

## **Summary of Benefits 2024**

AARP® Medicare Advantage from UHC MI-0005 (PPO) H0294-021-000

Look inside to learn more about the plan and the health and drug services it covers. Call Customer Service or go online for more information about the plan.



€ Toll-free **1-844-723-6473**, TTY **711** 8 a.m.-8 p.m. local time, 7 days a week





Y0066\_SB\_H0294\_021\_000\_2024\_M

# **Summary of Benefits**

## January 1, 2024 - December 31, 2024

This is a summary of what we cover and what you pay. For a complete list of covered services, limitations and exclusions, review the Evidence of Coverage (EOC) at **myAARPMedicare.com** or call Customer Service for help. After you enroll in the plan, you will get more information on how to view your plan details online.

## AARP<sup>®</sup> Medicare Advantage from UHC MI-0005 (PPO)

| Medical premium, deductible and limits                                    |  |   |  |
|---|--|---|--|
|   | In-network   | Out-of-network  |  |
| Monthly plan premium  | \$0<br>You need to continue to pay your Medicare Part B<br>premium   |   |  |
| Annual medical deductible   | This plan does not have a medical deductible.  |   |  |
| <b>Maximum out-of-pocket amount</b> (does not include prescription drugs) | does \$5,500   |   |  |
| not include prescription drugs)   | This is the most you will pay out-of-pocket each ye for Medicare-covered services and supplies receiv from any provider. |   |  |
|   | Out-of-pocket costs<br>drugs are not incluc  | paid for your Part D prescription ded in this amount. |  |

| Medical benefits   |   |  |  |
|--|---|--|--|
|  |   | In-network   | Out-of-network   |
| Inpatient hospital care <sup>2</sup><br>Our plan covers an unlimited number of<br>days for an inpatient hospital stay. |   | \$290 copay per day:<br>days 1-6<br>\$0 copay per day: days 7<br>and beyond  | \$290 copay per day: for<br>days 1-6<br>% \$0 copay per day: for<br>days 7 and beyond  |
| Outpatient<br>hospital<br>Cost-sharing for<br>additional plan  | Ambulatory<br>surgical center<br>(ASC) <sup>2</sup>   | \$0 copay for a<br>colonoscopy<br>\$290 copay otherwise  | \$0 copay for a<br>colonoscopy<br>\$290 copay otherwise  |
| covered services will apply.   | Outpatient<br>hospital, including<br>surgery <sup>2</sup>   | \$0 copay for a<br>colonoscopy<br>\$290 copay otherwise  | \$0 copay for a<br>colonoscopy<br>\$290 copay otherwise  |
|  | Outpatient<br>hospital<br>observation<br>services <sup>2</sup>  | \$290 copay  | \$290 copay  |
| Doctor visits  | Primary care provider   | \$0 copay  | \$0 copay  |
|  | Specialists <sup>2</sup>  | \$40 copay   | \$40 copay   |
|  | Virtual medical visits  | \$0 copay to talk with a no<br>online through live audio   | etwork telehealth provider<br>and video  |
| Preventive   | Routine physical  | \$0 copay, 1 per year*   | \$0 copay, 1 per year*   |
| services   | Medicare-covered  | \$0 copay  | \$0 copay  |
|  | <ul> <li>Abdominal aort<br/>screening</li> <li>Alcohol misuse</li> <li>Annual wellnes</li> <li>Bone mass meas</li> <li>Breast cancer s<br/>(mammogram)</li> <li>Cardiovascular<br/>(behavioral their</li> <li>Cardiovascular</li> <li>Cervical and vas<br/>screening</li> </ul> | (col<br>counseling test<br>s visit Dep<br>asurement Dial<br>screening mon<br>lisease HIV<br>rapy) Lun<br>screening con<br>ginal cancer screening<br>ginal cancer screening | orectal cancer screenings<br>onoscopy, fecal occult blood<br>, flexible sigmoidoscopy)<br>oression screening<br>oetes screenings and<br>nitoring<br>patitis C screening<br>screening<br>g cancer with low dose<br>nputed tomography (LDCT)<br>eening<br>dical nutrition therapy<br>vices |

