



Summary of Benefits 2026

UHC Dual Complete NC-S3 (HMO-POS D-SNP)

H5253-184-000

Look inside to learn more about the plan and the health and drug services it covers.
Contact us for more information about the plan.



UHC.com/Medicare



Toll-free 1-844-560-4944, TTY 711

8 a.m.-8 p.m. local time, 7 days a week

**United
Healthcare®**
Dual Complete

Summary of Benefits

January 1, 2026 - December 31, 2026

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 myUHCMedicare.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.

UHC Dual Complete NC-S3 (HMO-POS D-SNP)

| Medical premium, deductible and limits | | |
|---|--|---|
| | In-network | Out-of-network |
| Monthly plan premium | \$0 You may need to continue to pay your Medicare Part B premium | |
| Part B premium reduction | Up to \$0.60 If your Medicare Part B premium is paid by Medicaid, or others on your behalf, you will not see the reduction. | |
| Annual medical deductible | Your medical deductible is \$0 or \$283 combined in and out-of-network. | |
| Maximum out-of-pocket amount (does not include prescription drugs) | \$0 This is the most you will pay out-of-pocket each year for Medicare-covered services and supplies received from network providers. | \$0 or \$9,250 This is the most you will pay out-of-pocket each year for Medicare-covered services and supplies received from any provider. |
| Medicare cost-sharing | If you have full Medicaid benefits, you will pay \$0 for your Medicare-covered services as noted by the cost-sharing in this chart. | If you have full Medicaid benefits and your provider accepts Medicaid, you will pay \$0 for your Medicare-covered services. Otherwise, you will pay the cost-sharing amount as noted in this chart. |

| Medical benefits | | | |
|---|---|--|--|
| | | In-network | Out-of-network |
| Inpatient hospital care² Our plan covers an unlimited number of days for an inpatient hospital stay. | | \$0 copay per stay | \$0 copay or \$1,765 copay per stay [‡] |
| Outpatient hospital | Ambulatory surgical center (ASC) ² | \$0 copay | Not covered |
| | Outpatient hospital, including surgery ² | \$0 copay | \$0 copay for a colonoscopy \$0 copay or 20% coinsurance otherwise [‡] |
| | Outpatient hospital observation services ² | \$0 copay | \$0 copay or 20% coinsurance [‡] |
| Doctor visits | Primary care provider | \$0 copay | Not covered |
| | Specialists ^{1,2} | \$0 copay | Not covered |
| | Virtual medical visits | \$0 copay to talk with a network telehealth provider online through live audio and video | |
| Preventive services | Routine physical | \$0 copay, 1 per year | Not covered |
| | Medicare-covered | \$0 copay | Flu, pneumonia, or COVID-19 vaccines: \$0 copay All other services: Not covered |
| | | <ul style="list-style-type: none"> Abdominal aortic aneurysm screening Alcohol misuse counseling Annual wellness visit Bone mass measurement Breast cancer screening (mammogram) Cardiovascular disease (behavioral therapy) Cardiovascular screening | <ul style="list-style-type: none"> Cervical and vaginal cancer screening Colorectal cancer screenings (colonoscopy, fecal occult blood test, flexible sigmoidoscopy) Depression screening Diabetes screenings and monitoring Hepatitis C screening HIV screening |

Medical benefits

| | In-network | Out-of-network | |
|--|--|--|-------------|
| | <ul style="list-style-type: none"> • Lung cancer with low dose computed tomography (LDCT) screening • Medical nutrition therapy services • Medicare Diabetes Prevention Program (MDPP) • Obesity screenings and counseling • Prostate cancer screenings (PSA) | <ul style="list-style-type: none"> • Sexually transmitted infections screenings and counseling • Tobacco use cessation counseling (counseling for people with no sign of tobacco-related disease) • Vaccines, including those for the flu, Hepatitis B, pneumonia, or COVID-19 • “Welcome to Medicare” preventive visit (one-time) | |
| <p>Any additional preventive services approved by Medicare during the contract year will be covered. This plan covers preventive care screenings and annual physical exams at 100% when you use in-network providers.</p> | | | |
| Emergency care | \$0 copay (worldwide) per visit. If you are admitted to the hospital within 24 hours, you pay the inpatient hospital copay instead of the Emergency Care copay. See the “Inpatient Hospital Care” section of this booklet for other costs. | | |
| Urgently needed services | \$0 copay (worldwide) per visit | | |
| Diagnostic tests, lab and radiology services, and X-rays | Diagnostic radiology services (e.g. MRI, CT scan) ² | \$0 copay | Not covered |
| | Lab services ² | \$0 copay | Not covered |
| | Diagnostic tests and procedures ² | \$0 copay | Not covered |
| | Therapeutic radiology ² | \$0 copay | Not covered |
| | Outpatient X-rays ² | \$0 copay | Not covered |
|  Hearing services | Exam to diagnose and treat hearing and balance issues ² | \$0 copay | Not covered |

