



## **Health care with a difference**

**National support, a local focus, a personal interest in you**

- Personal support from a dedicated state Customer Care team that understands the needs of state and local government employees
- Access to bilingual, Spanish-English provider directories, tools and services to assist you and your family in managing your health care in the language you prefer
- Preventive care and health and wellness programs designed to help you and your family achieve some of your most important health goals, manage common conditions like asthma or diabetes, and simply get more out of your health care coverage
- Truly personal health care tools at your fingertips 24/7 at [myuhc.com](http://myuhc.com), including your own Personal Health Record, a confidential health assessment, wellness resources, online coaching and access to claims information



# We help New Mexicans take care of their health

## What UnitedHealthcare offers you

### A single, nationwide network with more than 560,000 doctors and health care providers

- We have 2,626 doctors and 33 facilities in New Mexico
- We offer an “Open Access” Choice Plus Plan, which means we have contracts with doctors and other health care providers at pre-set rates, and you never need a referral
- Your plan includes Presbyterian Hospitals and Clinics and UNM Hospitals and Clinics as two of many that currently participate in our “Open Access” Choice Plus Plan
- With a single, nationwide network, you can access your benefits anywhere in the country while traveling on vacation or for dependents living in other states



### Bilingual resources

- Spanish–English provider directories, tools and services let you and your family manage your health care in the language you prefer

### Benefits you can count on, without a lot of hassle

- You get the same coverage, no matter where you are in the network—in New Mexico, in Texas or 1,500 miles away
- Alternative medicine options are included, such as acupuncture and chiropractic, rolfing and naprapathy

**24-hour, dedicated  
Customer Care,  
online or by phone.**

**We can help make  
it easier for you and  
your family to get  
and stay healthy.**

# Your Benefits

## UnitedHealthcare "Open Access" Choice Plus Plan

The following are highlights of the State of New Mexico "Open Access" Choice Plus Plan administered by UnitedHealthcare. This summary contains highlights only. The specific terms of coverage, exclusions and limitations are contained in each administrator's Summary Plan Description.



**In-Network**

**Out-Of-Network**



### No Referral required for seeing a specialist

#### Benefit Highlights

Member deductible (per policy year)		
• Single	\$100	\$500
• 2 Persons	\$200	\$1,000
• Family	\$300 maximum	\$1,500 maximum
Out-of-pocket maximum (per policy year)		
• Single	\$2,000	\$4,000
• Family	\$5,000	\$10,000 maximum
Lifetime Maximum	Unlimited	

#### Physician Services

Office Visit Primary Care and OB/GYN	Deductible waived \$15 office visit copay	30% coinsurance
Office Visit Specialty Care (Specialists)	\$25 office visit copay	30% coinsurance



### 24/7 NurseLine<sup>SM</sup> or online nurse chat to help answer your health questions

Preventive Care	Deductible waived	30% coinsurance
• Routine Physical	No copay – Plan pays at 100%	
• Well child and Well adult care		
• Immunizations		
• Mammograms		
• Lab and X-rays associated with Wellness Exam		
• Colonoscopies		
• Routine vision screenings (up to 17 years old)		
• Routine hearing screenings (up to 25 years old)		



### Online Health Assessment, wellness information, online health coaches and more

Diagnostic Testing	included in office visit	30% coinsurance
• Laboratory Testing	included in office visit	
• X-Rays	10% coinsurance	
• MRI/PET Scans/CT Scans	10% coinsurance \$200 max. (over \$200, plan pays 100%)	
Allergy Treatment	\$25 office visit copay	30% coinsurance
Allergy Injection only	No copay	30% coinsurance
Allergy extract preparations	Included in office visit	30% coinsurance



### No pre-certification required with In-Network Providers

#### Hospital Services

Inpatient Hospitalization (including Professional and Facility Services)	\$300 per admission No copay for related physician services	30% coinsurance
Outpatient Surgery- • Professional Services • Facilities Services	10% coinsurance	30% coinsurance