**Medical benefits** 

| Weulcal Defieills  |  |   |   |
|--|--|---|---|
|  |  | In-network  | Out-of-network  |
|  | <ul> <li>Medicare Diabetes Prevention<br/>Program (MDPP)</li> <li>Obesity screenings and<br/>counseling</li> <li>Prostate cancer screenings<br/>(PSA)</li> <li>Sexually transmitted infections<br/>screenings and counseling</li> <li>Tobacco use cessation<br/>counseling (counseling for</li> <li>Any additional preventive services approved by Medicare during the<br/>contract year will be covered.</li> <li>This plan covers preventive care screenings and annual physical exams at<br/>100% when you use in-network providers.</li> </ul> |   |   |
| Emergency care   |  | the United States) per vis<br>hospital within 24 hours,                                 | the Emergency Care copay.   |
| Urgently needed se   | ervices  | \$40 copay (\$0 copay for urgently needed services outside the United States) per visit |   |
| Diagnostic tests,<br>lab and radiology<br>services, and X-<br>rays | Diagnostic<br>radiology services<br>(e.g. MRI, CT<br>scan) <sup>2</sup>  | \$0 copay for each<br>diagnostic mammogram<br>\$160 copay otherwise                     | \$0 copay for each<br>diagnostic mammogram<br>\$160 copay otherwise |
|  | Lab services <sup>2</sup>  | \$0 copay   | \$0 copay   |
|  | Diagnostic tests and procedures <sup>2</sup>   | \$50 copay  | \$50 copay  |
|  | Therapeutic radiology <sup>2</sup>   | \$60 copay  | \$60 copay  |
|  | Outpatient X-rays <sup>2</sup>   | \$15 copay  | \$15 copay  |

| Medical benefits              |   |   |                         |
|-------------------------------|---|---|-------------------------|
|                               |   | In-network  | Out-of-network          |
| Hearing<br>services           | Exam to diagnose<br>and treat hearing<br>and balance<br>issues <sup>2</sup> | \$0 copay   | \$40 copay              |
|                               | Routine hearing exam  | \$0 copay, 1 per year*  | \$40 copay, 1 per year* |
|                               | Hearing aids <sup>2</sup>   | Copays from \$99 to \$1,249 for a broad selection of OTC and brand-name hearing aids*   |                         |
|                               |   | <ul> <li>Access to one of the largest national netwo hearing professionals with more than 7,000 locations</li> <li>Broad range of popular hearing aids includ Beltone<sup>™</sup>, Oticon, Phonak, ReSound, Sign Starkey<sup>®</sup>, Unitron<sup>™</sup> and Widex<sup>®</sup></li> <li>3-year manufacturer warranty on all prescrip hearing aids covers a trial period and dama repair during warranty period</li> </ul>  |                         |
| Routine<br>dental<br>benefits | Preventive and comprehensive <sup>2</sup>                                   | <ul> <li>\$1,000 allowance for all covered dental services*</li> <li>\$0 copay for covered preventive and comprehensive services like cleanings, fillings and crowns</li> <li>50% coinsurance for bridges and dentures <ul> <li>No annual deductible</li> <li>Medicare Advantage's largest national dental network</li> <li>Freedom to see any dentist</li> <li>If you choose to see an out-of-network dentist you might be billed more, even for services listed as \$0 copay</li> </ul> </li> </ul> |                         |