Medical benefits

| | | In-network | Out-of-network |
|---|--|--|----------------|
| | Routine hearing exam | \$0 copay for a routine hearing exam to help support hearing health | Not covered |
| | Hearing aids ² | \$2,200 allowance for 2 hearing aids every 2 years <ul style="list-style-type: none"> • A broad selection of over-the-counter (OTC), high-value and brand-name prescription hearing aids • Access to one of the largest national networks of hearing professionals with more than 6,500 locations • 3-year manufacturer warranty on all prescription hearing aids covers a trial period and damage or repair during warranty period • Hearing aids purchased outside of UnitedHealthcare Hearing are not covered | |
|  Routine dental benefits | Preventive and comprehensive services ² | \$3,000 allowance for all covered dental services* \$0 copay for covered preventive and comprehensive services like cleanings, fillings, crowns, bridges and dentures <ul style="list-style-type: none"> • No annual deductible • Access to one of the largest national dental networks • Freedom to see any dentist | |
|  Vision services | Exam to diagnose and treat diseases and conditions of the eye ² | \$0 copay | Not covered |
| | Eyewear after cataract surgery | \$0 copay | Not covered |
| | Routine eye exam | \$0 copay for a routine eye exam each year to help protect your eyesight and health | Not covered |

| Medical benefits | | | |
|--|--|--|---|
| | | In-network | Out-of-network |
| | Routine eyewear | \$300 allowance every year for 1 pair of frames or contacts <ul style="list-style-type: none"> • Free standard prescription lenses including single vision, bifocals, trifocals and Tier I (standard) progressives – all with scratch-resistant coating • Access to one of Medicare Advantage’s largest national networks of vision providers and retail providers • Eyewear available from many online providers, including Warby Parker and GlassesUSA • You are responsible for all eyewear costs from providers outside of the UnitedHealthcare Vision network | |
| Mental health | Inpatient visit ² Our plan covers 90 days for an inpatient hospital stay | \$0 copay per stay | Not covered |
| | Outpatient group therapy visit ² | \$0 copay | Not covered |
| | Outpatient individual therapy visit ² | \$0 copay | Not covered |
| | Virtual mental health visits | \$0 copay to talk with a network telehealth provider online through live audio and video | |
| Skilled nursing facility (SNF)² (Stay must meet Medicare coverage criteria) Our plan covers up to 100 days in a SNF. | | \$0 copay per day: days 1-100 | Not covered |
| Outpatient rehabilitation services | Physical therapy and speech and language therapy visit ^{1,2} | \$0 copay | \$0 copay or 20% coinsurance [‡] |
| | Occupational Therapy Visit ^{1,2} | \$0 copay | Not covered |

| Medical benefits | | | |
|---|--|---|--|
| | | In-network | Out-of-network |
| Ambulance² Your provider must obtain prior authorization for non-emergency transportation. | | \$0 copay for ground \$0 copay for air | Not covered (except for emergencies) |
| Routine transportation | | \$0 copay for 48 one-way trips to or from approved locations, such as medically related appointments, gyms and pharmacies | Not covered |
| Medicare Part B prescription drugs | Chemotherapy drugs ² | \$0 copay | \$0 copay or 20% coinsurance [¥] |
| | Part B covered insulin ² | \$0 copay | \$0 copay or 20% coinsurance [¥] |
| | Other Part B drugs ² Part B drugs may be subject to Step Therapy. See your Evidence of Coverage for details. | \$0 copay | \$0 copay for allergy antigens \$0 copay or 20% coinsurance for all others [¥] |

