

Key resources for your patients who are UnitedHealthcare Community Plan members

Extra help when members need it

UnitedHealthcare Community Plan of Pennsylvania is your partner in connecting our members with benefits and services to help them stay healthy.

Baby Scripts – pregnancy support

Baby Scripts (formally Healthy First Steps) offers members education, appointment reminders and rewards for making important doctor visits. Health care professionals who submit the initial Obstetrical Needs Assessment Form (ONAF) within 5 days of a member's first OB-GYN appointment are eligible for incentives. Submit ONAFs at obcare.optum.com or by faxing to 877-353-6913.

Incentives are also available for postpartum visits completed 7 to 84 days post-delivery. Fax a copy of the postpartum visit note to 855-815-5428.

Case Specific Nutrition

Case Specific Nutrition (CSN) helps adults at high risk of developing type 2 diabetes adopt and maintain healthy lifestyles through diet, physical activity and weight loss. This program can help reduce chances of developing the disease by educating members through both virtual and telephonic settings.

Get started: Learn more about services and scheduling at casespecificnutrition.com or by calling **412-593-2048**.

Consumer incentive programs

We offer member incentives and gift cards for members to complete certain preventive screenings. Incentive programs include breast cancer screening, well-child exam for ages 3-21 and many others. Incentives change yearly.

Get started: Call **800-385-7978**, 8 a.m.–5 p.m. ET, Monday–Friday if you need information on these programs.

Find more information at UHC.com > [Member Resources](#) > [Health care programs](#) > [Rewards programs](#).



Integrated Care Program

The integrated care program is focused on members with severe persistent mental illness (SPMI). The program includes a team of case managers, community health workers and behavioral health clinicians. They work with SPMI patients and their families to provide patient-centered care.

Get started: Call **877-844-8844**, 8 a.m.–5 p.m. ET, Monday–Friday to initiate the referral process.

NurseLine

We have registered nurses available to help members covered by our health plan. The nurses can answer questions and help direct members to care.

Get started: Members can call NurseLine 24 hours a day, 7 days a week:

- Health Choices: **844-222-7341**
- Children’s Health Insurance Program (CHIP): **877-440-0253**

One Pass – gym and digital fitness membership

One Pass can help members ages 18 and older reach their fitness goals. Available at no extra cost to eligible members. Includes:

- Access to a large, nationwide network of gyms and fitness locations
- Live, digital fitness classes and on-demand workouts

Members can bring a caregiver to the gym with them at no extra cost. Join at [UHCCP.com/OnePassPA](https://www.uhccp.com/OnePassPA) or call Member Services at **800-414-9025**, TTY **711**, 8 a.m.–5 p.m. ET, Monday–Friday for more information.

Opioid use disorder (OUD)

We have staff available to assist members and you with OUD resources. Services include providing referrals to Centers of Excellence, medication-assisted treatment (MAT) and helping link members to behavioral health benefits.

Get started: You and our members can call **877-844-8844**, 8 a.m.–5 p.m. ET, Monday–Friday for more information.

Smoking cessation

UnitedHealthcare Community Plan members have up to 70 visits for tobacco cessation counseling per year. We also cover products and medication to help members quit tobacco with no prior authorizations for generic products within quantity limits.

Get started: Members can call **800-QUIT NOW** or go to pa.quitlogix.org.



Enhanced Member Support Unit

We have a team of care managers in the Enhanced Member Support Unit (EMSU), formerly the Special Needs Unit (SNU). The primary purpose of the EMSU is to help ensure that each member with special health care needs and/or health-related social needs receives access to appropriate primary care, specialists and supportive services providers who are trained and skilled in the member's needs.

Get started: You and our members can call the EMSU at **877-844-8844**, 8 a.m.-5 p.m. ET, Monday-Friday.

Online and mobile tools

UnitedHealthcare Mobile App

The UnitedHealthcare Mobile App is free. The app allows members to access key information on the go. Members can search for nearby doctors, view the member handbook or access their member ID card. Access the app through the app store on a mobile device.

Doctor Chat

With UHC Doctor Chat, members can connect to a doctor in seconds at no cost and access care 24/7 from anywhere in the U.S. Members visit myUHC.com to access their Doctor Chat benefit. Members who have questions can call Member Services at **800-414-9025**, TTY **711**, 8 a.m.-5 p.m. ET, Monday-Friday.

Resources for children and youth

Early and Periodic Screening, Diagnosis and Treatment (EPSDT) screenings and education

Our EPSDT efforts help improve member wellness and help ensure children get the right screenings at the right time. We educate and support our members to help them get up to date on these services.

Get started: For more information about EPSDT, go to UHCprovider.com/PACommunityplan > **Early and Periodic Screening, Diagnosis and Treatment (EPSDT)**.

Lead and environmental lead investigation

Children are required to have a venous blood screening for lead on or before their second birthday. If you determine a child's lead levels are elevated (greater than 3.5 micrograms per deciliter), you can refer them for an Environmental Lead Investigation with Accredited Environmental Technologies (AET).

Get started: You can make direct referrals to AET by calling **800-969-6238**, 8 a.m.-4 p.m. ET, Monday-Friday or EMSU at **877-844-8844**, 8 a.m.-5 p.m. ET, Monday-Friday.

Scene Health

Scene Health (formerly Eموcha) is a medication support program for asthmatic children ages 4 to 18 with a prescribed controller and rescue medication. A care team connects with the family through video check-ins to answer questions and help track their progress.

Get started: Call the EMSU at **877-844-8844**, 8 a.m.-5 p.m. ET, Monday-Friday.



Telephone Psychiatric Consultation Service Program

(TiPS) provides real-time, peer-to-peer resources to a primary care provider who wants advice for helping children 20 and younger with behavioral health concerns.

Get started: Call Provider Services at **800-600-9007**.

Health care professional information

UHCprovider.com

UHCprovider.com is a single home page for the latest news, policy information and access to self-service tools. This site provides quick links, service links and support resources.

On-demand training

We give you unlimited access to on-demand education and training videos, such as how to use our UnitedHealthcare Provider Portal, clinical tools, plans and products.

Get started: Go to our education platform at **UHCprovider.com/training**.

UnitedHealthcare Provider Portal

The UnitedHealthcare Provider Portal allows you to quickly get answers to claim information like status updates, reconsiderations and appeals. You can also submit prior authorization requests, check eligibility and benefits information and access the Document Library.

Get started: Access the portal with your One Healthcare ID. If you don't have a One Healthcare ID or access to the portal, you can find registration information at **UHCprovider.com/access**.

- To sign in to the UnitedHealthcare Provider Portal, visit **UHCprovider.com** and click the Sign In button at the top right of the screen
- Learn more about the portal at **UHCprovider.com/portal**

Quality Rewards program/Provider Incentive program

This program recognizes and rewards health care professionals who excel in delivering high-quality, cost-effective care to our members. You can receive cash incentives, administrative benefits and prior authorization relief for some services. We also provide tools and support to help you succeed.

Learn more: Find more information at **UHCprovider.com/PACommunityPlan > Quality Rewards Program**.