



Transferring Care

Steps to consider when switching to a new health plan

United
Healthcare

Care transfer checklist

Before your new plan's start date:



Fill all open prescriptions with your current pharmacy



Transfer your prescriptions to a new network pharmacy, if necessary



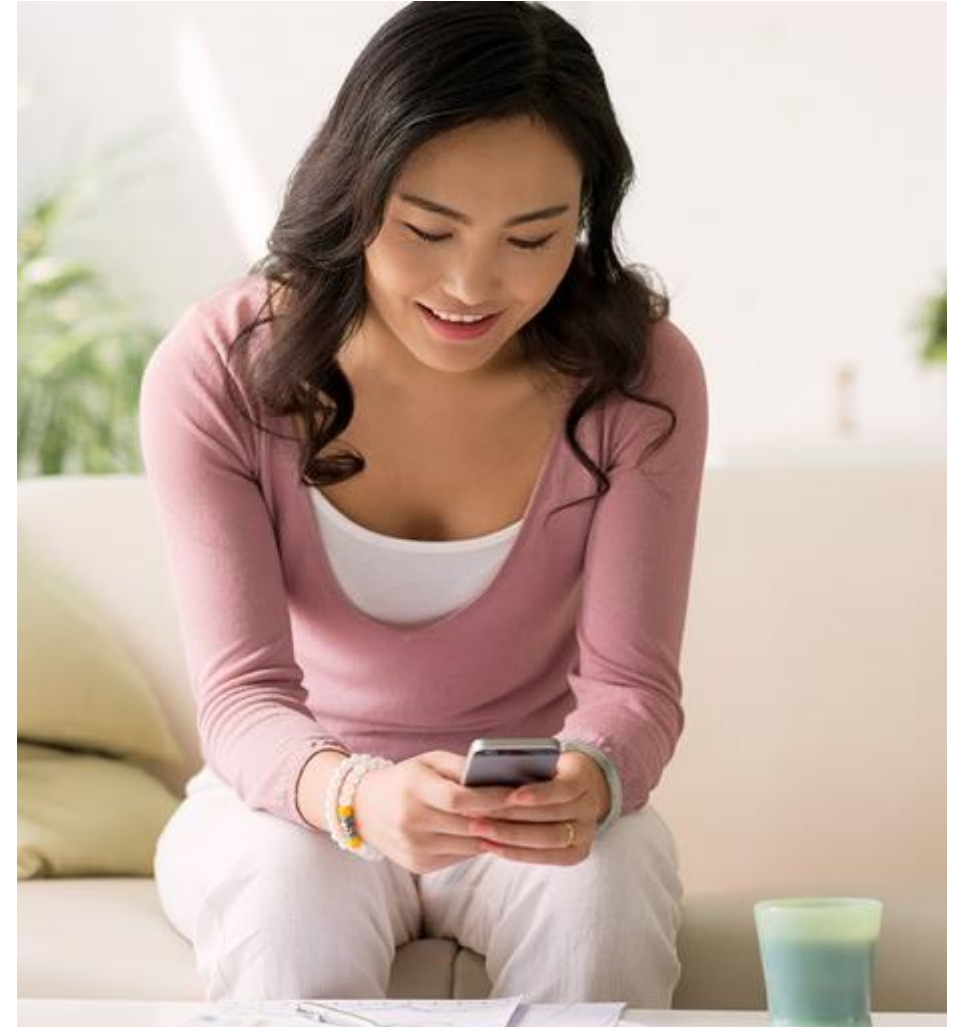
Choose a primary care provider (PCP)*



If you're switching providers, request a transfer of your medical records



Consider whether you'll need to continue active treatment**



*Depending on your health plan, selection of a PCP may be required.

**Certain chronic conditions undergoing active treatment and medications may be eligible for Transition of Care, Continuity of Care. Requirements and eligibility may vary by state.



Avoid prescription disruption with your pharmacy



For continued access to your medications, consider 2 questions:

- 1 Is your current pharmacy in your new plan's network?**
 - If so, update your pharmacy with your new plan information
 - If not, contact a new network pharmacy to start a prescription transfer
- 2 Is your medication not covered by your new plan's Prescription Drug List (PDL)?**
 - Talk with your provider right away to discuss alternatives
 - If you haven't switched to a covered alternative by the time your plan begins, ask your new plan about **Pharmacy Transition of Care**



Some medications qualify for **Pharmacy Transition of Care**, which gives you more time to speak with your provider about covered alternatives.



Need more time to switch?

Starting the **first day** of your plan coverage, call **1-866-873-3903** to request an extension.

Scan the QR code above to learn more



Consider choosing a PCP for your new plan



A PCP is your health guide you see regularly who knows you and your health needs best.

Choose a PCP, schedule an appointment*

Find a network PCP by:

- Visiting myuhc.com[®] and clicking on [Find a Provider](#)
- Calling **1-866-873-3903**

Important: Schedule an appointment before your new coverage starts — but make sure the appointment date is *after* the plan's start date.

