

UnitedHealthcare Freedom Plans

Producer Guide

This guide will provide you with an overview of what to expect for you, your clients and their employees as they transition to UnitedHealthcare, and will be known as **UnitedHealthcare Freedom Plans**.

You will continue to work with your Sales Executive to quote, install and renew Tufts Health Freedom Plan business with effective dates **prior to October 1, 2021**.

New Business

The new **UnitedHealthcare Freedom Plans** will be available to quote beginning **August 1, 2021** for new business beginning with **October 2021** policy effective dates.

- **New Hampshire Small (2-50) Group:** Medical and specialty quoting will be conducted through our Sales Automation Management tool, referred to as **SAMx**. Clients who offer both medical and specialty plans will also have the option to have one combined bill and are eligible for our **Packaged Savings®** program*, which provides administrative credits for adding dental, vision, life and/or disability alongside their UnitedHealthcare medical plan(s). Producers can access **SAMx** through **uhceservices.com**, your go-to resource for **UnitedHealthcare Freedom Plans** medical benefits and administrative needs. You will receive an email inviting you to register on **uhceservices.com**. If you do not receive a registration email you can contact us at **1-866-764-7735** for help. Training sessions will be held for producers on **SAMx** and **uhceservices.com**.
- **New Hampshire Large (51+) Group:** You will continue to work with your New Hampshire Sales Executive to quote new **UnitedHealthcare Freedom Plans** medical business. You will also have the option to quote specialty and/or any other UnitedHealthcare products that could be a good fit for your clients. Fully-insured clients who offer both medical and specialty plans can save **up to 4%** on medical premiums when they bundle their medical plan with UnitedHealthcare dental, vision, and or financial protection plans.

Renewing Business

We will begin the **transition** of Tufts Health Freedom Plan to **UnitedHealthcare Freedom Plans** beginning with **October 1, 2021** effective dates. Renewal packages will be prepared for producers 60 days in advance of effective dates and will also be sent directly to employers. The first set of renewal packages will be available for producers by **August 1, 2021**.

- **New Hampshire Small (2-50) Group: UnitedHealthcare Freedom Plans** renewal packages will be prepared for producers approximately 60 days in advance of policy effective dates and will also be sent directly to your clients. The first set of renewal packages will be available on **uhceservices.com** for producers by **August 1, 2021**.
 - **October 2021 - December 2021 Renewal Alternate Quotes:** Producers should work directly with their current Account Manager or call our Client Services team for support renewing groups with policy effective dates of **October 2021** through **December 2021**. They can be reached at **1-866-764-7735**, 8 a.m. to 5 p.m. ET, Monday through Friday, or via email at **groupservicesfreedomplan@uhc.com**.
 - **January 2022 Renewals and Beyond:** Producers will be able to use SAMx to view renewal plans and/or develop alternate plan options for groups with policy effective dates of **January 2022** and beyond.
- **New Hampshire Large (51+) Group:** You will continue to work with your New Hampshire Account Manager to renew your Tufts Health Freedom Plan clients into a new **UnitedHealthcare Freedom Plans** product. You will also have the option to add specialty and/or any other UnitedHealthcare products that could be a good fit for your clients.

Automatic Transition on January 1, 2022

All remaining Tufts Health Freedom Plan groups that did not renew between October 2021 and December 2021, will **automatically transition to UnitedHealthcare Freedom Plans on January 1, 2022. These employers will keep their same renewal dates and existing rates.**

- We will be sending communications to your clients and their employees to introduce them to **UnitedHealthcare Freedom Plans** in advance of this change. New Health Plan ID cards will also be sent along with our Getting Started Guide to familiarize members with UnitedHealthcare programs and services.

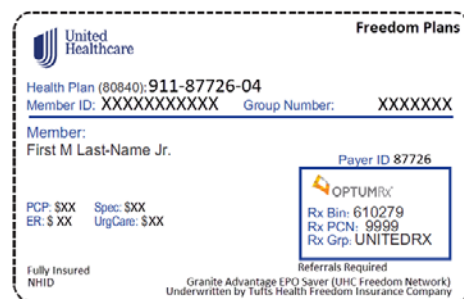
What this means for your client's employees

We will mail materials to members' homes that highlight new features and service enhancements.

• New Health Plan ID Cards

Your clients' 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



The new card should be presented to the doctor or pharmacy once they are a UnitedHealthcare Freedom Plans member.

