

UnitedHealthcare Freedom Plans

For employers with renewal dates of October 1, 2021 - January 1, 2022.

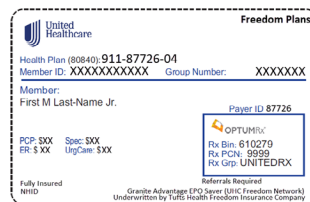
What employers need to know

This guide will provide you with an overview of what to expect for both you and your employees once your group coverage moves to UnitedHealthcare, and will be known as **UnitedHealthcare Freedom Plans**. We will also be sending a letter to your covered employees introducing them to **UnitedHealthcare Freedom Plans**.

What this means for your employees

- **New Health Plan ID Cards:** Your employees and their covered dependents will receive new UnitedHealthcare **Freedom Plans** ID cards. The ID card(s) will show their new:

- Member ID number
- Group Number
- Rx Information
- Member service phone number
- Member website (myuhc.com)



Members will need to present their new card the next time they visit the doctor or pharmacy once the policy renews.

- **New Member Website (myuhc.com):** Members will have a new website, myuhc.com, that they should begin using once the policy renews. Information about how and when to register for myuhc.com will also be mailed directly to your employees. myuhc.com gives our members the ability to:
 - Find care and costs, including virtual care
 - Review plan information, including deductibles and copays/coinsurance
 - Access Optum Bank® financial accounts
 - Access health and wellness programs and resources
 - Check on claim status
 - Manage prescriptions
 - Contact UnitedHealthcare, including 24/7 nurse support (live or chat)
 - Conduct a virtual doctor visit with one of our contracted providers
- **Enhanced Customer Service:** Passionate about helping people, our advocates have a range of experience to assist our members. Advocates have a team of experts they can call on — from clinicians to pharmacists and others. Your employees and their covered family members have just one phone number to call to reach an advocate who'll listen carefully, anticipate needs and find solutions. The member service number is listed on the back side of the new Health Plan ID card.
- **Uninterrupted Care:** Existing referrals and prior authorizations will be honored for employees and covered dependents that are undergoing or have scheduled services. Members can call the number on the back of their ID card if they have questions.

- **New Pharmacy Benefit Manager (Optum Rx):** Your employees will have access to Optum Rx home delivery and a network of retail pharmacies, including large national chains and many local pharmacies. A prescription drug list (PDL) of commonly covered medications can be found at myuhc.com along with directions on how to enroll in our prescription drug mail-order program. Prescriptions with open refills will be transferred to OptumRx Home Delivery. A PDL can be viewed on whyuhc.com/freedom.
- **Same Benefit Structure:** The new **UnitedHealthcare Freedom Plans** products are very similar to your current plans. Copayments, deductible and/or coinsurance amounts remain unchanged.
- **Provider Network:** Your employees will continue to have access to over 7,500 providers and all 26 acute care facilities in New Hampshire, plus bordering facilities in Maine and Vermont.¹ When outside of New Hampshire, the UnitedHealthcare Choice Plus network provides access to over 1.2 million physicians and health care professionals and 6,126 hospitals.²

What this means for you

Along with these member enhancements, there are also some changes for you.

- **Group Identification Number:** You will receive a new Group ID and plan ID(s). If you use a third-party administrator (TPA) to submit your monthly eligibility or process your monthly premium payments, you must notify the TPA of your new health plan carrier and Group ID number.
- **Billing Address:** Upon renewal, your medical premium payments should be paid to the address below.
 UHS Premium Billing
 P.O. Box 94017
 Palatine, IL 60094-4017
 Until your renewal, you should continue to submit your premium payments, enrollment changes, and customer inquiries to Tufts Health Freedom Plan, as you do today.
- **Billing Invoice Option:** You will receive both paper and electronic invoices. To turn off paper invoices, call **1-866-764-7735**.
- **New Employer Website (uhceservices.com):** You will receive an email invitation to register for uhceservices.com, your new business-to-business website, prior to your renewal date. If you do not receive a registration email you can contact us at **1-866-764-7735** for help.

Continue to use the Tufts Health Freedom Plan employer portal to make administrative changes until your renewal date.

Get to know UnitedHealthcare Freedom Plans better by visiting whyuhc.com/freedom.

Learn more

Contact your broker or call Client Services at **1-866-764-7735** with questions.



Products underwritten by Tufts Health Freedom Insurance Company.

¹Network Report, January 2021. This data represents all Tufts Health Freedom Plan participating (network) providers except urgent care centers. Behavioral health practitioners, complementary and alternative medicine providers are included. Providers who are board certified in more than one specialty, and/or practice at more than one location, are counted only once and at only one location.

²As of March 31, 2021, UnitedHealth Networks national network statistics. Online doctor visits phone and video chat with a doctor are not an insurance product, health care provider or a health plan. Unless otherwise required, benefits are available only when services are delivered through a Designated Virtual Network Provider. Online doctor visits are not intended to address emergency or life-threatening medical conditions and should not be used in those circumstances. Services may not be available at all times, or in all locations or for all members. Check your benefit plan to determine if these services are available.