



**Ensuring comfort,
support and care.
For everyone.**



The UHC Nursing Home Plan

**United
Healthcare**



The benefits of focused, coordinated care

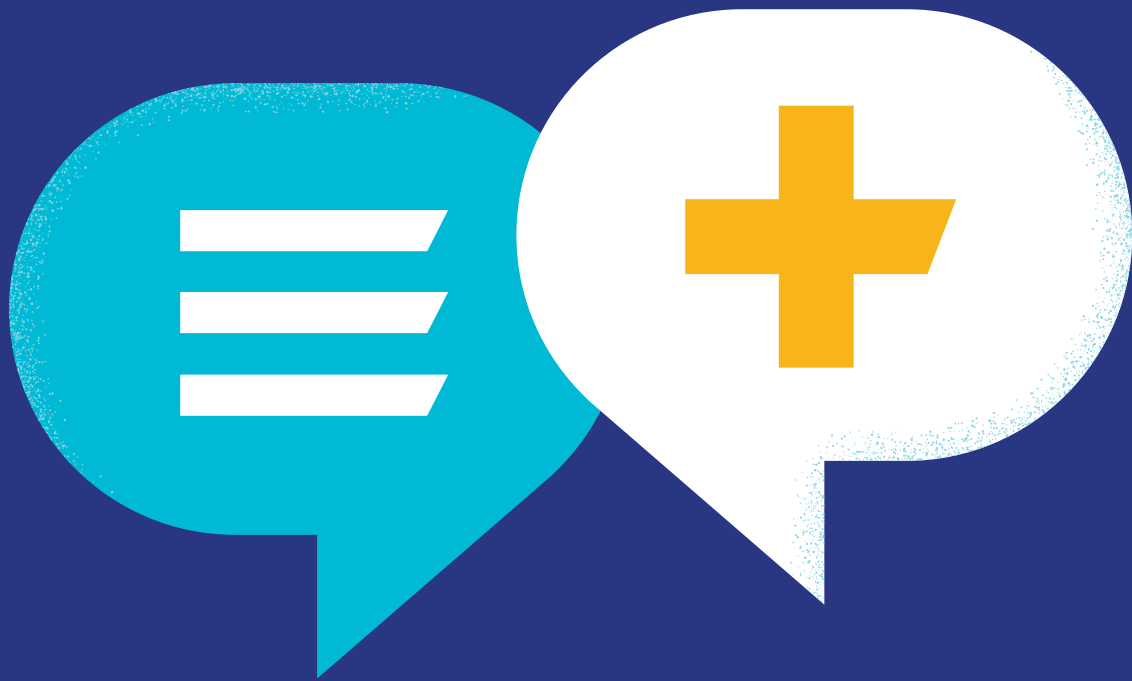
The **UHC Nursing Home Plan** is a specialized Medicare Advantage plan, providing benefits and care beyond Original Medicare. It features a dedicated care team and regular on-site visits from a nurse practitioner or physician assistant who serves as your one point of contact so you're in the loop. It all adds up to ensuring your loved one has the support and comfort needed. Here with you. Here for you.



**91% overall satisfaction with care provided
by nurse practitioner¹**



For more information, please call: **1-877-829-1006, TTY 711**
Monday–Friday, 7 a.m.–7 p.m. CT



More care, transparency and support

“**The nurse practitioner is so involved**, and that’s one of the things we love about [UnitedHealthcare] — that they initiate phone calls to the family and other physicians and consulting physicians, and then follow up with the family to let them know, which gives them **peace of mind**.

We take care of a lot of people here and [the practitioner] takes care of one person at a time and lets us know everything they need. **It helps tremendously.**”



— Kristin Quiles,
Social Services Director

Nursing home terms: We're here to help

We understand health care can sometimes be hard to navigate.

Here are definitions to some common terms to make things a little easier.

Skilled nursing facility and nursing home



Skilled nursing facility and **nursing home** are often used interchangeably to describe a residential facility that provides on-site, 24-hour medical care. Nursing homes are often referred to as “skilled nursing facilities.” This is because many are licensed health care residences for people who need a higher level of medical care — beyond an assisted living facility.

In a nursing home, there are 2 types of care — skilled and custodial



Skilled care refers to nursing or rehab services ordered by a doctor and provided by licensed health care professionals such as nurses and physical therapists. Examples of skilled care include wound care, intravenous (IV) therapy, injections, physical therapy, and monitoring vital signs and medical equipment.