### The Presbyterian and UNM hospitals and clinics are participating in the UnitedHealthcare Network

#### Maternity Services

Physician services	\$15 for initial office visit copay	30% coinsurance
Hospital Admission	\$300 copay per admission	
Routine nursery care for covered newborn	No copay	



### Our Healthy Pregnancy program is included



Added value benefits available from UnitedHealthcare

**In-Network**

**Out-Of-Network**

<b>Emergency Services</b>	Emergency Room	\$150 copay (Copay waived if admitted as a result of the emergency visit. Out-of-Network Benefit paid same as In-Network for true emergency only)	
	Urgent care center	\$35 copay	\$35 copay
	Ambulance – Ground or Air	20%	20%

<b>Mental Health</b>	Outpatient Services	\$25 per visit	30% coinsurance
	Intensive Services	\$75 per visit	
	Inpatient Services		
	Hospitalization	\$300 per admission	30% coinsurance
	Partial hospitalization	\$150 per admission	
	Residential treatment center	\$300 per admission	
	▪ (max 60 days per plan year combined with substance abuse benefit services)		

<b>Substance Abuse</b>	Outpatient Services	\$25 per visit	30% coinsurance
	Intensive outpatient program	\$75 per visit	
		(max 30 visits per plan year)	
	Inpatient Services		
	Hospitalization	\$300 per admission	30% coinsurance
	Partial Hospitalization	\$150 per admission	
	Residential treatment center	\$300 per admission	
	▪ (max 60 days per plan year combined with substance abuse benefit services)		

(max 30 days per plan year)

To access Mental Health and/or Substance Abuse services, you must call UnitedHealthcare at 1-800-842-0241.



Access comprehensive benefits and claims status information online anytime, plus wellness tools on [myuhc.com](http://myuhc.com)

<b>Other Services</b>	Chiropractic, Acupuncture, Massage Therapy and Roling	\$25 copay office visit	30% coinsurance
		\$1,500 Combined In-Network and Out-of-Network year maximum	
	Naprapathy	\$25 copay office visit (\$1,500 combined In-Network and Out-of-Network year maximum)	30% coinsurance
	Durable medical equipment, prosthetics and appliances	20% Unlimited Benefit	30% coinsurance (\$1,000 max per plan year)
	Hearing aids	15% coinsurance	15% coinsurance
	Physical Therapy Occupational Therapy Speech Therapy	\$25 copay office visit	30% coinsurance
		Maximum 60 visits per contract year	
	Cardiac or pulmonary rehabilitation	\$25 per visit	30% coinsurance
	Chemotherapy; Radiation Therapy; Dialysis	\$25 per visit	30% coinsurance
	Home Health Care	\$25 physician copay per visit No copay for nursing care services	30% coinsurance
		100 visit limit per plan year	
	Hospice	No copay	30% coinsurance
	\$7,500 Lifetime Maximum		
	Smoking/tobacco use cessation	50% coinsurance No lifetime maximum – includes medications purchased through drug program	

<b>Transplants</b>	Coverage for major human transplants ▪ See Summary Plan Description for details on transplant coverage	Applicable copays based on place and type of services	No Benefit
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<b>Prescription Drugs</b>	Administered by Express Scripts. Please refer to Summary Plan Description provided by Express Scripts or call Express Scripts at 1.877.849.5530		
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**Now you can choose  
health care benefits  
with a **personal difference****



**We encourage you to select UnitedHealthcare  
as your plan of choice during your open  
enrollment period.**

**All of your health information in one place at [myuhc.com](http://myuhc.com)®**

- The Personal Health Record lets you keep track of your health history, including medical conditions and laboratory results
- Secure access is provided to both you and your doctor
- Claims tracking information keeps you up to date
- Online wellness tools include health assessment testing, health coaching, disease management information and more

**For more information,  
visit [www.myuhc.com/  
groups/nmex](http://www.myuhc.com/groups/nmex)  
or call 1.800.842.0241**

