

## *Frequently Asked Questions*

### **Continuity of Care for New or Changing Medicaid Members**

#### **1. Can I continue to see my doctor after January 1, 2015?**

Yes. However, if your doctor is not participating in UnitedHealthcare Plan, you will have up to 90 days to choose a new doctor.

#### **2. What is the Continuity of Care Provision, and why is only 90 days?**

The Continuity of Care period is to allow time for you to adjust to your new health plan providers and services. 90 days allows services to be approved at a non-participating facility or doctor. (Examples: (1) until you are adjusted to your new doctor, and (2) until the treatment plan of your old doctor is completed).

Exceptions can be made if the care plan takes longer than 90 days. (i.e., pregnancies)

#### **3. Who is responsible for helping me obtain Continuity of Care?**

Your doctor, who is managing your care, should contact UnitedHealthcare Community Plan to inform UnitedHealthcare of existing prior authorization.

#### **4. My primary care doctor does not accept UnitedHealthcare Community Plan, what must I do?**

You will need to choose a new primary care provider (PCP). You can see a list of our providers at [www.UHCCommunityPlan.com](http://www.UHCCommunityPlan.com). PCP's may be changed up to three times a year.

We encourage you to call and make an appointment with your new doctor as soon as possible.

*Alert: Please contact your old provider to request copies of your medical records.*

#### **5. Will it cost me anything to change to a new doctor or hospital?**

No, there are no changes to your benefits or payments.

#### **6. I am pregnant, and have been seeing my doctor since conception. Where do I go for my pre-natal care and delivery?**

Services will be allowed to continue with your current OB/GYN provider until you deliver. When you go to the doctor, make sure your doctor contacts UnitedHealthcare Community Plan to inform UnitedHealthcare of existing prior authorization at 1-800-366-7304 or by fax 1-877-877-8230.

#### **7. Who can I contact about Continuity of Care or other concerns I may have?**

You can always contact UnitedHealthcare's Member Services Department at 1-877-542-9248, or Long Term Care (LTC) Management at 1-855-821-9102.