



Transitioning Your Care

To help you make the best decisions regarding transitioning your medical care to your new health plan and doctors, please review the “Transitioning Your Care” chart below. Depending on the plan you enroll in, here’s what else you need to know:

UHC HMO Plan

- If your doctor is in the UHC network and has already pre-authorized specialist care, just tell your doctor’s office about your new insurance and show your new insurance card.
- If you are changing your doctor, discuss transferring care, medical records and prior authorizations with your current doctor before your new PCP is effective.
- Make an appointment with your new PCP as soon as possible to establish a new treatment plan.

UHC PPO Plan

- To have continuing services pre-authorized you must contact UHC’s PPO Customer Service representatives at 800-377-5154.

Important Note: *If you are pregnant or have a serious medical or mental health condition, or have a terminal illness and must continue your treatment plan with your current doctors, even if your doctor does not participate with UHC, please call UHC Customer Service to discuss Continuity of Care procedures.*

Your current health situation	Questions you need to ask your doctor	How a change to a Health Maintenance Organization (HMO) plan may affect your benefits: <ul style="list-style-type: none"> • When you select a new health plan and/or PCP, you need new authorizations and referrals to receive specialty care. • Selecting a new PCP usually results in a change in specialists and other providers.
You are considering elective surgery.	Can you delay surgery until your new plan becomes effective?	<ul style="list-style-type: none"> • If you can delay surgery until your new plan becomes effective, it may be best to do so. • You will need to select a PCP and get new authorizations and/or referrals for your surgery. • This will avoid disruptions in post-operative care and/or financial responsibility for follow-up care due to changing your PCP.
You need to have surgery before your new health plan becomes effective.	Will you need continued care related to the surgery after your new health plan becomes effective?	<ul style="list-style-type: none"> • If you choose a new health plan and PCP, your existing authorization for surgery and follow up will no longer be valid. • You will need to select a PCP and get new authorizations and/or referrals for your surgery. • To avoid disruption in care and/or possible financial responsibility for follow-up, you can either stay with your current doctor, if he or she is a UnitedHealthcare Network PCP, or wait to have the surgery until your new health plan becomes effective.
You are currently receiving treatment for a medical condition (pregnancy, or serious chronic condition, or terminal illness)	Will your treatment continue after your new health plan becomes effective?	<ul style="list-style-type: none"> • If you are in the middle of treatment and your treating doctor feels it is unsafe to transition to a new doctor and health plan, even with adequate planning, you may be eligible for UHC’s Continuity of Care Program. • If you are approved for the Continuity of Care Program you may be able to continue to receive care from your current doctor until it is safe for you to transition to a new doctor. • To apply for the Continuity of Care Program, please contact UnitedHealthcare at: 800-624-8822.

How to select a new Primary Care Physician (PCP).

- Before you enroll in your health plan, you can get help choosing a new PCP by calling UnitedHealthcare at 1-800-624-8822. Once you choose a PCP, be sure to put his or her name on the enrollment form.
- If you are in active treatment, discuss the transferring of your care and medical records with your current physician before July 1, 2013, the first effective date of your new UnitedHealthcare coverage.
- Make an appointment to see your new PCP as soon as possible to establish a new treatment plan.
- Discuss transferring your medical records to your new PCP when you make your first appointment.
- Discuss all of your ongoing health care issues (including referrals and authorizations) with your new PCP at the first visit. Please note: If you stay with your current PCP, be sure to let the doctor’s office know that you have a new health care coverage plan. Also, ask them to obtain new approval for any existing authorizations or referrals.