THIS GUIDE IS FOR:
Active employees
Retirees who are not eligible for Medicare

2015 Medical Benefits
MEMBER GUIDE
SEPTEMBER 1, 2014 – AUGUST 31, 2015
HealthSelectSM of Texas is the State’s insurance plan available to employees, retirees and their dependents who are eligible to participate in the Texas Employees Group Benefits Program (GBP) health plan.

Key information for Plan Year 2015:

• UnitedHealthcare administers HealthSelect. This means that ERS sets benefits and pays the claims, while UnitedHealthcare manages the provider network, processes claims and provides customer service.

• Caremark administers the HealthSelect Prescription Drug Program.

• Call the HealthSelect Customer Care Team toll-free at (866) 336-9371 (TTY 711), 8 a.m. – 7 p.m. CT, Monday – Friday.

• Create your personal www.myuhc.com/hs online account to access value-added programs, tools and resources from UnitedHealthcare.

• Access and print forms at www.healthselectoftexas.com.

Please read this guide carefully. It will help you find what you need, when you need it. For additional information and resources mentioned in this guide, visit www.healthselectoftexas.com.

Let’s get started.
Get off to a great start and learn the basics. Choose a network doctor, learn about preventive care, know where to find information and more.

**Provider Network**

The UnitedHealthcare provider network includes 51,560 doctors in Texas and 757,843 nationwide.

**Designating a Primary Care Physician (PCP)**

It is important to choose a PCP, because he or she helps you maintain your overall health and gives referrals for specialty care.

To designate a PCP, call toll-free at (866) 336-9371 (TTY 711).

**Finding the Right Doctor for You**

Our network doctors have been carefully evaluated to help you select the right doctor for you. The program is called UnitedHealth Premium® designation program. It evaluates and recognizes physicians who meet national industry standards for quality care and local market benchmarks for cost-efficiency. You can find Premium-designated (Tier 1) doctors on www.myuhc.com/hs.

**How to Find a Network Physician or Hospital**

2. Click Find a Doctor/Hospital.
3. Click Find a Physician Near You to search for a network provider.
4. Click Find a Facility Near You to search for a network hospital.

**Preventive services covered 100%**

Preventive care can help you stay healthy. When you use a network provider, you have many preventive care benefits, including:

- Routine checkups
- Screenings
- Immunizations
- Prenatal care
- Well-woman visits
- Domestic violence screenings
- Contraception approved by the Food and Drug Administration

Under the Affordable Care Act (ACA), certain preventive health and women’s services are paid at 100% (at no cost to the participant) based on physician billing and diagnosis. In some cases, you may be responsible for payment on certain related services that are not required to be paid at 100% by the ACA.

Visit www.uhcpreventivecare.com for preventive care guidelines and a checklist to use with your doctor.
Always Carry Your Medical ID Card

Your medical ID card has key information about you and your coverage. Keep your card in your wallet, your pocketbook or your purse so you won’t forget it.

Show your medical ID card to your providers, so that they can update their records and know how to bill for the services they are providing to you.

Need a Temporary Medical ID Card?

If you lost your medical ID card or are waiting to receive it in the mail, you can get a temporary one. Go to www.myuhc.com/hs, log into your personal account and click “Print an ID Card.” Remember, you can always view your medical ID card on the UnitedHealthcare Health4Me™ app for smartphones.

Your go-to app for health

The Health4Me app for smartphones provides instant access to critical health information. Key features include the ability to:

- Search for physicians or facilities
- View claims and benefit plan details
- Check status of deductible and out-of-pocket spending
- View your medical ID card
- Personalize with notes and reminders
Your Private Online Account

Before you enrolled in the plan, you visited www.healthselectoftexas.com to learn about the benefits, programs and services. Now that you are enrolled in the HealthSelect plan, you can also create a personal www.myuhc.com/hs account where you can see your claims history and use various tools.

To set up your personal online account, go to www.myuhc.com/hs. You will need information from your medical ID card.

