

Quality Healthcare for Covered Families and
Children (Healthy Start and Healthy Families Medicaid)



Get more from your Medicaid.



Join the Unison Family!

Get The Care You Deserve



As a member of Unison Health Plan you will still be able to get all medically-necessary Medicaid-covered services, including Healthchek (EPSDT) Services. You will also be able to get these extra services that Unison offers.

- ▶ Thousands of providers in Ohio and surrounding states
- ▶ \$0 Copays for doctor visits including vision and dental
- ▶ Gift Rewards Program for Pregnancy-related, Healthchek, and other Well-Care visits
- ▶ Soft Contacts or glasses with a great choice of frames (No age limits!)
- ▶ Annual eye exams (No age limits!)
- ▶ Transportation to
 - Medically Related Visits
 - WIC, Dental, and Vision Appointments
 - Drug Stores
 - CDJFS Re-Determination Appointment
- ▶ NurseLineSM services available 24/7 to answer your health questions

Plus . . . When you join, we call you! We want to get to know you. Our caring staff reaches out to you. We want to learn more about your family's health needs so we can better serve you.

Who Can Join Unison Health Plan?

Unison Health Plan is a MCP that Covered Families and Children

Medicaid consumers, including Healthy Start and Healthy Families, can choose to join. Joining a MCP will not cause you to lose your Medicaid, WIC or other public assistance benefits. Joining Unison Health Plan is voluntary. It is your choice.

When you join Unison Health Plan, you will get a Unison ID card. This card replaces your

monthly Medicaid card. Carry your Unison ID card to all medical appointments, and show your card to your doctor. If you have other insurance, make sure to carry that card, too.

What Is A PCP?

Each person who joins Unison Health Plan must choose a primary care provider (PCP) from Unison's provider panel. Your PCP is your personal doctor and will provide your care and send you to other doctors (specialists) if needed.

Can I Change My PCP?

You can ask to change your PCP to another Unison PCP at any time. The change will take place immediately, and you may change as often as necessary. To change your PCP you must first call Unison's Member Services Department and ask for the change. They can help you find another PCP in our network. Member Services can also give you information about a PCP like his/her schooling. We will send you a new ID card with your new PCP listed on it.

Unison has thousands of providers in Ohio and surrounding states. We have many PCPs, specialists and other health care providers to choose from. You can find a listing of all of our network providers on our website www.unisonhealthplan.com. Select Ohio, and choose a plan "Unison." Click on "Members," and then click on "Find a Provider." You will find specialists, home health care providers, medical supply services, and more. Member Services can help you with this, too.

Do I Have To Use A Unison Provider?

It is important to remember that MCP members must receive services covered by the MCP from facilities and/or providers on the MCP's provider panel. The only

time you can use providers that are not on Unison Health Plan's provider panel is for:

- emergency services
- federally qualified health centers/rural health clinics
- qualified family planning providers
- community mental health centers
- Ohio Department of Alcohol and Drug Addiction Services facilities which are Medicaid providers
- an out of panel provider that Unison Health Plan has approved you to see
- pharmacies for prescription drugs and some prescription medical supplies that are covered by Ohio Medicaid

You can find out which provider's are on Unison Health Plan's provider panel by calling our member services at 1.800.895.2017 (hard-of-hearing: 711) or on our website at www.unisonhealthplan.com. You can also contact the Ohio Department of Job and Family Services (ODJFS) managed care enrollment center (MCEC) at 1.800.292.3572 or on the MCEC website at <http://ohiomcec.com>.

What Are Emergency Services?

Emergency services are services for a medical problem that you think is so serious that it must be treated right away by a doctor. We cover care for

emergencies both in and out of the county where you live. If you have an emergency, call 911 or go to the nearest emergency room (ER) or other appropriate setting.

You do not have to contact Unison for an okay before you get emergency services. If you aren't sure whether you have an emergency, Unison Health Plan members can also call their PCP or NurseLine services, Unison Health Plan's 24-hour medical advice line.

Have Asthma, Diabetes Or Other Long Term Health Problems?

Unison has care managers who work with you and your doctor to help you manage your disease. We want to make your life better. Need extra help? Our Special Needs Unit (SNU) will help you find support services in your community. It is important for any new members that have a health condition that requires on-going care to call our member services department as soon as possible so we can help coordinate your care.



Unison's Miracles/Healthy First Steps Program for moms-to-be

You and your baby deserve a healthy start!
Join the Miracles/Healthy First Steps Program any time during pregnancy, **but sooner is better.**

A Pregnancy Buddy helps you set-up appointments and get ready for the baby. Keep all scheduled doctors visits during and after pregnancy, and earn **gift rewards**.

Keep Miracles/Healthy First Steps Happening for newborns and toddlers

After the baby is born, earn additional **gift rewards** by taking the baby to the doctor for regular well-care checkups (up to age 2).

To earn your gift rewards you need to stay in touch with Unison.



For More Information Or To Join A MCP

If you want information about the MCPs in your area or you want to join a MCP you can call the ODJFS MCEC at 1.800.605.3040 (TTY: 1.800.292.3572) and staff will be happy to help you.

You can also visit the website at <http://ohiomcec.com>. If you must join a MCP to receive your health care services, ODJFS will send you a letter. **It is important that you read the letter and choose a MCP by the date given in the letter. If you do not choose a MCP by the date given, ODJFS will choose a MCP for you.** Remember, you can call 1.800.605.3040 (TTY: 1.800.292.3572) or go to the website <http://ohiomcec.com> for more information about the MCPs you can join and for help in selecting a MCP.

Can I Change My MCP?

When you join a MCP, you have the right to change to another MCP at certain times. You can change to another MCP during the first three months of your membership or during the open enrollment month for your area. ODJFS will send you something in the mail to let you know when your open enrollment month will be.

You may ask to end your membership for certain reasons. Some people do not have to receive their health care through a MCP. ODJFS will give you more information about this. Also, if there is something special about the care you need or how you get the care that your MCP is not able to provide, you can ask to end your membership. You can ask to end your membership for these reasons at any time. If ODJFS decides that you do meet one of these reasons, it will end your membership. After you join a MCP, if you want to change to another MCP or think you have a special reason to end your MCP membership you can call 1.800.605.3040 (TTY: 1.800.292.3572).

If you have any problem in reading or understanding this or any other Unison Health Plan information, please contact our member services at 1.800.895.2017 (hard-of-hearing: 711) for help at no cost to you. We can help to explain the information or provide the information orally, in English or in your primary language. We may have the information printed in certain other languages or in other ways. If you are hard-of-hearing or visually impaired, special help can be provided.

We hope this information has answered some of your questions about Unison Health Plan. However, we know that this brochure only gives you some of the important information that you need to choose a health plan. You can contact Unison Health Plan to get more information including a list of the providers that belong to Unison Health Plan, how we pay our providers, or answers to any other questions you have before you make a choice. If you would like more information please contact Unison Health Plan at 1.800.895.2017 (hard-of-hearing: 711) and we will be happy to help you. You can also view information on our website at www.unisonhealthplan.com.

Ohio Department of Job and Family Services

ENROLLMENT INFORMATION

1.800.605.3040
1.800.292.3572 (TTY)
Monday - Friday 8:00 a.m. – 8:00 p.m.

Unison Health Plan

MEMBER SERVICES

1.800.895.2017
711 (hard-of-hearing)
Monday - Friday 7:00 a.m. - 7:00 p.m.

NURSELINE SERVICES

1.800.542.8630
1.800.855.2880 (TTY)
24-Hour - 7 days a week