Prescription drugs

If you don't qualify for Low-Income Subsidy (LIS), you pay the Medicare Part D cost-share outlined in the Evidence of Coverage. If you do qualify for Low-Income Subsidy (LIS) you pay:

| | |
|-------------------------|---|
| Deductible | Your deductible amount is \$0 |
| Initial Coverage | In this stage, you'll pay your plan copays or coinsurance. The plan pays the rest. Once you, and others on your behalf, have paid a combined total of \$2,100, which includes the amount you paid towards your deductible, you move to the Catastrophic Coverage stage. |

Prescription drugs

Drug Coverage 30-day[^] or 100-day supply from a retail network pharmacy

Generic (including brand drugs treated as generic) \$0, \$1.60, or \$5.10 copay
 Drugs that are in Tier 1 are always \$0 copay.
 (Some covered drugs are limited to a 30-day supply)

All other drugs³ \$0, \$4.90, or \$12.65 copay
 Drugs that are in Tier 1 are always \$0 copay.
 (Some covered drugs are limited to a 30-day supply)

Catastrophic Coverage Once you're in this stage, you won't pay anything for your Medicare-covered Part D drugs for the rest of the plan year.

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

³ You pay no more than 25% of the total drug cost or a \$35 copay, whichever is lower, for each 1-month supply of Part D covered insulin drugs, even if you haven't paid your deductible, until you reach the Catastrophic Coverage stage where you pay \$0.

Additional benefits

| | | In-network | Out-of-network |
|------------------------------|---|---|----------------|
| Chiropractic services | Medicare-covered chiropractic care (manual manipulation of the spine to correct subluxation) ² | \$0 copay | Not covered |
| Diabetes management | Diabetes monitoring supplies ² | \$0 copay We only cover Contour [®] and Accu-Chek [®] brands. Other brands are not covered by your plan. Covered glucose monitors include: Contour Plus Blue, Contour Next EZ, Contour Next Gen, Contour Next One, Accu-Chek Guide Me and Accu-Chek Guide. | Not covered |

| Additional benefits | | |
|--|---|---|
| | In-network | Out-of-network |
| | Test strips: Contour, Contour Plus, Contour Next, Accu-Chek Guide and Accu-Chek Aviva Plus. | |
| | Diabetes self-management training | \$0 copay / Not covered |
| | Therapeutic shoes or inserts ² | \$0 copay / Not covered |
| Durable medical equipment (DME) and related supplies | DME (e.g., wheelchairs, oxygen) ² | \$0 copay / Not covered |
| | Prosthetics (e.g., braces, artificial limbs) ² | \$0 copay / \$0 copay or 20% coinsurance [¥] |
|  Fitness program | \$0 copay Your fitness program helps you stay active and connected at the gym, from home or in your community. It's available to you at no cost and includes: <ul style="list-style-type: none"> • Free gym membership at core locations • Access to a large national network of gyms and fitness locations • On-demand workout videos and live streaming fitness classes • Online memory fitness activities | |
| Foot care (podiatry services) | Foot exams and treatment ² | \$0 copay / Not covered |
| | Routine foot care | \$0 copay, 4 visits per year / Not covered |
| Meal benefit² | \$0 copay for 28 home-delivered meals immediately after an inpatient hospitalization or skilled nursing facility (SNF) stay | |
| Home health care² | \$0 copay | Not covered |