*Some plans may require a PCP. Coverage is not dependent upon having a PCP if your plan does not require a PCP.



Other benefits of a PCP:

- They're usually your first point of contact
- They provide routine care that may help identify potential health issues earlier
- A network PCP may help you save time and money
- They can help you navigate decisions and make specialist referrals, if needed



Requesting medical records



To start a transfer of your medical records:

- 1 Sign in to your current health plan website
- 2 Submit a request to have your medical records sent to you via secure email*
- 3 Once you've received your records, contact your new provider to securely complete the transfer

*If you're ordering medical records for someone other than yourself, request an authorization to disclose health information for them.



Good to know

- Transferring your records is not a requirement for coverage
- You may be able to digitally link your medical records if your provider uses electronic health records (EHRs)

Applying for Medical Transition of Care



If you're currently receiving treatment for a health condition from a provider who is not part of your new plan's network, **Medical Transition of Care** helps you continue receiving care for a limited time as you switch to a network provider.

Examples of conditions* that may qualify include:

- Pregnancy and related care
- Receiving chemotherapy for newly diagnosed or relapsed cancer
- Eligible acute or chronic conditions requiring active treatment

*Not all acute or chronic conditions qualify for Medical Transition of Care or Continuity of Care. Please refer to your UnitedHealthcare representative or plan documents to confirm eligibility.



Apply before the deadline!

Starting from your new coverage effective date, you must apply within 30 days to be considered for eligibility.

Scan the QR code above to learn more about Medical Transition of Care eligibility





Transferring of Care: Scenarios

Transferring prescription medications



Shawn sees his PCP a few times a year. He has prescriptions he needs to continue taking with his new UnitedHealthcare health plan.

1

Before his new plan starts, Shawn sees his current pharmacy is not in network; he calls them to fill his prescriptions before Dec. 31 and request a prescription transfer for Jan. 1

2

Shawn learns one of his prescriptions isn't covered after reviewing his new plan's PDL, so he calls his current PCP to discuss alternatives; however, his PCP is unavailable until mid-January and by then, Shawn will run out of medication

3

In early January, he calls Customer Service, learns his prescription qualifies for Pharmacy Transition of Care and is granted a 30-day extension, giving him more time to talk with his new network PCP to find a covered medication



Through Pharmacy Transition of Care, the UnitedHealthcare Customer Service team may approve a one-time, one-month prescription fill on certain medications if you're new to UnitedHealthcare pharmacy benefits. This allows you additional time to connect with your PCP about switching to a preferred or covered medication.

Scan the
QR code to
learn more



This hypothetical case scenario is intended to be used for illustrative purposes only and may not reflect each member's individual experience.



Continuing care while pregnant



Cristina is an expecting mother. She switched to a UnitedHealthcare plan where her current provider — whom she's been seeing during her first 2 trimesters — is no longer in the network, so she wants to extend coverage for care until she can transition to a new network provider.

1

Her plan starts January 1, so Cristina fills out the Medical Transition of Care application, knowing she'll have to submit the form by January 30

2

Cristina works with her current doctor to gather her medical information and submit the form, which UnitedHealthcare approves

3

She continues receiving care from her current doctor until UnitedHealthcare determines there are no concerns that would prevent a safe care transfer to a network provider



You must apply for Medical Transition of Care **no later than 30 days** after the date your UnitedHealthcare coverage begins.*

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Continuing care while receiving cancer treatment



Maria is currently receiving chemotherapy for cancer. She's switching to a new UnitedHealthcare plan where her current provider will be out of network, and Maria is worried about her care and costs.

1

Maria explores network providers on myuhc.com but doesn't want the burden of switching during treatment

2

She learns she may be eligible for Medical Transition of Care and has 30 days to apply after her Jan. 1 plan effective date

3

Maria works with her current provider to gather her medical information and submit the form, which is approved

4

Maria's care continues with her current provider until UnitedHealthcare determines she can safely transfer her care to a network provider



You must apply for Medical Transition of Care **no later than 30 days** after the date your UnitedHealthcare coverage begins.*

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Summary

To recap, before your new plan's start date, there are a few items to consider:



Fill open prescriptions with current pharmacy



Transfer prescriptions to a network pharmacy, if necessary*



Consider choosing a PCP



Determine if you will need to transfer medical records



Confirm your eligibility for Transition of Care, if needed**



*If needed, if your medications aren't covered by your new plan, request Pharmacy Transition of Care to have enough time to speak with your provider about covered alternative medications.

**Certain chronic conditions and medications may be eligible for Transition of Care, Continuity of Care. Requirements and eligibility may vary by state.



We can help support a seamless switch



Connect to your new health plan

- Register on myuhc.com
- Download the UnitedHealthcare® app



Scan the QR code to
download the app



Get answers to your questions

- Call **1-866-873-3903** for open enrollment support **or**
- Call the number on your health plan ID card (if you already have it)

