

Adding LGBTQ+ supportive services to your practice information

Individuals who feel they have a connection with their provider tend to seek out care and follow through with treatment plans, which improves health outcomes. Often, members of the LGBTQ+ community don't seek medical care because they don't feel comfortable or understood.

What you can do

Update your profile to indicate you offer LGBTQ+ supportive services.

How to update your profile

LGBTQ+ services are reported and displayed as Areas of Expertise (AOEs) in our provider directory. Available AOEs specific to LGBTQ+ supportive services are:

- Gender affirming care
- Gender affirming surgery (female to male) – Bottom
- Gender affirming surgery (female to male) – Top
- Gender affirming surgery (male to female) – Bottom
- Gender affirming surgery (male to female) – Top
- LGBTQ+ supportive
- Transgender
- Transgender – Electrolysis/Hair removal
- Transgender facial feminization surgery
- Transgender – Hormone therapy



How do I update my provider data?

Visit the “Provider data updates and attestation” page at uhcprovider.com.

Important numbers and resources

Support for UnitedHealthcare members

Member resources

Find a provider

- myuhc.com
- Click “Find a Provider”
- Medical Directory
- Choose plan type
- Type LGBTQ+ in the search bar

UnitedHealthcare online resources

- uhc.com > Home > Member resources > Health care programs > LGBTQ+ resources
- uhc.com > Home > UHC Health Matters: News & articles > Healthy living > How to support your LGBTQ+ teen

Transgender-specific care

- Call the member services number on the back of the member's ID card



Connecting the LGBTQ+ community to care and support

UnitedHealthcare resource guide for LGBTQ+ inclusive care



Care with authenticity

Good progress has been made to protect the rights of the LGBTQ+ community. However, prejudice and isolation do still exist. Many people face stigma and discrimination when seeking care for their physical or mental health. This can lead to a delay in getting care or not getting care at all. We're committed to being inclusive. We want all our members to be their authentic selves.

We want all our members to feel safe and find the support they need, to live authentically and be true to themselves.

Member services can help your patients with questions

We want to help make conversations easier for your LGBTQ+ patients. Member services can help them with:



Questions about their plan benefits and covered services



Finding a network provider and making an appointment



Connecting them with community-based care and support services

Feel secure knowing their health information is always kept private as required by law.



How to reach Member Services

Direct members to call the number on the back of their ID card.

National helplines and LGBTQ+ services

Black Mental Health Alliance (BMHA)

- blackmentalhealth.com

CenterLink LGBT Community Center

Member Directory

- lgbtcenters.org/LGBTCenters

Human Rights Campaign (HRC)

Patient resources

- hrc.org/resources/patient-resources

Provider search

- hrc.org/resources/hei-map

National Alliance on Mental Illness (NAMI)

- 800-950-6264
- Text HelpLine to 62640

National Domestic Violence Hotline

- 800-799-7233
- Text LOVEIS to 22522
- thehotline.org

National Suicide Prevention Lifeline

- 988
- Text MHA to 741741
- suicidepreventionlifeline.org

National Sexual Assault Hotline

- 800-656-HOPE (4673)
- Chat online at hotline.rainn.org/online

National Queer and Trans Therapists of Color Network

- nqtcn.com/directory

Optum Substance Use Disorder Helpline

- 855-780-5955

PFLAG (Parents, Families and Friends of Lesbians and Gays)

- pflag.org

SAGE National LGBT Elder Hotline

- 877-360-LGBT (5428)
- sageusa.org

SAMHSA's National Helpline

- 800-662-HELP (4357),
TTY 1-800-487-4889

The Gay and Lesbian Medical Association's Provider Directory

- glma.org

The LGBT National Help Center

- lgbthotline.org

The National LGBTQIA+ Health Education Center

- lgbtqiahealtheducation.org

The Trevor Project

National Youth LGBTQ Crisis Intervention and Suicide Prevention

- 866-488-7386
- Text START to 678-678
- thetrevorproject.org

Trans Lifeline

- translifeline.org



Find more resources at pride365plus.com.