There are many great things you can do after you register and log into your personal account at www.myuhc.com/hs:

• Find network doctors/hospitals
• Review plan details
• View claims and claims history
• Take a Health Assessment
• Track doctor visits, immunizations and diagnoses with the Personal Health Record
• Build a health improvement program with a wellness coach
• Get health and vision product discounts
• Take health quizzes and download wellness tip sheets
• Have an online chat with a nurse
• View referrals given by your PCP

Learn about the HealthSelect benefit plan at www.healthselectoftexas.com

• Become more familiar with the HealthSelect benefit plan
• Find a network doctor in your area
• Look up health and wellness education resources
• Review news and updates
• See Plan Year 2015 Master Benefit Plan Document (MBPD)
• Check out the Health Care Knowledge Center
Wellness Programs and Services

Be involved in your health care decisions. Use these complimentary tools and resources to help you maintain and improve your health.

myNurseLine™: Get Trusted Information When You Need It

Registered nurses and master’s-level specialists can help you anytime with:

- Symptoms and treatment options
- Doctors and hospitals
- Health condition management and more

Call myNurseLine toll-free at (877) 731-8306.

Get Support for a Chronic Condition

When you call myNurseLine, you can also get support for managing a chronic condition. A chronic condition may seem overwhelming and at times hard to manage. To help you, we offer many Disease Management programs that provide personalized support for the following conditions:

- Heart Failure
- Coronary Artery Disease (CAD)
- Diabetes
- Asthma
- Chronic Obstructive Pulmonary Disease (COPD)

Make an Informed Choice About Your Treatment

Our Treatment Decision Support is available through the nurseline and gives you access to specially trained registered nurses. They can answer your questions and help you make an informed choice about your treatment options for services related to these conditions:

- Coronary disease
- Chronic back pain
- Hip or knee replacement
- Benign prostate disease
- Prostate cancer
- Breast cancer
- Benign uterine condition
- Endometriosis
- Fibroids
Enroll in a Health Coaching Program

Call myNurseLine to find out more about our health coaching programs. The programs support individuals interested in:

- Diabetes
- Exercise
- Heart Health
- Nutrition
- Stress Management
- Tobacco Cessation
- Weight Management

Our wellness coaches are experienced wellness consultants. They can help you set your goals and create a personalized plan to help you meet them. Members get assigned to one wellness coach at the beginning of their program and keep the same coach throughout their program.

If you are dealing with more than one issue, you can enroll yourself in multiple programs and receive unlimited telephone coaching or information through the mail. We have multilingual coaching, including Spanish-speaking coaches.

Receive Personalized Guidance Throughout Your Pregnancy

The Healthy Pregnancy program helps expectant mothers through every stage of pregnancy and delivery. The program offers 24-hour access to experienced nurses, the online Healthy Pregnancy Owner’s Manual and other materials, as well as complimentary gifts (subject to availability).

To enroll, visit www.healthy-pregnancy.com or call toll-free at (877) 731-8306.

To learn more about these programs and resources, call toll-free at (877) 731-8306 or go to www.myuhc.com/hs.

Save on wellness and vision products and services

Enjoy a healthy lifestyle for less, with our discounted health and vision products and services. Get discounts on fitness club memberships, weight loss programs, glasses, contact lenses, laser vision correction and more. Access our health discount program* at www.myuhc.com/hs.

*The health discount program is not insurance.
### Key 2015 Benefits

<table>
<thead>
<tr>
<th>Plan Overview</th>
<th>In-Area</th>
<th>Out-of-Area (for out-of-state residents)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Network</td>
<td>Non-Network</td>
</tr>
<tr>
<td>Out-of-pocket coinsurance maximum (per participant/family)</td>
<td>$2,000/per participant only</td>
<td>$7,000/per participant only</td>
</tr>
<tr>
<td>Inpatient copayment maximum (per participant/per stay)</td>
<td>$2,250</td>
<td></td>
</tr>
<tr>
<td>Deductible (per participant/family)</td>
<td>$0</td>
<td>$500/$1,500</td>
</tr>
<tr>
<td>TOTAL ANNUAL OUT-OF-POCKET MAXIMUM* (per participant/family; includes copayments, deductibles and coinsurance)</td>
<td><strong>$6,350</strong>/$12,700</td>
<td>None</td>
</tr>
<tr>
<td>Lifetime maximum</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>Primary care physician (PCP) required?</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

