental Nutrition program (WIC) is available to help with nutritional needs for low-income families. For more information about WIC, members can call **573-751-6204** or **800-392-8209** or visit [WIC resources](#).



Help with complex conditions

Asthma support

Hypoallergenic assistance program – Members who are enrolled in care management may qualify for a hypoallergenic mattress cover and pillowcase.

Air quality improvement – Members who are enrolled in care management with an asthma diagnosis may qualify for an air purifier, humidifier and/or a HEPA-vacuum.

Care coordination

We can help members schedule appointments and keep all their providers informed about the care they're getting.

Care management

Extra support for those with chronic conditions and complex needs, or anyone who has trouble finding care.

Diabetes-tailored meals

Members enrolled in diabetes disease management are eligible for diabetes-tailored meals.

This is a 12-week program with 4 weeks of nutritional education followed by 8 weeks of diabetic tailored meals.



Behavioral health and recovery support

Calm Health

Explore programs and resources to support members' emotional well-being with the Calm Health app. This no-cost app features digital programs designed to help members care for their well-being.

Community resources

We can connect members with local programs and services, including those for housing, food and job training.

Peer support specialists

Coaches can provide support for SUD recovery.

Substance use disorder recovery coaching

Our SUD recovery coach works with members to develop coping skills. Skills include encouragement, safety and a sense of responsibility for their own recovery. This benefit also emphasizes support to those with a behavioral health diagnosis while working through SUD treatment and recovery. Eligible members are identified through predictive modeling and claims data, a health risk assessment (HRA) or your referral. The program has no age limitation.