| Medical benefits                            |   |   |   |
|---|---|---|---|
|   |   | In-network  | Out-of-network  |
| <b>E</b><br>Froz<br><b>Services</b>         | Exam to diagnose<br>and treat diseases<br>and conditions of<br>the eye <sup>2</sup>             | \$0 copay   | \$0 copay   |
|   | Eyewear after cataract surgery  | \$0 copay   | \$0 copay   |
|   | Routine eye exam  | \$0 copay, 1 per year*  | \$0 copay, 1 per year*  |
|   | Routine eyewear   | <ul> <li>\$250 allowance for frames or contacts*</li> <li>Access to one of Medicare Advantage's largest national networks of vision provider and retail network</li> <li>Free standard prescription lenses including single vision, bifocals, trifocals and Tier I (standard) progressives—all with scratch-resista coating</li> <li>Savings when upgrading lenses including tintin UV/anti-reflective coating and polycarbonate lenses</li> <li>Eyewear available from many online providers, including Warby Parker, GlassesUSA and more</li> </ul> |   |
| Mental health                               | Inpatient visit <sup>2</sup><br>Our plan covers<br>90 days for an<br>inpatient hospital<br>stay | \$290 copay per day:<br>days 1-6<br>\$0 copay per day: days<br>7-90   | \$290 copay per day:<br>days 1-6<br>\$0 copay per day: days<br>7-90 |
|   | Outpatient group therapy visit <sup>2</sup>   | \$0 copay   | \$0 copay   |
|   | Outpatient<br>individual therapy<br>visit <sup>2</sup>  | \$5 copay   | \$5 copay   |
|   | Virtual mental health visits  | \$0 copay to talk with a net online through live audio a  | -   |
| Skilled nursing facility (SNF) <sup>2</sup> |   | \$0 copay per day: days<br>1-20   | \$0 copay per day: days<br>1-20                                     |
| Our plan covers up to 100 days in a SNF.    |   | \$203 copay per day:<br>days 21-100   | \$203 copay per day:<br>days 21-100                                 |

| Medical benefits  |  |  |  |  |
|---|--|--|--|--|
|   |  | In-network   | Out-of-network   |  |
| Outpatient<br>rehabilitation<br>services  | Physical therapy<br>and speech and<br>language therapy<br>visit <sup>2</sup>                           | \$20 copay \$20 copay  |  |  |
|   | Occupational<br>Therapy Visit <sup>2</sup>   | \$20 copay   | \$20 copay   |  |
|   | Virtual medical visits   | \$0 copay to talk with a network telehealth provider online through live audio and video |  |  |
| Ambulance <sup>2</sup>  | Ambulance <sup>2</sup>   |  | \$210 copay for ground<br>\$210 copay for air                |  |
| Your provider must obtain prior<br>authorization for non-emergency<br>transportation. |  | \$210 copay for air  |  |  |
| Routine transporta  | tion   | Not covered  |  |  |
| Medicare Part B prescription  | Chemotherapy<br>drugs <sup>2</sup>   | 20% coinsurance  | 20% coinsurance  |  |
| <b>drugs</b><br>In-network cost<br>sharing shown is                                   | Part B covered insulin <sup>2</sup>  | 20% coinsurance, up to<br>\$35   | 20% coinsurance  |  |
| the maximum you<br>will pay for Part B<br>prescription                                | Other Part B<br>drugs <sup>2</sup>   | \$0 copay for allergy<br>antigens  | \$0 copay for allergy<br>antigens<br>20% coinsurance for all |  |
| drugs. You may<br>pay less for<br>certain drugs.                                      | Part B drugs may<br>be subject to Step<br>Therapy. See your<br>Evidence of<br>Coverage for<br>details. | 20% coinsurance for all others   | others   |  |

