

# Welcome to UnitedHealthcare!

UnitedHealthcare will be PayPal's new medical plan administrator starting January 1, 2017. We are proud to offer you the same great medical and behavioral health benefits that you are used to. We look forward to supporting you and your family with your health and wellness goals.



## Making the move to UnitedHealthcare is easier than ever.

At UnitedHealthcare, our goal is to help you live a healthier life. To do this, we help you:

- **Find the right doctor if you need one** by giving you access to quality and cost-efficiency ratings of our providers in our network.
- **Manage your benefits and personal health** with easy online and mobile access to your account information.
- **Get healthy** by offering personalized support to help you manage your chronic conditions or complex health care needs. Our dedicated team of nurses are ready to help when health concerns arise.



## Confirm your health care providers are in our network.

With UnitedHealthcare, you have access to a national network that includes more than 726,000 doctors and health professionals and 5,600 hospitals. To confirm that your health care providers are in network, visit **welcometouhc.com/paypal**. In the event your provider is not in the network, call UnitedHealthcare at **1-844-298-2737** to learn about your coverage options.



## Transition of Care.

In all likelihood, your provider is in the network. However, if you are receiving specific treatment from a provider who is not in the UnitedHealthcare network, you may qualify for Transition of Care. Under Transition of Care, services with an out-of-network health care provider are reimbursed under the in-network level of coverage for a limited period of time.

Transition of Care decisions are made on a case by case basis by UnitedHealthcare.

### Qualifying conditions may include:

- Pregnancy.
- Behavioral health and substance abuse.
- End-stage renal disease and dialysis.
- Non-surgical cancer therapies.
- Transplants.

Visit **welcometouhc.com/paypal** for more information or call UnitedHealthcare at **1-844-298-2737**.



Now through December 31, visit **welcometouhc.com/paypal** for more information.

## Member tools and resources available starting January 1, 2017.

Once enrolled in a UnitedHealthcare medical plan, you'll have access to all of your health plan information, tools and resources to make the most of your benefits. Here are just some of the great tools you will have access to starting January 1, 2017.



### **myuhc.com® and UnitedHealthcare Health4Me® app.** ***Get all your health plan information. In one place.***

- **Make informed decisions.**

As a member, **myuhc.com** gives you personalized plan information, care choices, and budgeting tools — all in one spot. Download the Health4Me mobile app for on-the-go access.

- **Find and price the care you need.**

The find-and-price care tool makes it simple to find a doctor, clinic, hospital, or lab based on location, specialty, reputation, cost of services, availability or hours of operation. You can even see patient ratings and compare quality and costs before you choose services.

- **Know your health care costs.**

Get a clear picture of spending. View a snapshot of account activity, benefits received and outstanding balances. Track claims. Easily see the status of your claims.



### **Virtual Visits.** ***Get access to care online. Anywhere. Anytime.***

A virtual visit lets you see and talk to a doctor from your mobile device or computer without an appointment. Most visits take about 10-15 minutes and doctors can write a prescription\*, if needed, that you can pick up at your local pharmacy. And, it's part of your health benefits starting January 1, 2017.

\*Prescription services may not be available in all states.



### **A nurse in the family.** ***Receive support from experienced nurses.***

Part of your new health plan includes a team of experienced nurses who offer support if you have a health condition that requires complex care, or if you recently received care at a hospital.

For example, you may hear from a nurse:

- If you are expecting a new baby.
- If you plan to be hospitalized in the near future.
- If you suffered injuries from an accident or were recently diagnosed with a complex medical condition.
- If you are managing a chronic health condition like diabetes, coronary artery disease or asthma.

Plus, each time you or someone in your family needs support, you will have the same nurse — or a “nurse in the family.”



Contact the team of nurses any time with questions about your health, or your medical benefits. Starting January 1, 2017, call us at **1-844-298-2737**.