### Plan Details

<table>
<thead>
<tr>
<th>Plan Details</th>
<th>In-Area</th>
<th>Out-of-Area (for out-of-state residents)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Network</td>
<td>Non-Network</td>
</tr>
<tr>
<td></td>
<td>You pay</td>
<td>Plan pays</td>
</tr>
<tr>
<td>PCP office visit</td>
<td>$25 copay for office visit</td>
<td>100%, after you pay copay, or 80% if you receive services subject to coinsurance</td>
</tr>
<tr>
<td>Specialist office visit</td>
<td>$40 copay for office visit</td>
<td>100%, after you pay copay, or 80% if you receive services subject to coinsurance</td>
</tr>
<tr>
<td>Routine physicals** (including vision screenings for children) and well-woman exams**</td>
<td>$0</td>
<td>100%</td>
</tr>
<tr>
<td>Retail health clinic (no PCP referral required)</td>
<td>$25 copay</td>
<td>100%, after you pay copay, or 80% if you receive services subject to coinsurance</td>
</tr>
<tr>
<td>Urgent care clinic (no PCP referral required)</td>
<td>$50 copay + 20% coinsurance</td>
<td>100%, after you pay copay, or 80% if you receive services subject to coinsurance</td>
</tr>
<tr>
<td>Routine eye exams (when not performed in conjunction with a routine physical) --- for all participants</td>
<td>$40 specialist copay</td>
<td>100%, after you pay copay</td>
</tr>
<tr>
<td>Maternity care**</td>
<td>$0</td>
<td>100%, after you pay copay</td>
</tr>
<tr>
<td>Office surgery and diagnostic procedures</td>
<td>20% coinsurance (office surgery)</td>
<td>80%, after you pay copay (if applicable), or 100% for office diagnostics</td>
</tr>
<tr>
<td>Allergy treatment</td>
<td>$0</td>
<td>100%</td>
</tr>
</tbody>
</table>

*If you have family coverage, the out-of-pocket maximum amount of $12,700 could be satisfied by one or more persons covered by the plan through a combination of deductibles, coinsurance and copays.

**Under the Affordable Care Act, certain preventive and women’s health services are paid at 100% (at no cost to the participant) based on physician billing and diagnosis. In some cases, you will still be responsible for payment on some services.
<table>
<thead>
<tr>
<th>Plan Details</th>
<th>In-Area</th>
<th>Out-of-Area (for out-of-state residents)</th>
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<tbody>
<tr>
<td></td>
<td>Network</td>
<td>Non-Network</td>
</tr>
<tr>
<td></td>
<td>You pay</td>
<td>Plan pays</td>
</tr>
<tr>
<td>DME (Durable Medical Equipment)</td>
<td>20% coinsurance</td>
<td>80%</td>
</tr>
<tr>
<td>Diabetic Supplies</td>
<td>20% coinsurance</td>
<td>80%</td>
</tr>
<tr>
<td>Diagnostic low-tech radiology</td>
<td>$0 (for office-based services)</td>
<td>100% (for office-based radiology), or 80% for non-office based services)</td>
</tr>
<tr>
<td>High-tech radiology</td>
<td>$100 copay + 20% coinsurance, after you pay copay</td>
<td>80%</td>
</tr>
<tr>
<td>Chiropractic care</td>
<td>You pay $40 specialist copay and/or 20% coinsurance in addition to amounts above the benefit maximum</td>
<td>100% after copay (if applicable), or 80% if you receive services subject to coinsurance</td>
</tr>
<tr>
<td>Inpatient hospital</td>
<td>$150 copay per day up to five days + 20% coinsurance</td>
<td>80%, after you pay copay</td>
</tr>
<tr>
<td>Inpatient physician</td>
<td>20% coinsurance</td>
<td>80%</td>
</tr>
<tr>
<td>Emergency room</td>
<td>$150 copay + 20% coinsurance (waived if admitted), after you pay copay</td>
<td>80%, after you pay copay</td>
</tr>
<tr>
<td>Outpatient day-surgery facility</td>
<td>$100 copay + 20% coinsurance, after you pay copay</td>
<td>80%, after you pay copay</td>
</tr>
<tr>
<td>Outpatient day-surgery physician</td>
<td>20% coinsurance</td>
<td>80%</td>
</tr>
<tr>
<td>Hearing aids</td>
<td>Plan pays up to $1,000 maximum benefit (per ear) for any consecutive three-year (36-month) period.</td>
<td>Plan pays in the benefit maximum (per ear) for any consecutive three-year (36-month) period.</td>
</tr>
<tr>
<td>Ambulance services</td>
<td>20% coinsurance</td>
<td>80%</td>
</tr>
<tr>
<td>Mental health and substance use disorder</td>
<td>These benefits are the same as your medical/surgical benefits listed within this chart.</td>
<td>These benefits are the same as your medical/surgical benefits listed within this chart.</td>
</tr>
</tbody>
</table>