| Prescription drug payment stages           |   |  |                |                |  |  |
|--|---|--|----------------|----------------|--|--|
| Annual<br>Prescription<br>Deductible       |   | This plan does not have a prescription drug deductible.<br>Your coverage starts in the Initial Coverage stage.   |                |                |  |  |
| Initial Coverage                           | coinsurance. You  | In this stage, the plan pays its share of the cost and you pay your copay or coinsurance. You generally stay in this stage until your year-to-date total drug cost reaches \$5,030. Then you move to the Coverage Gap stage. |                |                |  |  |
| Tier Drug                                  | Retail  |  | Mail Order     |                |  |  |
| Coverage                                   | Standard  |  | Preferred      | Standard       |  |  |
|  | 30-day supply^  | 100-day supply   | 100-day supply | 100-day supply |  |  |
| <b>Tier 1:</b><br>Preferred Generic        | \$0 copay   | \$0 copay  | \$0 copay      | \$0 сорау      |  |  |
| <b>Tier 2:</b><br>Generic <sup>3</sup>     | \$10 copay  | \$30 copay   | \$0 copay      | \$30 copay     |  |  |
| <b>Tier 3:</b><br>Preferred Brand          | \$47 copay  | \$47 copay         \$141 copay         \$131 copay         \$141 copay   |                |                |  |  |
| <b>Tier 3:</b><br>Covered Insulin<br>Drugs | \$35 copay \$105 copay \$95 copay \$105 copay   |  |                |                |  |  |
| <b>Tier 4:</b><br>Non-Preferred<br>Drug    | \$100 copay \$300 copay \$290 copay \$300 copay   |  |                |                |  |  |
| <b>Tier 5:</b><br>Specialty Tier           | 33% N/A <sup>5</sup> N/A <sup>5</sup> N/A <sup>5</sup>  |  |                |                |  |  |
| Coverage Gap<br>(Donut hole)               | In this stage, the plan pays its share of the cost of your Tier 1 drugs and you pay your copay or coinsurance. For all other tiers, you pay 25% of the negotiated price for covered drugs. You may pay less if your plan has additional coverage in the gap. You pay this amount until your total out-of-pocket cost reaches \$8,000. |  |                |                |  |  |
| Catastrophic<br>Coverage                   | · · · · · · · · · · · · · · · · · · ·   | After your total out-of-pocket drug cost reaches \$8,000, you won't pay<br>anything for Medicare Part D covered drugs for the rest of the plan year.   |                |                |  |  |

| Additional                        | This plan covers these additional drugs as Tier 2 medications. |
|-----------------------------------|--|
| covered drugs                     | □Vitamin D (50,000)  |
| These drugs are<br>not covered by | Sildenafil (generic Viagra)                                    |
| Medicare Part D                   | □Cyanocobalamin (Vitamin B-12)                                 |
| and not on the                    | □Folic Acid (1 mg)   |
| plan's Drug List.                 |  |

^Members living in long-term care facilities pay the same for a 31-day supply as a 30-day supply at a retail pharmacy.

<sup>3</sup> Tier includes enhanced drug coverage.

<sup>5</sup> Limited to a 30-day supply

| Additional benefits    | ;   |  |                 |
|------------------------|---|--|-----------------|
|                        |   | In-network   | Out-of-network  |
| Chiropractic care      | Medicare-covered<br>chiropractic care<br>(manual<br>manipulation of<br>the spine to<br>correct<br>subluxation) <sup>2</sup> | \$15 copay   | \$15 copay      |
| Diabetes<br>management | Diabetes<br>monitoring<br>supplies <sup>2</sup>   | <ul> <li>\$0 copay</li> <li>We only cover Accu-<br/>Chek® and OneTouch®<br/>brands.</li> <li>Covered glucose<br/>monitors include:<br/>OneTouch Verio Flex®,<br/>OneTouch Verio Flex®,<br/>OneTouch Verio<br/>Reflect®, OneTouch®<br/>Verio, OneTouch® Ultra<br/>2, Accu-Chek® Guide<br/>Me, and Accu-Chek®<br/>Guide.</li> <li>Test strips: OneTouch<br/>Verio®, OneTouch Ultra®,<br/>Accu-Chek® Guide,<br/>Accu-Chek® Guide,<br/>Accu-Chek® Aviva Plus,<br/>and Accu-Chek®<br/>SmartView.</li> <li>Other brands are not<br/>covered by your plan.</li> </ul> | 50% coinsurance |
|                        | Diabetes self-<br>management<br>training  | \$0 copay  | \$0 copay       |
|                        | Therapeutic shoes or inserts <sup>2</sup>   | 20% coinsurance  | 50% coinsurance |