| Additional benefits | | |
|--|---|--|
| | In-network | Out-of-network |
| Hospice | You pay nothing for hospice care from any Medicare-approved hospice. You may have to pay part of the costs for drugs and respite care. Hospice is covered by Original Medicare, outside of our plan. | |
| Opioid treatment program services² | \$0 copay | Not covered |
| Outpatient substance use disorder services | Outpatient group therapy visit ² | Not covered |
| | Outpatient individual therapy visit ² | Not covered |
|  OTC, healthy food, utilities + wellness support | <p>\$331 credit every month for over-the-counter (OTC) products and wellness support, plus healthy food and utilities for qualifying members</p> <ul style="list-style-type: none"> • Choose from thousands of OTC products, like first aid supplies, pain relievers and more • Buy healthy foods like fruits, vegetables, meat, seafood, dairy products and water • Shop at thousands of participating stores, including Walmart, Walgreens and Dollar General, or at neighborhood stores near you • Pay home utilities like electricity, heat, water and internet • Get wellness support including in-home services, weight management coaching, respite care, select fitness items and more | |
| Renal dialysis² | \$0 copay | Not covered out-of-network (except in emergency situations). |

¹ Requires a referral from your doctor.

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

*Benefits are combined in and out-of-network

‡Out-of-network services are limited to CaroMont providers or facilities only in Gaston County

Member discounts



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.

Medicaid Benefits

Information for people with Medicare and Medicaid. Your services are paid first by Medicare and then by Medicaid.

The benefits described below are covered by Medicaid. You can see what North Carolina Department of Health and Human Services covers and what our plan covers.

Coverage of the benefits depends on your level of Medicaid eligibility. If Medicare doesn't cover a service or a benefit has run out, Medicaid may help, but you may have to pay a cost share. In some situations, Medicaid may pay your Medicare cost sharing amount. See your Medicaid Member Handbook for more details. If you have questions about your Medicaid eligibility and what benefits you are entitled to, call North Carolina Department of Health and Human Services, 1-800-662-7030.

| Benefits | Medicaid | UHC Dual Complete NC-S3 (HMO-POS D-SNP) |
|--|----------|---|
| Inpatient Hospital Care | Covered | Covered |
| Doctor Office Visits | Covered | Covered |
| Preventive Care | Covered | Covered |
| Emergency Care | Covered | Covered |
| Urgently Needed Services | Covered | Covered |
| Diagnostic Tests Lab and Radiology Services and X-Rays | Covered | Covered |
| Hearing Services | Covered | Covered |
| Dental Services | Covered | Covered |
| Vision Services | Covered | Covered |
| Inpatient Mental Health Care | Covered | Covered |
| Mental Health Care | Covered | Covered |
| Skilled Nursing Facility (SNF) | Covered | Covered |
| Ambulance | Covered | Covered |
| Transportation (Routine) | Covered | Covered |
| Prescription Drug Benefits | Covered | Covered |
| Chiropractic Care Limited | Covered | Covered with limitations |
| Diabetes Supplies and Services | Covered | Covered |
| Durable Medical Equipment | Covered | Covered |
| Foot Care | Covered | Covered |
| Home Health Care | Covered | Covered |

| Benefits | Medicaid | UHC Dual Complete NC-S3 (HMO-POS D-SNP) |
|-------------------------------------|-----------------|--|
| Hospice | Covered | Covered |
| Outpatient Hospital Services | Covered | Covered |
| Renal Dialysis | Covered | Covered |
| Prosthetic Devices | Covered | Covered |

About this plan

UHC Dual Complete NC-S3 (HMO-POS D-SNP) is a Medicare Advantage HMOPOS 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.

This plan is a Dual Eligible Special Needs Plan (D-SNP) for people who have both Medicare and Medicaid, and don't pay anything for covered medical services. How much Medicaid covers depends on your income, resources, and other factors. Some people get full Medicaid benefits.

Your eligibility to enroll in this plan depends on your type of Medicaid.

You can enroll in this plan if you are in one of these Medicaid categories:

- **Qualified Medicare Beneficiary Plus (QMB+):** You get Medicaid coverage of Medicare cost-share and are also eligible for full Medicaid benefits. Medicaid pays your Part A and Part B premiums, deductibles, coinsurance, and copayment amounts for Medicare covered services. You pay nothing, except for Part D prescription drug copays.
- **Specified Low-Income Medicare Beneficiary (SLMB+):** Medicaid pays your Part B premium and provides full Medicaid benefits. You are eligible for full Medicaid benefits. At times you may also be eligible for limited assistance from your state Medicaid agency in paying your Medicare cost share amounts. Generally your cost share is 0% when the service is covered by both Medicare and Medicaid. There may be cases where you have to pay cost sharing when a service or benefit is not covered by Medicaid.
- **Full Benefits Dual Eligible (FBDE):** Medicaid may provide limited assistance with Medicare cost-sharing. Medicaid also provides full Medicaid benefits. You are eligible for full Medicaid benefits. At times you may also be eligible for limited assistance from the State Medicaid Office in paying your Medicare cost share amounts. Generally your cost share is 0% when the service is covered by both Medicare and Medicaid. There may be cases where you have to pay cost sharing when a service or benefit is not covered by Medicaid.