The charts on these two pages include out-of-pocket costs for common services. For detailed information about benefits, limitations and exclusions, refer to the Master Benefit Plan Document (MBPD) under the Publications and Forms tab at www.healthselectoftexas.com on or after September 1, 2014.
Use these additional complimentary resources to get educational information online at www.myuhc.com/hs.

**Know More with myHealthcare Cost Estimator**

myHealthcare Cost Estimator provides you with a wealth of information before going to the doctor.

Use myHealthcare Cost Estimator to:
- Learn more about health care costs
- Estimate your costs for specific health care services in your area
- Estimate your treatment costs for specific doctors and specialists

**Online Health Questionnaire**

Take your first step towards a healthier life by taking a complimentary, personalized health assessment. It can help you identify your personal health needs, learn healthy habits and compare your “lifestyle score” to others of the same age and gender.

The assessment is confidential and takes approximately 15 minutes to complete. You will receive immediate feedback on your results.

**Personal Health Record**

Create and use your Personal Health Record to confidentially track doctor’s visits, immunizations and diagnoses — all conveniently located in your online account.

**Healthy Mind Healthy Body® Email Newsletter**

Our award-winning Healthy Mind Healthy Body online publication provides the latest health news and tips, and allows you to select health topics that meet your personal needs and interests. Topics range from family health and fitness, to diabetes and asthma management. Sign up at www.uhc.com/myhealthnews.

**Health Quizzes and Wellness Tip Sheets**

Take online health quizzes and download fact sheets about common health questions. Topics include asthma, diabetes, heart health, weight loss, cholesterol and allergies.
Take advantage of educational websites that provide great information on various subjects related to health care.

**Tools and Resources for Diverse Communities**

Take advantage of our multicultural programs:

- **Latino Health Solutions | www.uhclatino.com** — view valuable health care information, including an English/Spanish fotonovela that discusses common health conditions, affecting Hispanic families.

- **Generations of Wellness® (African American Health) | www.uhcgenerations.com** — get useful information about African American health, healthy recipes, exercise tips and questions to ask your doctor.

- **Asian American | www.uhcasian.com** — find health information and resources, including provider directories in Chinese, Korean, Vietnamese and Japanese.

**Health Care Lane®**

Visit [www.healthcarelane.com/texas](http://www.healthcarelane.com/texas) for information about health and wellness topics. Make sure to check out Wellness Days, a fun-filled online festival of good health and wellness.

**Resources for Women and Families**

Rely on the Source4Women™ website to help you manage your own health and the health of your family. Everyone can enjoy this resource — whether you are a HealthSelect member or not. Learn more at [www.source4women.com](http://www.source4women.com).

