

Get to know UHC Rewards

UnitedHealthcare Rewards is an incentive program that's included in your health plan. It rewards your employees with dollars for reaching program goals and completing one-time activities. Employees get to choose their activities as well as how to spend their earnings.

This toolkit provides guidance and resources to get your employees started earning rewards and moving toward a healthier lifestyle.



How employees get started

UnitedHealthcare plan members can register and get started with UHC Rewards in 2 ways—through the **UnitedHealthcare app** or **myuhc.com**.

UnitedHealthcare app

- 1 Download the **UnitedHealthcare app**
- 2 Sign in or register
- 3 Select the **Menu** tab and choose UHC Rewards
- 4 Activate rewards
- 5 Choose reward activities and start earning
- 6 Connect a tracker and get access to even more reward activities

myuhc.com

- 1 Visit **myuhc.com**
- 2 Sign in or register
- 3 Select **UHC Rewards** on the home page
- 4 Activate rewards
- 5 Choose reward activities and start earning

Downloading the app

The UnitedHealthcare app is available for both iOS® and Android® and can be downloaded in the App Store® or on Google Play®.



How employees get rewarded

There are many ways for employees to earn rewards. Plus, they get to choose how they want to spend their rewards. Reward activities are built for a variety of interests, from one-time actions to fitness goals and challenges.

Examples of reward activities

Connect a tracker in the UnitedHealthcare app

Trackers include smartphones and popular wearable devices

Complete daily fitness goals

Track a set number of minutes or steps per day (repeatable daily)

Track sleep

Track sleep for 14 nights

Complete weekly challenges

Track and achieve weekly goals around fitness or sleep (repeatable weekly)

Get a biometric screening

Screen for blood pressure, glucose, cholesterol, weight and more

Complete a health survey

Check in on health by taking a simple online health survey

Go paperless

Switch to paperless communications

Get a flu shot

Get an annual flu shot

Annual checkup

Complete an annual checkup to support health and prevent illness

24/7 Virtual Visit

Talk to a provider by video for common urgent care needs





How employees redeem rewards

UHC Rewards allows employees to choose from 3 options for redeeming their rewards:



A digital
Visa® gift card



HSA* or
HRA deposit



Buy a tracker

Employees have the flexibility to choose a different option each time they redeem. Plus, rewards can be redeemed at any time as long as they have a minimum of \$5.

Steps to redeem

Our goal is to make the rewards redemption process as simple as possible. Employees just follow these 3 steps:

- 1 Go to the UHC Rewards homepage
- 2 Select **Redeem rewards** at the top of the page
- 3 Choose how to redeem their rewards

*Optum Bank® only.

How employees can get an Apple Watch

With UHC Rewards, there's even more good to get. Employees have the option to enroll in **Earn It Off**. This is a payment option where they can get an Apple Watch for a low—or \$0—upfront cost and pay the remaining cost with the rewards they earn over 12 months.



APPLE WATCH
SERIES 8

APPLE WATCH
ULTRA

APPLE WATCH
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How employees get started

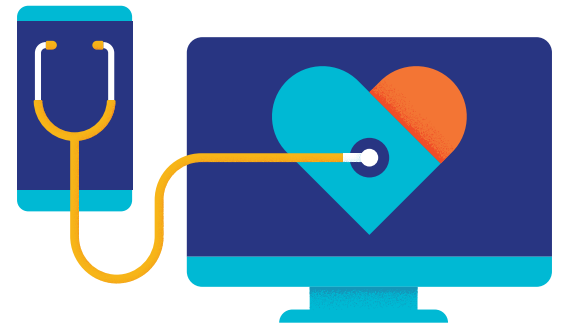
To participate, employees go to **UHC Rewards** in the **UnitedHealthcare app** and select **Redeem rewards**. Then they follow these steps:

- 1** Choose an Apple Watch and pay a low—or \$0—cost
- 2** Earn dollars through UHC Rewards to put toward the Earn It Off total
- 3** Pay off the cost of the Apple Watch over 12 months

Searching for a doctor made easy

To find a doctor, hospital, lab and other providers in your network on myuhc.com, follow these steps:

- 1 Sign in to **myuhc.com**®. You can create an account by choosing **Register now**.
- 2 Click on **Find a Provider** to search for a network doctor or facility
- 3 Select **Employer and Individual Plans**
- 4 Select **plan listed** on the bottom-right corner of your health plan ID card. (For NHP, select NHP HMO/POS Access network.)
- 5 Click on **People** to locate a primary care provider (PCP), or enter doctor name and click **Search**
- 6 Click on **Primary Care**
- 7 Choose which type of primary care provider
- 8 If you already know the doctor name, medical group or hospital you are looking for, enter that name in the open filter field and click **Filter**



Things to note:

- If you do not have a doctor's name, specialty, facility name or medical group in your designated ZIP code area, or you are searching for a new one, click on the **People** tile and follow the steps to find a new doctor
- For some plans, you will need to select a primary care PCP at the time of enrollment. If you do not select a PCP during enrollment, a PCP in your geographic area who is accepting new patients will be selected for you.
- Once you have selected your PCP, click on the **Overview** tab

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Under the **Overview** tab, you will find the Provider ID—the 14-digit number listed under the Medical Group name (for example, 00000999999 099). Please indicate the PCP’s name and Provider ID on your enrollment form. You must list the entire 14-digit Provider ID, including the last 3 digits, to avoid possible assignment errors.

