



JOIN THE **UNISON** FAMILY!

Quality Health Care for Medicaid Consumers

# 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
- ▶ Gift Card Rewards 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
  - Participating Drug Stores
  - CDJFS Re-Determination Appointment
- ▶ Many Over The Counter (OTC) medications are covered with a prescription. (Limited to generics when available.)
- ▶ Nurse Help Line 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 directory. 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 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](http://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?

When you join Unison Health Plan it is important to remember that you must receive all medically-necessary health care services from Unison's facilities and/or providers. The only time you can use providers not on Unison Health Plan is for emergency care or for services provided at federally qualified health centers/rural health clinics, family planning providers listed in your provider directory, community mental health centers, and Ohio Department of Alcohol and Drug Addiction Services facilities which are Medicaid providers. Unison will give you a provider directory that will list all of our providers as well as other providers that you can see.

## 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 country where you live. If you have an emergency, call 911 or go to the nearest emergency room (ER) or other appropriate setting.

Some examples of when emergency services are needed include: miscarriage/pregnancy with vaginal bleeding, chest pain, bleeding that does not stop, serious breathing difficulties, possible stroke, and major burns. You do not have to contact Unison for an okay before you get emergency services.

If you are not sure whether you need to go to the emergency room, call your primary care provider or the 24/7 Nurse Line at 1.800.542.8630 (TTY 1.888.616.0021). Your PCP or the 24/7 Nurse Line can talk to you about your medical problem and give you advice on what you should do.

## Have Asthma, Diabetes Or Other Long Term Health Problems?

Unison has case 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 Member Services as soon as possible so we can help coordinate your care.



## Unison's Miracles Program for moms-to-be

**You and your baby deserve a healthy start!**  
Join the Miracles 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 up to **\$80 in gift cards**.

## Keep Miracles Happening for newborns and toddlers

After the baby is born, earn up to an additional **\$95 in gift cards** by taking the baby to the doctor for regular well-care checkups (up to age 2).

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



## Want More Information Or Want to Join?

If you want information about the MCPs in your area or you want to join a MCP you can call 1.800.605.3040 (TTY 1.800.292.3572) and staff will be happy to help you. If you must join a MCP to receive your health care services, the Ohio Department of Job and Family 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) for more information about the managed care plans you can join and for help in selecting a managed care plan.

## Can I Change My MCP?

When you join a managed care plan, 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 (TTY 1.888.616.0021) 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 visually or hearing 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 (TTY 1.888.616.0021) and we will be happy to help you. You can also view information on our website at [www.unisonhealthplan.com](http://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 • 1.888.616.0021 (TTY)  
Monday - Friday 7:00 a.m. - 7:00 p.m.

#### NURSE HELP LINE

1.800.542.8630 • 1.888.616.0021 (TTY)  
24-Hour - 7 days a week