**UHC.TV℠ for Health and Happiness**

UHC.TV is an online television network. It presents educational and entertaining video programs about good health and living well.

Simply go to [www.uhc.tv](http://www.uhc.tv) and tune into one of our channels.

You can also subscribe to UHC.TV and be the first to know about new programs, content and features as they are added to the site. Like us on Facebook® or follow us on Twitter®.
Learn more about your care options, referrals, preauthorizations and delivery options for your health documents.

**Where to Go When You Are Sick or Injured**

For most medical problems, you should try to go to your regular health care provider first. But if your doctor is not available, you can consider urgent care clinics, convenience care clinics and hospital emergency rooms. Take a look at the chart below to help you in choosing the right place for care for your situation. You can always talk to a nurse to help you decide where to go for care — call myNurseLine anytime toll-free at (877) 731-8306. Remember, in a true emergency, it is always best to call 911.

<table>
<thead>
<tr>
<th>Care center</th>
<th>Why would I use this care center?</th>
<th>What type of care would they provide?¹</th>
<th>What are the cost and time considerations?²</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Doctor’s Office</strong></td>
<td>You need routine care or treatment for a current health issue. Your doctor knows your health history, can access your medical records, provide preventive and routine care, manage your medications and refer you to a specialist, if necessary.</td>
<td>▶ Routine checkups</td>
<td>▶ Often requires a copayment and/or coinsurance</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ Immunizations</td>
<td>▶ Normally requires an appointment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ Preventive services</td>
<td>▶ Scheduled appointments can help reduce wait time</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ Help you manage your general health</td>
<td></td>
</tr>
<tr>
<td><strong>Convenience Care Clinic³</strong></td>
<td>You can’t get to your doctor’s office, but your condition is not urgent or an emergency. Convenience care clinics are typically located in many retail stores offering services for minor health conditions. Staffed by nurse practitioners and physician assistants.</td>
<td>▶ Common infections (for example, strep throat)</td>
<td>▶ Often requires a copayment and/or coinsurance</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ Minor skin conditions (for example, poison ivy)</td>
<td>▶ Walk-in patients welcome with no appointments necessary, but wait times can vary</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ Flu shots</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ Pregnancy tests</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ Minor cuts</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ Earaches</td>
<td></td>
</tr>
<tr>
<td><strong>Urgent Care Center³</strong></td>
<td>You may need care quickly, but it is not an emergency, and your doctor may not be available. Urgent care centers offer treatment for non-life threatening injuries or illnesses. Staffed by qualified physicians.</td>
<td>▶ Sprains</td>
<td>▶ Often a less costly alternative to the emergency room</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ Strains</td>
<td>▶ Walk-in patients welcome, but waiting periods may be longer as patients with more urgent needs will be treated first</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ Minor broken bones (for example, a finger)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ Minor infections</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ Minor burns</td>
<td></td>
</tr>
<tr>
<td><strong>Emergency Room (ER)</strong></td>
<td>You need immediate treatment of a very serious or critical condition. The ER is for the treatment of life-threatening or very serious conditions that require immediate medical attention. Do not ignore an emergency. If a situation seems life-threatening, take action. Call 911 or your local emergency number right away.</td>
<td>▶ Heavy bleeding</td>
<td>▶ Requires a much higher copayment and/or coinsurance</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ Large open wounds</td>
<td>▶ Open 24/7, but waiting periods may be long based on the number of patients</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ Sudden change in vision</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ Chest pain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ Sudden weakness or trouble talking</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ Major burns</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ Spinal injuries</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ Severe head injury</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ Difficulty breathing</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ Major broken bones</td>
<td></td>
</tr>
</tbody>
</table>

¹ This is a sample list of services and may not be all-inclusive.

² Costs and time information represent averages only and are not tied to a specific condition or treatment. Your out-of-pocket costs will vary based on plan design.

