

**UnitedHealthcare® Group Medicare Advantage PPO Plans
Extra Programs and Features**

(Members will receive a Welcome Guide for these benefits)

<p>UnitedHealthcare® Customer Service</p>	<p>If you have questions about benefits, please give UnitedHealthcare® Customer Service a call toll free at 1-844-876-6160, TTY 711, 8 a.m. – 8 p.m. local time, Monday – Friday.</p>
<p>Renew Active Fitness Program™ (replaces SilverSneakers Fitness Program with more enhanced benefits)</p>	<p>Members will receive a new member letter directly from the Renew Active™ Program that includes an ID card for free membership to approved fitness centers. To find fitness locations, request a replacement card, enroll in FLEX classes, or to obtain additional details, visit www.uhcrenewactive.com or call 1-877-651-2848 Monday-Friday 7 a.m. to 7 p.m. CT.</p>
<p>Health Products Benefit Program</p> <p>Over-the-Counter (OTC) Health and Wellness Products \$60 per quarter</p> <p>FirstLine Medical P.O. Box 268630 Weston, FL 33326-9866</p>	<p>The UnitedHealthcare® Welcome Guide will include a Health Products Benefit order form. Once an order is submitted, the fulfillment agency will send the requested product(s) and will provide an additional form for the following month. To place an order:</p> <ol style="list-style-type: none"> Mail: completed order form in postage-paid envelope. Mail orders must be postmarked by March 31, June 30, September 30 and December 31. Mail order address: First Line Medical, P.O. Box 268630, Weston, FL 33326-9866. Online: Go to www.HealthProductsBenefit.com <p>To obtain an order form:</p> <ol style="list-style-type: none"> Email Customer Service at FirstLine_Medical@uhc.com; Call FirstLine Medical Customer Service at 1-800-933-2914, TTY 711 Monday-Friday 7 a.m. to 7 p.m. CT and Saturday 7 a.m. to 4 p.m. CT.
<p>Transportation Program</p> <p>Logisticare (replaced National Med Trans)</p>	<p>Eligible members are entitled to 24 one-way trips or 12 round-trips for medically-related appointments such as doctors' office and pharmacy visits. For more information on this program, contact Logisticare toll free at 1-833-219-1182, TTY 1-844-488-9724, 8 a.m. – 5 p.m., local time, Monday-Friday or visit www.logisticare.com/BookNow</p>
<p>UnitedHealthcare™ Hearing Program (replaced hi HealthInnovations™ Hearing Program)</p>	<p>With the UnitedHealthcare™ Hearing Program, members receive a \$500 discount on hearing aids, along with access to premium hearing aids from major manufacturers ranging from \$699 - \$2,499. Each hearing aid is custom programmed for your unique hearing needs. To learn more, call UnitedHealthcare® Hearing at 1-855-523-9355, 9 a.m. to 5 p.m. CT, Monday – Friday or visit www.uhchearing.com</p>

UnitedHealthcare® Group Medicare Advantage PPO Plans Extra Programs and Features (cont'd)	
Member Incentives/Rewards	Eligible members can earn incentives/rewards for completion of certain health care activities. UnitedHealthcare® will send more specific information regarding eligible reward activities and instructions for redemption.
HouseCalls and Virtual HouseCalls	<p>UnitedHealthcare® HouseCalls is an annual wellness program offered to you for no extra cost. The program sends an advanced practice clinician to your home. During the visit, they will review your medical history and current medications. You can also ask any health questions you may have. HouseCalls will then send a summary of your visit to your primary care provider so he/she has this additional information regarding your health.</p> <p>This program will also send in-home kits in light of social distancing, allowing members to conduct some tests and screenings themselves safely from home.</p>
Virtual Doctor Visits – Medical and Behavioral Health <i>NOTE: Available for all medical plans.</i>	<p>UnitedHealthcare provides Virtual Doctor Visits to minimize costs (and health risks associated with COVID-19) for providing <u>non-emergency care</u>. To utilize this service, set up an account with UnitedHealthcare by registering at www.uhretiree.com. Once you log in, scroll to the bottom of the screen and click “Virtual Doctor Visits”. A doctor will contact you. This feature allows members to see and talk with a doctor using a mobile device or computer. In the State of Missouri, virtual doctors are allowed to phone in a prescription, if necessary.</p>

¹ The products and services described above 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.

This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments and restrictions may apply.