



Iowa Department of Human Services

## A Summary of UnitedHealthcare Benefits

Healthy And Well Kids in Iowa (*hawk-i*)

This is only a summary of the benefits covered by UnitedHealthcare, a health plan that participates in the *hawk-i* program in your county. If you have specific questions or want more details about the benefits covered, refer to the plan's member handbook or call the health or dental plan for more information.

Plan Benefits	UnitedHealthcare
Doctor visits	UnitedHealthcare will pay for your medical bills if you are hurt or sick. You can get the care you need from your network provider.
Specialists	You can go to your network specialist for covered services <u>without</u> a referral.
Immunizations (shots)	UnitedHealthcare focus is on prevention, so your immunizations (shots) are paid for when you receive covered services from a network provider.
Check-ups	To help you stay healthy, UnitedHealthcare will pay for your routine physicals and well-child care visits when you see a network provider.
Hospital care	UnitedHealthcare pays for any medically necessary hospital services, even if you are not admitted to the hospital. All hospital services must be provided by a network provider, unless it is a medical emergency or you have a preauthorized referral.
Surgery	Surgeries are covered if you receive services from health care providers who are part of the UnitedHealthcare <i>hawk-i</i> network.
Emergencies	Emergency services are covered whether you are in or out of the network. If you go to the emergency room for treatment and it is not an emergency, you may have to pay a \$25 copayment.
Out-of-network coverage	Out-of-network services are covered when you need emergency care or if you have a preauthorized referral to a non-network provider.
Eye exams	UnitedHealthcare <i>hawk-i</i> covers your routine vision services. You receive one routine eye exam every 12 months when you go to a network vision provider.
Eyeglasses & contact lenses	Eyeglasses and contact lenses are covered for up to \$100 every 12 months when you go to a network vision provider.

Plan Benefits	UnitedHealthcare
Chiropractic services	You can receive covered chiropractor services with a preauthorized referral from your network provider.
Prescriptions	UnitedHealthcare covers a wide variety of prescription drugs when prescribed by your network provider. If you get a brand name drug and a generic equivalent drug is available, you will pay for the brand name drug. Some drugs require approval by UnitedHealthcare before they are covered. You can fill your prescriptions at any network pharmacy in the UnitedHealthcare <b>hawk-i</b> National pharmacy network.
Mental health services	UnitedHealthcare offers convenient and confidential mental health services through our network providers. You must call customer service before treatments starts for approval.
Substance abuse services	UnitedHealthcare offers convenient and confidential substance abuse services through our network providers. You must call customer service before treatments starts for approval.
Hearing screenings	UnitedHealthcare covers medically necessary hearing services and hearing aid supplies when you go to a network provider. You can receive one audiometric exam, one hearing aid evaluation, and one hearing aid per ear every 36 consecutive months.
Required referrals	As a member of UnitedHealthcare <b>hawk-i</b> you do not need a referral when you receive services from our broad network of providers. If you have a medical problem that cannot be treated by a network provider, you will need a referral before getting care outside of the network.
Phone numbers and web site address	Customer Service: 1-800-464-9484 (TDD 711)  You may find the providers who participate by going to <a href="https://www.uhcrivervalley.com/hawk-i/">https://www.uhcrivervalley.com/hawk-i/</a>
Additional Benefits	OptumHealth <sup>®</sup> NurseLine <sup>SM</sup> 24 hour help 7 days a week. Health Wellness and Education Programs, such as Asthma, Diabetes and Obesity. Quarterly Member Newsletter

If you cannot find a provider in your area that accepts the health plan you are enrolled in, you must contact the health plan first before receiving services. The health plan will help you find a provider who accepts their plan or will approve for you to go to another provider.