Important: Some PCPs may have more than one Provider ID based on their medical group, location or hospital affiliation. Please be sure you select the Provider ID that aligns with the medical group, location and hospital of your choice.

myuhc.com is your personalized member website to help you access and manage medical, dental and vision plan information 24/7.* Members are encouraged to sign in to **myuhc.com** to find the most accurate provider network.

Questions?

Please contact us at **1-866-633-2446**, TTY **711** or call the number on your health plan ID card between 8 a.m.–5 p.m. ET, Monday–Friday



*Experience may vary by individual plan type.

All UnitedHealthcare members can access a cost estimate online or on the mobile app. None of the cost estimates are intended to be a guarantee of your costs or benefits. Your actual costs may vary. When accessing a cost estimate, please refer to the Website or Mobile application terms of use under Find Care & Costs section.

The choice of provider is yours. This site only serves as a general educational aid concerning provider listings and information about providers. The site is not a substitute for medical or health care advice and does not serve as a recommendation for a particular provider or type of medical or health care. **If you believe you are experiencing a medical emergency, please call 911.**

This directory’s provider information is updated weekly and may have changed. Please check with your provider before scheduling an appointment or receiving services to confirm whether they are participating. If you think any information in this directory is inaccurate, please let us know by clicking on ‘Report Incorrect Information’ on the specific provider’s page, or calling the toll-free number on your health plan ID card.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Health plan coverage provided by or through UnitedHealthcare of Florida, Inc. and Neighborhood Health Partnership, Inc.



Stressed? Anxious? With virtual therapy, getting help may now be easier than ever.



Reaching out may be hard—especially if you might not want anyone to know you’re hurting. From the privacy of home and the convenience of your mobile device* or computer, you can receive caring support from a licensed therapist.

Virtual therapy offers confidential counseling and includes:

Private video sessions

Get 1-on-1 support—in your home and at a time that’s convenient for you.

Help with coping—for children, teens and adults

Your licensed therapist may provide a diagnosis, treatment and medication if needed.

Similar standard of care as in-person visits

You can see the same therapist with each appointment and establish an ongoing relationship.

Virtual therapy is designed to help treat conditions like:

- ADD/ADHD
- Anxiety
- Mental health disorders
- Addiction
- Depression



A quicker way for the whole family to get care

A virtual visit for mental health care may be a great way for children and teens to get an appointment.

To find a provider and schedule a visit

Sign in or register on myuhc.com®. Then, go to **Find Care & Costs > Virtual Care > Behavioral Health Care > Get Started** and call the provider to set up an appointment. Or call the telephone number on your health plan ID card.

*Data rates may apply.

Costs and coverage may vary. Check your plan for details.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or their affiliates.

Administrative services provided by United HealthCare Services, Inc. or their affiliates, and UnitedHealthcare Service LLC in NY. Stop-loss insurance is underwritten by UnitedHealthcare Insurance Company or their affiliates, including UnitedHealthcare Life Insurance Company in NJ, and UnitedHealthcare Insurance Company of New York in NY.



Say hello to Self Care from AbleTo

On-demand access to self-help for stress and emotional well-being

Get access to self-care techniques, coping tools, meditations and more—anytime, anywhere. With Self Care, you'll get personalized content that's designed to help you boost your mood and shift your perspectives. Tap into tools created by clinicians that are suggested for you based on your responses to a short, optional assessment. Self Care is here to help you feel better—and it's available at no additional cost to you.



Daily mood tracking

Answer daily questions to record your current mood, identify patterns and self-assess your progress.



Meditation tools

Explore classic methods of relaxation—like deep breathing and positive visualization—in the moment when you need them.



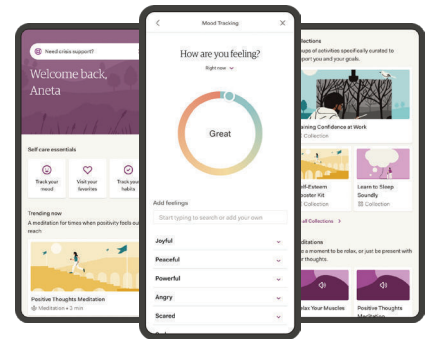
Collections

Build life skills with curated content, tools and resources for the stuff that matters most to you—from work life balance to sleep, and much more.



Personalized roadmap

Track your progress, set goals and make strides through weekly check-ins—Self Care helps you create a roadmap to support your self-guided journey to better mental health.



Ready to get started?

- Visit ableto.com/begin
 > Have your health plan ID handy
- Follow the steps to sign up
- Begin your self-care program

Learn more

Visit ableto.com/begin > Have your health plan ID handy

United
Healthcare



Self Care by AbleTo should not be used for urgent care needs. If you are experiencing a crisis or need emergency care, call 911 or go to the nearest emergency room. The information contained within Self Care is for educational purposes only; it is not intended to diagnose problems or provide treatment and should not be used on its own as a substitute for care from a provider. Self Care is available to members ages 13+ at no additional cost as part of your benefit plan. Self Care may not be available for all groups in District of Columbia, Maryland, New York, Pennsylvania, Virginia or West Virginia and is subject to change. Refer to your plan documents for specific benefit coverage and limitations or call the toll-free member phone number on your health plan ID card. Participation in the program is voluntary and subject to the Self Care terms of use.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or their affiliates.