• New Member Website (myuhc.com)

– Members will have a new website, myuhc.com. Information about how and when to register for myuhc.com will be mailed directly to members. 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 Experience:** 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 expert 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 members 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):** Members 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. The PDL can also be viewed at whyuhc.com/freedom.

Members taking medications that are no longer on the formulary will receive automatic continuity of care and be able to continue to take their current medications until **May 1, 2022**. This gives them time to speak to their doctor, decide whether to switch medications and complete the exception process, if needed.

- **Same Benefit Structure:** The new **UnitedHealthcare Freedom Plans** products are very similar to your client's current plans. Copayments, deductible and/or coinsurance amounts remain unchanged.

- **Cost-Share Accumulation:** Deductible accumulations will carry over for members transitioning to **UnitedHealthcare Freedom Plans** off renewal cycle who have deductibles that reset on a contract-year basis.
- **Vision Care Network:** The **Spectera Vision** network will replace the EyeMed Vision Care network. Please remind your employees to confirm whether their current provider is participating in the **Spectera Vision** network.
- **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 your clients

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

- **Group Identification (ID) Number:** Employers will be assigned new Group ID and plan ID(s). If your clients use a third-party administrator (TPA) to submit monthly eligibility or process monthly premium payments, they must notify the TPA of their new health plan carrier and Group ID number.
- **Billing Address: UnitedHealthcare Freedom Plans** medical premium payments should be sent to the following billing address:
 - UHS Premium Billing
 - P.O. Box 94017
 - Palatine, IL 60094-4017
- **Billing Invoice Option:** Employers will receive both paper and electronic invoices. To turn off paper invoices, they should call us at **1-866-764-7735**.
- **New Employer Website (uhceservices.com):** Prior to their move to UnitedHealthcare Freedom Plans, employers will receive an email invitation to register for **uhceservices.com**, our business-to-business website. If they do not receive a registration email they can contact us at **1-866-764-7735** for help.

Producer Actions

Follow these steps to help ensure a smooth process for your clients and their employees as their group coverage moves to UnitedHealthcare, and will be known as **UnitedHealthcare Freedom Plans**.

- **Tell Your Clients**
Share the news about **UnitedHealthcare Freedom Plans** with your clients
- **Visit whyuhc.com/freedom**
We are developing a custom pre-member website to get to know UnitedHealthcare Freedom Plans better. Encourage your clients and their employees to visit **whyuhc.com/freedom** anytime after **August 1, 2021** to conduct a provider search, review a Prescription Drug List (PDL) and learn more about UnitedHealthcare member programs and services.
- **Respond to Registration Invitation for uhceservices.com**
Both you and your clients should watch for an email invitation to register on our business-to-business website, **uhceservices.com**. If you or your client does not receive a registration email, please contact us at **1-866-764-7735** for help.
- **Watch for New Health Plan ID Cards**
Make sure your clients are aware new Health Plan ID cards are on their way
- **Register for New Member Website**
Make sure your clients are aware of the new member website, **myuhc.com**[®]. Members will receive information directly letting them know when to register.

Pay Outstanding Premium Balances

Remind your clients to pay their outstanding premium balances on current policies to Tufts Health Freedom Plan. Any outstanding premium balances will not transfer to the new **UnitedHealthcare Freedom Plans** policy, but will still be owed. If your client has retroactive additions, changes and/or terminations, they may receive two invoices, one from UnitedHealthcare and one from Tufts Health Freedom Plan, based on the date of the change. Your clients should follow the directions on each invoice regarding payment methods.

Notify Third-Party Administrator(s)

If your client uses a third-party administrator (TPA) to submit monthly eligibility files or make premium payments, they must notify the TPA of their new health plan carrier and Group ID number.

Set Up Automated Payments on uhceservices.com

Upon UnitedHealthcare Freedom Plans becoming your client's health plan administrator, they can set up automated payments for their **UnitedHealthcare Freedom Plans** policy through the **Billing & Payment** section of uhceservices.com.

We look forward to working with you and your New Hampshire-based clients.

Producer ID

When calling us to inquire about one of your clients, please have your Producer ID handy. We will need this identification in order to assist you. If you need a Producer ID please call us at **1-866-764-7735** for instructions on how to get licensed with us.

Questions?

Contact your UnitedHealthcare Freedom Plans Sales Executive or Account Manager or call Client Services at **1-866-764-7735**



Products underwritten by Tufts Health Freedom Insurance Company.

¹ Network 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.

² As of March 2021, UnitedHealth Networks national network statistics.

* Minimum participation requirements may apply. Please consult your Client Services representative for more details.

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