| Additional benefits                               |  |  |  |
|---|--|--|--|
|   |  | In-network   | Out-of-network   |
| Durable medical<br>equipment (DME)<br>and related | DME (e.g.,<br>wheelchairs,<br>oxygen) <sup>2</sup>   | 20% coinsurance  | 50% coinsurance  |
| supplies  | Prosthetics (e.g.,<br>braces, artificial<br>limbs) <sup>2</sup>  | 20% coinsurance  | 50% coinsurance  |
| Fitness proc                                      | <ul> <li>Fitness program</li> <li>\$0 copay for Renew Active® <ul> <li>A free gym membership at a gym near y</li> <li>Access to the largest national network of and fitness locations</li> <li>Access to many premium gyms and fitne locations</li> <li>An annual personalized fitness plan</li> <li>Members who need help can bring a word assistant to the gym</li> <li>Access to thousands of on-demand word videos and live streaming fitness classe</li> <li>Social activities at local health and well relasses, clubs and events</li> <li>Online Fitbit® Community for Renew Active®</li> <li>Access to the AARP® Staying Sharp® A</li> <li>Free Fitbit® to help you reach your health fitness goals</li> </ul> </li> </ul> |  | hational network of gyms<br>national network of gyms<br>ium gyms and fitness<br>ed fitness plan<br>elp can bring a workout<br>of on-demand workout<br>hing fitness classes<br>al health and wellness<br>ents<br>nity for Renew Active — no<br>Staying Sharp® App |
| Foot care<br>(podiatry<br>services)               | Foot exams and treatment <sup>2</sup>  | \$40 copay   | \$40 copay   |
| services)   | Routine foot care  | \$40 copay, 6 visits per<br>year*  | \$40 copay, 6 visits per<br>year*  |
| Meal benefit <sup>2</sup>                         |  | \$0 copay for 28 home-deli<br>after an inpatient hospitaliz<br>facility (SNF) stay.  |  |
| Home health care <sup>2</sup>                     |  | \$0 copay  | 50% coinsurance  |
| Hospice   |  | You pay nothing for hospice care from any Medicare-<br>approved hospice. You may have to pay part of the<br>costs for drugs and respite care. Hospice is covered<br>by Original Medicare, outside of our plan. |  |
| Nurse Hotline                                     |  | Speak with a registered nurse (RN) 24 hours a day, 7 days a week   |  |
| Opioid treatment p                                | rogram services <sup>2</sup>   | \$0 copay  | \$0 copay  |

| Additional benefits              | ;  |  |                 |
|----------------------------------|--|--|-----------------|
|                                  |  | In-network   | Out-of-network  |
| Outpatient substance abuse       | Outpatient group therapy visit <sup>2</sup>            | \$0 copay  | \$0 copay       |
|                                  | Outpatient<br>individual therapy<br>visit <sup>2</sup> | \$5 copay  | \$5 copay       |
| Over-the-Counter (OTC)<br>Credit |  | \$40 credit every quarter for OTC products like pain relievers, cold remedies and vitamins in-store or online                    |                 |
|                                  |  | Choose from thousands of brand name and generic OTC products like vitamins, pain relievers, toothpaste and more                  |                 |
|                                  |  | Shop at thousands of participating stores,<br>including Walmart, Walgreens, Kroger and CVS<br>or at neighborhood stores near you |                 |
| Renal Dialysis <sup>2</sup>      |  | 20% coinsurance  | 20% coinsurance |

<sup>2</sup> May require your provider to get prior authorization from the plan for in-network benefits.