³ Convenience Care Clinics and Urgent Care Centers may not be available where you live.
Referrals for Specialty Care

If your visit requires a referral, your PCP will need to submit the referral request to UnitedHealthcare prior to your appointment. You can verify with your PCP and/or HealthSelect Customer Care that you have a referral. New referrals are valid for up to 12 months or up to 12 visits (whichever occurs first). You will need to discuss additional referrals with your PCP, if they are needed. Certain chronic conditions, such as cancer or allergy treatment, may be eligible for a standing referral which is valid for up to 12 months.

Referrals from your PCP are not required for the following services: routine eye exams, OB/GYN visits, behavioral health counseling, outpatient therapies (including chiropractic visits), urgent care centers and convenience care clinics. If you have an eye exam related to a medical condition, a referral will be required from your PCP to see the specialist.

Preauthorizations for Certain Health Services

Certain health services like inpatient hospital stays, skilled nursing services, home health services and durable medical equipment over $1,000 must be pre-authorized. When you use a network provider, that provider will be responsible for obtaining any pre-authorizations required by the plan.

Ongoing treatments including outpatient rehabilitation therapies such as physical therapy or occupational therapy, durable medical equipment and chiropractic treatment must be considered medically necessary, and would require the provider to submit a treatment plan.

These requirements are in addition to any referrals from your PCP to specialists.

Thank you for “going green” with us

HealthSelect participants automatically receive their Explanation of Benefits (EOB), health statements and claim letters online. An email is sent to you when your documents are ready for viewing.

Should you desire mail delivery, you can request printed versions of these documents — just call HealthSelect Customer Care toll-free at (866) 336-9371 and ask to change your communication preferences from online to paper delivery.
KEY TERMS

**Benefits:** Medical items and health services that are covered under the HealthSelect plan.

**Coinsurance:** The percentage of the cost that you have to pay for covered health services after you have paid any applicable deductible and copayment.

**Copayments:** The set dollar amount you pay for a doctor visit, hospital stay or other covered health service.

**Deductible:** The set dollar amount that you pay before the HealthSelect plan starts to pay for covered benefits, if applicable to your covered benefits.

**Health statement:** A document showing monthly claim activity and costs for all family members covered on your plan. It shows network and non-network information, as well as remaining balances for deductibles and out-of-pocket costs.

**Master Benefit Plan Document (MBPD):** A description of the benefits included in your plan.

**Medical ID card:** The card issued to you by UnitedHealthcare that includes your name, group and policy information, and important phone numbers, such as Customer Care.

**Network provider:** Doctors, hospitals, nursing homes, laboratories and other providers that have contracts with UnitedHealthcare. Sometimes called “in-network provider” or “participating network provider.”

**Non-network provider:** Doctors, hospitals and other providers who do not participate in the UnitedHealthcare network. Their services cost you more. Sometimes called “out-of-network provider” or “non-participating network provider.”

**Out-of-pocket costs:** The costs for health services that are your responsibility.

**Out-of-pocket maximum:** The most you have to pay in coinsurance for covered health services during the calendar year.

**Primary care physician (PCP):** This is a doctor who you go to first when you are not feeling well. A PCP can be an Internist, OB/Gyn, Family Doctor or other provider listed in the PCP section of the Provider Directory and online Provider Search Tool at [www.healthselectoftexas.com](http://www.healthselectoftexas.com).

To see a complete Glossary of Health Coverage and Medical Terms, go to [www.healthselectoftexas.com](http://www.healthselectoftexas.com), “Publications and Forms” tab.
TO LEARN MORE ABOUT YOUR BENEFITS, TOOLS AND RESOURCES:

- Visit your personal online account at www.myuhc.com/hs or the HealthSelect website at www.healthselectoftexas.com.

- Call the HealthSelect Customer Care Team toll-free at (866) 336-9371 (TTY 711), 8 a.m. – 7 p.m. CT, Monday – Friday.

Administrative services provided by United HealthCare Services, Inc. or their affiliates.