Custodial care refers to non-medical services provided by nurses' aides to help with daily living activities. This includes help with bathing, dressing, eating, getting in or out of bed, and using the bathroom.

The UHC Nursing Home Plan covers the cost of skilled care and provides extra benefits and services for your loved one.



What is Medicaid?

Medicaid is a joint federal and state program for people of all ages whose income and resources are not enough to pay for health care. “Dual-eligible” describes a person who is eligible for both Medicare and Medicaid.

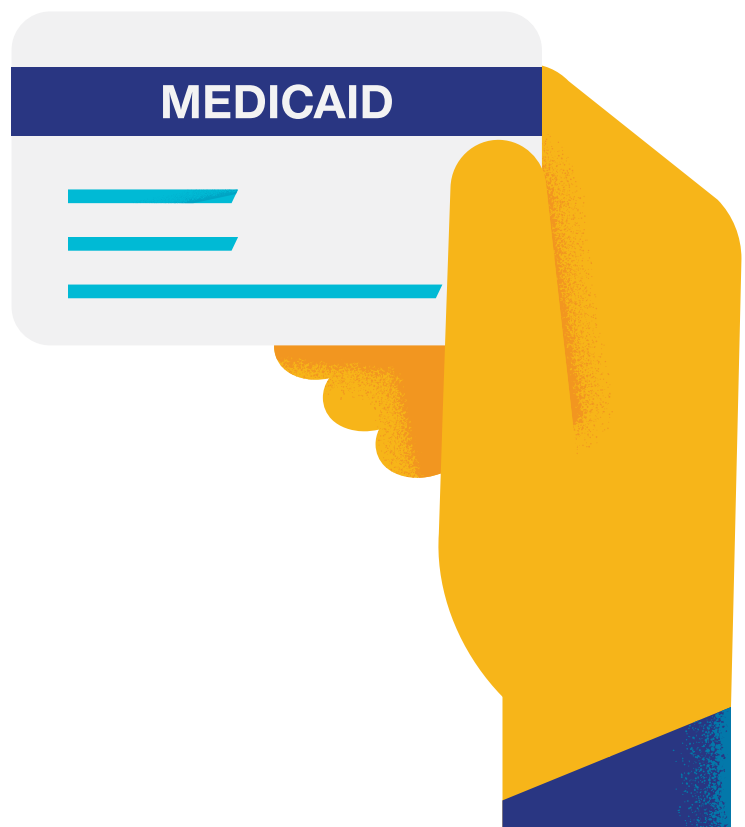
Medicaid and the UHC Nursing Home Plan

- Medicaid is not a requirement for the plan
- Enrolling in the UHC Nursing Home Plan will not affect a Medicaid application or a person’s Medicaid status
- Medicaid may cover certain things (such as room and board) that are not covered by the UHC Nursing Home Plan
- The UHC Nursing Home Plan may be a good fit for someone who is “Medicaid pending” or spending down assets to become Medicaid eligible

The UHC Nursing Home Plan is a specialized Medicare Advantage plan for eligible Medicare beneficiaries living in a participating nursing home for over 90 days.

To learn more about Medicare, visit [medicaremadeclear.com](https://www.medicaremadeclear.com).

To find out more about Medicaid, visit [medicaid.gov](https://www.medicicaid.gov).





A dedicated team, in more ways than one

Our plan includes access to a dedicated health care team, including a nurse practitioner or physician assistant, who works with the nursing home staff to coordinate and monitor care. They also work closely with the nursing home staff and your loved one's primary care provider to monitor drug interactions, prescribe medications and make referrals to specialists. This way, we help bridge communication gaps between nursing home staff and primary care providers. When we all work together toward the same goal, residents thrive.

Dedicated care for your loved one's needs



Right care. Right place. Right time.

For non-emergency situations, the emergency room or hospital is not the right place for care. Our practitioners help make sure your loved one receives the right care, in the right place, at the right time.



We're here for you. All day. Every day.

We provide 24/7 phone support for you to address any after-hours questions or care needs.