\*Benefits are combined in and out-of-network

| Me | mbe | r dis | cou | nts |
|----|-----|-------|-----|-----|
|    |     |       | oou |     |

As a UnitedHealthcare Medicare Advantage plan member, you'll have access to an exclusive collection of discounts on hundreds of products and services. Once you're a member, you can sign in to your member site for a list of discounts available to you.

## About this plan

AARP<sup>®</sup> Medicare Advantage from UHC MI-0005 (PPO) is a Medicare Advantage PPO plan with a Medicare contract.

To join this plan, you must be entitled to Medicare Part A, be enrolled in Medicare Part B, live within our service area listed below, and be a United States citizen or lawfully present in the United States.

Our service area includes these counties in:

Michigan: Dickinson, Gogebic, Iron, Ontonagon.

### Use network providers and pharmacies

AARP<sup>®</sup> Medicare Advantage from UHC MI-0005 (PPO) has a network of doctors, hospitals, pharmacies and other providers. With this plan, you have the freedom to enjoy nationwide access to care at in-network costs when you visit any provider participating in the UnitedHealthcare<sup>®</sup> Medicare National Network (exclusions may apply). Plus, you have the flexibility to visit any provider nationwide who accepts Medicare. You may pay a higher copay or coinsurance when you see an out-of-network provider. When looking at the charts above you'll see the cost differences for network vs. out-of-network care and services. If you use pharmacies that are not in our network, the plan may not pay for those drugs, or you may pay more than you pay at a network pharmacy.

You can go to **AARPMedicarePlans.com** to search for a network provider or pharmacy using the online directories. You can also view the plan Drug List (Formulary) to see what drugs are covered and if there are any restrictions.

## **Required Information**

AARP<sup>®</sup> Medicare Advantage from UHC MI-0005 (PPO) is insured through UnitedHealthcare Insurance Company or one of its affiliated companies, a Medicare Advantage organization with a Medicare contract. Enrollment in the plan depends on the plan's contract renewal with Medicare. UnitedHealthcare Insurance Company pays royalty fees to AARP for the use of its intellectual property. These fees are used for the general purposes of AARP. You do not need to be an AARP member to enroll in a Medicare Advantage or Prescription Drug Plan. AARP and its affiliates are not insurers. AARP encourages you to consider your needs when selecting products and does not make specific product recommendations for individuals.

Plans may offer supplemental benefits in addition to Part C benefits and Part D benefits.

If you want to know more about the coverage and costs of Original Medicare, look in your current "Medicare & You" handbook. View it online at www.medicare.gov or get a copy by calling 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

UnitedHealthcare does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities.

UnitedHealthcare provides free services to help you communicate with us such as documents in other languages, Braille, large print, audio, or you can ask for an interpreter. Please contact our Customer Service number at 1-877-370-4876 for additional information (TTY users should call 711). Hours are 8 a.m.-8 p.m.: 7 Days Oct-Mar; M-F Apr-Sept.

UnitedHealthcare ofrece servicios gratuitos para ayudarle a que se comunique con nosotros. Por ejemplo, documentos en otros idiomas, braille, letra grande, audio o bien, usted puede pedir un intérprete. Comuníquese con nuestro número de Servicio al Cliente al 1-877-370-4876, para obtener información adicional (los usuarios de TTY deben comunicarse al 711). Los horarios de atención son de 8 a.m. a 8 p.m.: los 7 días de la semana, de octubre a marzo; de lunes a viernes, de abril a septiembre.

Benefits, features, and/or devices vary by plan/area. Limitations, exclusions and/or network restrictions may apply.

#### Hearing aids

Other hearing exam providers are available in the UnitedHealthcare network. The plan only covers hearing aids from a UnitedHealthcare Hearing network provider. Provider network size may vary by local market. OTC hearing aid warranties, if available, will vary by device and are handled through the manufacturer. One-time professional fee may apply for prescription hearing aids.