The information provided through these programs is for educational purposes only as a part of your health plan and is not a substitute for your doctor’s care. Please discuss with your doctor how the information provided is right for you. Your personal health information is kept private in accordance with your plan’s privacy policy.

The myNurseLineSM, Care Coordination Nurse, and Cancer Nurse Advocate services are for informational purposes only, and should not be used for emergency or urgent care situations. In an emergency, call 911 or go to the nearest emergency room. Nurses cannot diagnose problems or recommend specific treatment and are not a substitute for your doctor’s care. These services are not an insurance program and may be discontinued at any time. They are included as part of your health plan.

The Healthy Pregnancy Program follows national practice standards from the Institute for Clinical Systems Improvement. The Healthy Pregnancy Program cannot diagnose problems or recommend specific treatment. The information provided is not a substitute for your doctor’s care.

For a complete description of the UnitedHealth Premium® Designation program, including details on the methodology used, geographic availability, program limitations and medical specialties participating, please see myuhc.com®.

Disease Management programs and services may vary on a location-by-location basis and are subject to change with written notice. UnitedHealthcare does not guarantee availability of programs in all service areas and provider participation may vary. Certain items may be excluded from coverage and other requirements or restrictions may apply. If you select a new provider or are assigned to a provider who does not participate in the Disease Management program, your participation in the program will be terminated.

All UnitedHealthcare members can access a cost estimator online tool at myuhc.com/hs. Depending on your specific benefit plan and the ZIP code that is entered, either the myHealthcare Cost Estimator or the Treatment Cost Estimator will be available. A mobile version of myHealthcare Cost Estimator is available in the Health4Me mobile app, and additional ZIP codes and procedures will be added soon. This tool is not intended to be a guarantee of your costs or benefits. Your actual costs and/or benefits may vary. When accessing the tool, please refer to the Terms and Conditions of Use and Why Your Costs May Vary sections for further information regarding cost estimates. Refer to your health plan coverage document for information regarding your specific benefits.

Participation in the Health Assessment is strictly voluntary. Any health information collected as part of the assessment will be kept confidential in accordance with the Notice of Privacy Practices; be used only for health and wellness recommendations or for payment, treatment or health care operations; and be shared with your health plan, but not with your employer.

Source4Women content and materials are for information purposes only, are not intended to be used for diagnosing problems and/or recommending treatment options, and are not a substitute for your doctor’s care. Lists of potential treatment options and/or symptoms may not be all inclusive.

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Disclosure: The Health Discount Program is administered by HealthAllies®, Inc., a discount medical plan organization. The Health Discount Program is NOT insurance. The discount program provides discounts at certain health care providers for medical services. The discount program does not make payments directly to the providers of medical services. The discount program member is obligated to pay for all health care services but will receive a discount from those health care providers who have contracted with the discount plan organization. HealthAllies, Inc., is located at P.O. Box 10340, Glendale, CA, 91209, 1-800-860-8773, www.unitedhealthallies.com, ohacustomercare@optumhealth.com. The health discount program is offered to existing members of certain products underwritten or provided by UnitedHealthcare Insurance Company or its affiliates to provide specific discounts and to encourage participation in wellness programs. Health care professional availability for certain services may be dependent on licensure, scope of practice restrictions or other requirements in the state. UnitedHealthcare does not endorse or guarantee health products/services available through the discount program. This program may not be available in all states or for all groups. Components subject to change.

NOTE: ERS cannot and does not guarantee the length of time that a specific or type of value-added product will be offered or that a product will be offered in the future. If you have questions or concerns about these products, please contact UnitedHealthcare directly.

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KEY HEALTHSELECT CONTACT INFORMATION

HealthSelect Website  www.healthselectoftexas.com
Personal Online Account  www.myuhc.com/hs

HealthSelect Customer Care  (866) 336-9371 (TTY 711)
24/7 myNurseLine  (877) 731-8306
Healthy Pregnancy  (877) 731-8306
Prescription Drug Program (Caremark)  (888) 886-8490