



2017 Provider

# DIRECTORY

<Plan Name> <(Type)>

Custom\_Group\_Name\_line1

Custom\_Group\_Name\_line2

You can see **any provider** (in-network or out-of-network) that participates in Medicare and accepts your plan **at the same cost share**. Your co-pays or co-insurance will be the same.

This directory is a **partial list** of in-network providers near your **ZIP** code. For more information, please contact Customer Service at:



Toll-Free **1-877-211-6548**, TTY **711**  
8 a.m. - 8 p.m. local time, Monday - Friday



**[www.UHCRetiree.com/verizoneast](http://www.UHCRetiree.com/verizoneast)**



This page is intentionally left blank.

## Your plan

# PROVIDER DIRECTORY

### **This directory provides a list of your plan's in-network providers.**

This directory is for the plan listed on the cover. It is not a complete list of in-network providers available to you. However, the providers listed are the in-network providers closest to you based on your permanent mailing address. To see if a specific provider that is not included in this directory is in-network, please call Customer Service toll-free at **1-877-211-6548**, 8 a.m. - 8 p.m. local time, Monday - Friday. TTY users should call **711**. You can also search for in-network providers online at **[www.UHCRetiree.com/verizoneast](http://www.UHCRetiree.com/verizoneast)**, which is updated weekly and available 24 hours a day, 7 days a week.

This directory is current as of **October 1, 2016**. Some in-network providers may have been added or removed from our network after this directory was printed. We do not guarantee that each provider is still accepting new members.

There are approximately 239,108 primary care providers (PCP), 362,245 specialists and 2,803 hospitals in our network.



**For the most up-to-date information about the plan's in-network providers in your area:**

You can visit **[www.UHCRetiree.com/verizoneast](http://www.UHCRetiree.com/verizoneast)** or call Customer Service toll-free at **1-877-211-6548**, 8 a.m. - 8 p.m. local time, Monday - Friday. TTY users should call **711**.

---

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 approval with Medicare.

This information is available for free in other languages. Please call Customer Service toll-free at the number listed above.

This document may be available in an alternate format such as Braille, larger print or audio. Please call Customer Service toll-free at the number listed above.

Providers are prohibited from discriminating against any member, with regard to quality of service or accessibility of services, on the basis of race, ethnicity, national origin, religion, sex, age, mental or physical disability or medical condition, sexual orientation, claims experience, medical history, evidence of insurability, disability, genetic information, or source of payment.

The provider network may change at any time. You will receive notice when necessary.

Out-of-network providers may not be obligated to treat plan members, except in emergency situations. Please call Customer Service toll-free at the number listed above or see your Evidence of Coverage for more information.

Y0066\_160706\_184837\_NM

## Section 1

# INTRODUCTION

This directory provides a list of the plan's in-network providers. You do not need a referral to see an in-network or out-of-network provider. You can see any provider (in-network or out-of-network) that participates in Medicare and accepts your plan. To get detailed information about your health care coverage, please see your Evidence of Coverage.

### **The difference between in-network and out-of-network providers**

In-network providers are providers that your plan works with to provide your care. Out-of-network providers are providers that we currently are not contracted with. This directory contains a listing of providers who are part of the UnitedHealthcare provider network.

As a member of this plan, you may receive services from providers who are not part of the UnitedHealthcare network. You do not need a referral to receive services from in-network or out-of-network providers. However, the out-of-network provider you use must participate in Medicare and accept your plan. We cannot pay a provider who is not eligible to participate in Medicare. Check with your provider before receiving services to confirm that they participate in Medicare and accept your plan.

The "network providers" listed in this directory have agreed to provide you with your health care coverage. You may get covered services from out-of-network providers. You can also see a specialist without getting a referral. If you have been going to one in-network provider, you are not required to continue going to that same provider.

### **What is a primary care provider?**

A primary care provider (PCP) is the doctor who may see you on a regular basis as your main doctor.

Your PCP can help you:

- Make smart lifestyle choices to improve and maintain your health
- Get preventive care and health screenings
- Better understand your medical conditions
- Coordinate any specialist care to help avoid duplicate and expensive tests
- Manage your prescriptions and identify possible harmful interactions

### **How to choose a primary care provider (PCP)**

Although it's not required, you may choose one of our in-network providers to be your primary care provider (PCP) or you may choose an out-of-network provider to be your PCP.

Your PCP plays an important role in your health care. If you need help finding a PCP, call Customer Service toll-free at **1-877-211-6548**, 8 a.m. - 8 p.m. local time, Monday - Friday or visit us online at [www.UHCRetiree.com/verizoneast](http://www.UHCRetiree.com/verizoneast). TTY users should call **711**.

### **If I need emergency or urgently needed services**

A **medical emergency** is when you, or any other ordinary person with an average knowledge of health and medicine, believe that you have symptoms that require immediate medical care to

prevent death, loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.

If you have a medical emergency, get help as quickly as possible. Call **911** or go to the nearest emergency room, hospital or urgent care center. Emergency care can always be obtained in or out of the service area from the nearest available provider. Emergency services are also covered whether a provider is in-network or out-of-network.

**Urgently needed services** is a non-emergency, unforeseen medical illness, injury, or condition that requires immediate medical care. If you need urgent care, care can always be obtained in or out of the service area from the nearest available provider, whether that provider is in-network or out-of-network. In addition, when out of the service area, you can obtain dialysis treatment from any qualified dialysis provider.

### **If you get a bill**

There may be times when you get a bill from a provider for the full cost of medical care you have received. If this happens, please call Customer Service toll-free at **1-877-211-6548**, 8 a.m. - 8 p.m. local time, Monday – Friday. Please see your Evidence of Coverage for more information.

### **Accessing your mental health benefits**

To access your mental health benefits, call the toll-free mental health number on the back of your member ID card. When you call, a representative will check your eligibility and get basic information about you and your situation. Depending on the help you need, a clinician may talk with you and recommend a provider and treatment plan. Your personal information will be kept strictly confidential.

### **Organ transplant services**

Your plan has a nationwide network of facilities that perform organ transplants (including heart, lung, liver, intestine, kidney, bone marrow and/or pancreas). Solid organ transplants must be performed at a facility that is currently Medicare-approved for your specific type of transplant. The complete list of your plan's facilities that are approved by Medicare may change throughout the year. For information on network facilities for transplant services, please call Customer Service toll-free at **1-877-211-6548**, 8 a.m. - 8 p.m. local time, Monday - Friday or visit us online at **www.UHCRetiree.com/verizoneast**. TTY users should call **711**.

### **What is the service area for your plan?**

See your Evidence of Coverage for information about your plan's service area.

### **How do you find in-network providers in your area?**

In-network providers in your area are listed in the following sections of this directory. To find a provider using this directory, turn to the Table of Contents on the next page and see where each section begins. Go to the section of the type of provider you are looking for. Once you are in that section, locate the city you live in. Under each city you will find a list of providers in alphabetical order.

If you have questions about your plan or require assistance in finding a provider, please call Customer Service toll-free at **1-877-211-6548**, 8 a.m. - 8 p.m. local time, Monday - Friday or visit us online at **www.UHCRetiree.com/verizoneast**. TTY users should call **711**.



**For more information, please contact Customer Service at:**

**Toll-Free 1-877-211-6548, TTY 711**

**8 a.m. - 8 p.m. local time, Monday - Friday**

---

**[www.UHCRetiree.com/verizoneast](http://www.UHCRetiree.com/verizoneast)**

---

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 approval with Medicare.

UHEX17PP3963024\_000