#### **Routine dental benefits**

If your plan offers out-of-network dental coverage and you see an out-of-network dentist, you might be billed more. Provider network may vary in local market. Dental network size based on Zelis Network360, May 2023.

#### **Routine eyewear**

Additional charges may apply for out-of-network items and services. Provider and retail network may vary in local market. Vision network size based on Zelis Network360, March 2023. Annual routine eye exam and \$100-400 allowance for contacts or designer frames, with standard (single, bi-focal, tri-focal or standard progressive) lenses covered in full either annually or every two years. Savings based on comparison to retail. Other vision providers are available in our network.

#### Fitness program

The Renew Active® Program varies by plan/area and may not be available on all plans. Participation in the Renew Active program is voluntary. Consult your doctor prior to beginning an exercise program or making changes to your lifestyle or health care routine. Renew Active includes standard fitness membership and other offerings. Fitness membership equipment, classes, personalized fitness plans, caregiver access and events may vary by location. Certain services, discounts, classes, events, and online fitness offerings are provided by affiliates of UnitedHealthcare Insurance Company or other third parties not affiliated with UnitedHealthcare. Participation in these third-party services are subject to your acceptance of their respective terms and policies. UnitedHealthcare is not responsible for the services or information provided by third parties. The information provided through these services is for informational purposes only and is not a substitute for the advice of a doctor.

Gym network may vary in local market and plan. Gym network size is based on comparison of competitor's website data as of May 2023.

AARP<sup>®</sup> Staying Sharp<sup>®</sup> is the registered trademark of AARP. Staying Sharp, including all content and features, is offered for informational purposes and to educate users on brain health care and medical issues that may affect their daily lives. Staying Sharp is based on a holistic, lifestyle approach to brain health that encourages users to incorporate into their daily lives activities that are associated with general wellness. Nothing in the service should be considered, or used as a substitute for, medical advice, diagnosis, or treatment. Features including the Cognitive Assessment and Lifestyle Check-Ins, Additional Tests, exercises, and challenges assess performance at a particular moment in time on certain discrete cognitive tasks. Staying Sharp games are intended for entertainment and recreational purposes only. Various factors may affect performance, including sleep, tiredness, focus, and other social, environmental, or emotional factors. Performance is not indicative of cognitive health and not predictive of future performance or medical conditions.

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#### **Over-the-Counter (OTC) Credit**

OTC benefits have expiration timeframes. Call your plan or review your Evidence of Coverage (EOC) for more information.

Out-of-network/non-contracted providers are under no obligation to treat UnitedHealthcare members, except in emergency situations. Please call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.

The Formulary, pharmacy network, and/or provider network may change at any time. You will receive notice when necessary.

OptumRx is an affiliate of UnitedHealthcare Insurance Company. You are not required to use OptumRx home delivery for a 100 day supply of your maintenance medication.

If you have not used OptumRx home delivery, you must approve the first prescription order sent directly from your doctor to OptumRx before it can be filled. New prescriptions from OptumRx should arrive within five business days from the date the completed order is received, and refill orders should arrive in about seven business days. Contact OptumRx anytime at 1-877-266-4832, TTY 711.

The Nurse Hotline 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 this service is for informational purposes only. The nurses 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. Access to this service is subject to terms of use.

Additional authorizations may be required to access discount programs. The discounts described are neither offered nor guaranteed under our contract with the Medicare program. In addition, they are not subject to the Medicare appeals process. Any disputes regarding these products and services may be subject to the UnitedHealthcare grievance process. Discount offerings may vary by plan and are not available on all plans. The discount offers are made available to members through a third party. Participation in these third-party services are subject to your acceptance of their respective terms and policies. UnitedHealthcare and its respective subsidiaries are not responsible for the services or information provided by third parties.

#### **Rewards Program**

Reward offerings may vary by plan and are not available in all plans. Reward program terms of service apply.