Value-added benefits for UnitedHealthcare Community Plan of Hawai'i members

Quick reference guide

Overview

The following value-added services may help eligible UnitedHealthcare Community Plan of Hawai'i members. If you identify a member who may benefit from one of these services, encourage them to call Member Services at **888-980-8728** for more information.

Health and wellness programs

Community transition program for the justice-involved: Supports justice-involved members returning to the community by connecting them with health care and resources for housing, identification, employment and other needs.

Health4Me app: Gives members easy access to their health benefits, claims information and network health care providers at no cost.

Integrated peer support services: Helps members who are recovering from or seeking help for substance use connect with a peer specialist for support with recovery, treatment, preventive care and personal goals.

Medical respite: Supports medically frail members who do not have a safe place to stay after hospital discharge. Assistance may include access to a medical respite bed, care management and connections to community resources, based on bed availability.

NurseLine: Members have 24/7 access to a registered nurse at no cost for health questions and guidance. Members can call **866-311-5791** or TTY 711.

Traditional healing: These services support Native Hawaiian health and well-being through culturally based practices such as lomilomi, lā'au lapa'au, 'ai pono, hula, acupuncture and ho'oponopono, including support for members with diabetes or prediabetes. Services are available in select areas.

Virtual visits: UHC Doctor Chat gives members virtual access to a doctor for nonemergency health concerns, treatment and prescriptions. Members can use the service at **myuhc.com/communityplan** or through the UnitedHealthcare app for free on the App Store and Google Play.

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