If your category of Medicaid eligibility changes, your cost share may also increase or decrease. You must recertify your Medicaid enrollment to continue to receive your Medicare coverage.

Our service area includes these counties in:

North Carolina: Alamance, Alexander, Alleghany, Anson, Ashe, Avery, Beaufort, Bertie, Bladen, Brunswick, Buncombe, Burke, Cabarrus, Caldwell, Camden, Carteret, Caswell, Catawba, Chatham, Cherokee, Chowan, Clay, Cleveland, Columbus, Craven, Cumberland, Currituck, Dare, Davidson, Davie, Duplin, Durham, Edgecombe, Forsyth, Franklin, Gaston, Gates, Graham, Granville, Greene, Guilford, Halifax, Harnett, Haywood, Henderson, Hertford, Hoke, Hyde, Iredell, Jackson, Johnston, Jones, Lee, Lenoir, Lincoln, Macon, Madison, Martin, McDowell, Mecklenburg, Mitchell, Montgomery, Moore, Nash, New Hanover, Northampton, Onslow, Orange, Pamlico, Pasquotank, Pender, Perquimans, Person, Pitt, Polk, Randolph, Richmond, Robeson, Rockingham, Rowan, Rutherford, Sampson, Scotland, Stanly, Stokes, Surry, Swain, Transylvania, Tyrrell, Union, Vance, Wake, Warren, Washington, Watauga, Wayne, Wilkes, Wilson, Yadkin, Yancey.

Use network providers and pharmacies

UHC Dual Complete NC-S3 (HMO-POS D-SNP) has a network of doctors, hospitals, pharmacies and other providers. For some services you can use providers that are not in our network. Out-of-network services are limited to the plan's service area as described on the cover. If you have any questions, please contact customer service. This health plan requires you to select a primary care provider (PCP) from the network. Your PCP can handle most routine health care needs and will be responsible to coordinate your care. If you need to see a network specialist or other network provider, you may need to get a referral from your PCP. We encourage you to find out which specialists and hospitals your PCP would recommend for you and would refer you to for care, prior to selecting them as your plan's PCP. 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 **[UHC.com/Medicare](https://www.uhc.com/Medicare)** 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

UHC Dual Complete NC-S3 (HMO-POS D-SNP) is insured through UnitedHealthcare Insurance Company or one of its affiliated companies, a Medicare Advantage organization with a Medicare contract and a contract with the State Medicaid Program. Enrollment in the plan depends on the plan's contract renewal with Medicare.

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 [medicare.gov](https://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 1-866-480-1086 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 comunice 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 1-866-480-1086, 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 2025.

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 \$100-450 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 fitness benefit and gym network varies by plan/area and participating locations may change. The fitness benefit includes a standard fitness membership at participating locations. Not all plans offer access to premium locations. Consult your doctor prior to beginning an exercise program or making changes to your lifestyle or health care routine.

OTC, healthy food, utilities + wellness support

OTC, food and utility benefits have expiration timeframes. Review your Evidence of Coverage (EOC) for more information. The healthy food and utilities benefit is a special supplemental benefit only available to chronically ill enrollees with a qualifying condition, such as diabetes, cardiovascular disorders, chronic heart

failure, chronic high blood pressure and/or chronic high cholesterol, and who also meet all applicable plan coverage criteria. There may be other qualified conditions not listed. Certain wellness support services are provided by third parties not affiliated with UnitedHealthcare and participation may be subject to your acceptance of the third parties' respective terms and policies. UnitedHealthcare is not responsible for the services provided by third parties.

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.

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.