Our health care practitioners specialize in:

Preventive care

- Identifying and anticipating health concerns before they become more serious
- Preventive and follow-up care to minimize unneeded hospitalizations
- Monitoring ongoing treatment so you get the most out of your loved one's care

Personal attention

- Assessments to help create a personalized care plan
- Developing relationships with your loved one through face-to-face visits
- Attending to your loved one's needs and concerns
- Performing ongoing assessments to enhance care

On-site care

- Providing your loved one with hands-on care and monitoring them in the nursing home
- Limiting the amount of tests and treatments
- Helping reduce the need for repeated hospital stays

Enhanced communication









- Facilitating communication between family members, primary care providers and nursing home staff as your loved one's primary point of contact
- Providing ongoing family education and engagement
- Centralized hub to review visit summaries, treatment plans, follow-up care and more

Coordinated care

- Reviewing your loved one's care plan to help coordinate treatment
- Helping health care providers and facility staff work together to provide needed care and address urgent issues
- Incorporating your loved one's care plan into hospitalizations, emergency room visits and outpatient procedures to minimize care gaps

Above and beyond Original Medicare

The UHC Nursing Home Plan covers Original Medicare benefits. Plus, it also includes extra benefits and features for your loved one to help them thrive.

| Benefits and features* | Definition | UHC Nursing Home Plan | Medicare and Medicaid |
|---|---|-----------------------|-----------------------|
|  Dedicated care team | The plan adds additional care and coordination provided by a dedicated practitioner. | ✓ | |
|  Hearing aid benefit* | Routine hearing exam and credit to spend on hearing devices. | ✓ | Varies |
|  Dental coverage* | Covered dental services may include exams, cleanings, X-rays or other services. | ✓ | Varies |
|  Vision coverage* | Routine vision care may help protect against serious diseases. | ✓ | Varies |
|  Health products catalog* | Benefit credits are awarded each quarter to purchase covered over-the-counter products by phone, mail or website. | ✓ | |
|  Transportation* | Transportation to or from the doctor's office or pharmacy is available at no additional cost. | ✓ | Varies |
|  Routine podiatry* | Routine nail trimmings and upkeep provided by a licensed podiatrist. | ✓ | Varies |
|  Prescription drug coverage | Coverage for many prescriptive services, including Medicare Part D Prescription Drug Coverage. | ✓ | Varies |

*This is a partial listing of covered benefits and services. Benefits, features and/or devices vary by plan/area. Limitations and exclusions apply. See the plan's Summary of Benefits for more information. OTC benefits have expiration timeframes. Call your plan or review your Evidence of Coverage (EOC) for more information. Routine transportation not for use in emergencies. The plan only covers hearing aids from a UnitedHealthcare Hearing network provider. Call 1-877-829-1006, TTY 711 or review Evidence of Coverage (EOC) for more information.



To find the formulary (drug list) for UHC Nursing Home Plan, visit uhc.com/medicare

A graphic at the top of the page shows two hands, one yellow and one blue, holding a heart shape. The hands are positioned as if they are gently cradling the heart. The background is a solid dark blue.

Caring for your loved one. And you.

“I had to make the decision to put [my mother] in a nursing home, and it was the hardest decision I’ve ever had to make in my life. [This program] has proven to be a **source of comfort** for me because I can be assured my mother is being taken care of.

One of the things I appreciate is the **communication** between the nurse practitioner and myself. The nurse practitioner is not just a caregiver for my mom but a caregiver for me. They are caring for me and my feelings. **It has really been a blessing.**”



— Bonita Shelton,
Daughter of Resident

Eligibility

Your loved one is eligible for the UHC Nursing Home Plan if:

1. Your loved one is enrolled in Original Medicare parts A and B
2. Your loved one is a long-term resident of a participating nursing home



With the UHC Nursing Home Plan, your loved one can enroll or disenroll throughout the year. There is no need to wait for the annual enrollment period (Oct. 15–Dec. 7).

Here with you. Here for you.

Call UnitedHealthcare to speak to a licensed insurance agent about the **UHC Nursing Home Plan** and see if your loved one qualifies.



1-877-829-1006, TTY 711
to speak to a licensed
insurance agent

Monday–Friday, 7 a.m.–7 p.m. CT



uhcnursinghomeplan.com

*This is a partial listing of covered benefits and services. Benefits, features and/or devices vary by plan/area. Limitations and exclusions apply. See the plan's Summary of Benefits for more information. Call 1-877-829-1006, TTY 711 or review Evidence of Coverage (EOC) for more information.

Plans are insured through UnitedHealthcare Insurance Company or one of its affiliated companies, a Medicare Advantage organization with a Medicare contract. Enrollment in the plan depends on the plan's contract renewal with Medicare. The plan is for eligible Medicare beneficiaries living in a participating nursing home for over 90 days.

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