

Partnership Plan 2.0

UnitedHealthcare/Oxford welcomes You to the State of Connecticut Partnership Plan 2.0

UnitedHealthcare/Oxford has proudly served the State of Connecticut since 2005, with a designated service team.

Customer Service Access: 8:00am – 6:00pm EST

Prior to Effective Date: 800-760-4566

- When prompted, state “Become a Member”
- Hold the line and the next available representative will answer your call

After Effective Date: 800-385-9055

- Hold the line and the next available representative will answer your call

Benefits:

The Partnership Plan 2.0 offers a rich plan design, featuring the same point-of-service (POS) plan design offered to state employees, providing:

- In- and Out-of-Network coverage
- 100% coverage for In-Network preventive care
- Coverage for naturopaths, chiropractic care and acupuncture
- An extensive local and national network

Provider Network Information – Local

Local Network: Oxford Freedom

As a UnitedHealthcare/Oxford member, you will have access to one of the largest networks in the Connecticut, New York* and New Jersey tri-state area. In the tri-state, you will utilize the **Oxford Freedom** network. Oxford members can seek services from any participating **Oxford Freedom** provider in Connecticut, New York * and New Jersey without obtaining a referral.

- ❖ *Note: When speaking to your physician about their participation status, please use “**Oxford Freedom,**”, not “the State Plan”*

**The following counties in New York are considered within the Oxford Freedom network area: New York, Bronx, Dutchess, Kings, Nassau, Orange, Putnam, Queens, Richmond, Rockland, Suffolk, Sullivan, Ulster and Westchester. All other counties in New York would be considered out of the Oxford Freedom area, so members would utilize the UnitedHealthcare Choice Plus network.*

Searching for Local Providers

To search for your physician online:

- Visit <http://partnershipstateofct.welcometouhc.com> and move your cursor over “Benefits”
- Click on “Find a Doctor or Facility”
- Click on “Local Network Provider Search”
- You can search for Physicians or Facilities, and search for both by Location, Name or Oxford Provider ID by click on the appropriate radio button
- Complete the required fields marked with an asterisk - at minimum, and click “Search”

Provider Network Information – National

National Network: UnitedHealthcare Choice Plus

When traveling outside of the tri-state area, if you live out of the area, or if you have a child attending school out of the area, you also have seamless access to the UnitedHealthcare Choice Plus national network. By finding one of our UnitedHealthcare Choice Plus physicians, your services will be treated just as if you were still at home.

- ❖ *Please note only those providers located outside the tri-state service area are considered participating Choice Plus providers for Oxford members*

Searching for Providers Out of the Area

To search for a Choice Plus physician online:

- Visit <http://partnershipstateofct.welcometouhc.com> and hold your cursor over “Benefits”
- Click on “Find a Doctor or Facility”
- Click on “Choice Plus Provider Search”
- You can search by provider name or provider specialty by entering your search criteria and hitting “Search”
 - *You can narrow your search by changing the zip code
- You can also search a list of providers by specialty, service type, condition, etc. by selecting one of the blue boxes

Clinical Programs

- All Partnership Plan 2.0 members have access to the following programs:

UnitedHealthcare/Oxford Clinical Programs	
PHS 2.0: Personal Health Support Nurse Team	CKS: Comprehensive Kidney Solutions
NL: Oxford On-Call Nurse Line	TRS: Transplant Resource Services
WC: Telephonic Wellness Coaching	UBH: Full Care Management
TDS: Treatment Decision Support	HPP: Healthy Pregnancy Program
CHD: Congenital Heart Disease	MIP: Managed Infertility Program
CSP: Cancer Support Program	NRS: Neonatal Resource Services
CRS: Cancer Resource Services	HeN: HealtheNotes

- All Partnership Plan 2.0 members also have access to the **Rally Web Portal** on oxfordhealth.com
 - For additional information on Rally please visit <http://partnershipstateofct.welcometouhc.com> and put your cursor over “Online Tools & Resources” and click on “Your Member Website”

Prior Authorization

The following services require prior authorization*:

Air Ambulance	Oral Surgery
Chemotherapy	Organ Transplant
Colonoscopy	Orthoptic Exercises
Dialysis	Outpatient Physical and Occupational Therapy
Durable Medical Equipment Over \$500	Outpatient Surgery
High Cost Diagnostic Imaging (MRI, CT Scan, etc.)	Private Duty Nursing
Infertility Treatments	Skilled Nursing Facility Admission
Inpatient Admissions	Specialized Formula
Inpatient Hospice	Specialized Infant Formula
Inpatient Mental Health / Substance Abuse	Specialty Hospital Admission
Inpatient / Outpatient Sleep Study	Substance Abuse Residential Treatment

- ❖ Please note, this list is not complete and is subject to change. It is best to have your physician call UnitedHealthcare/Oxford for confirmation prior to services being rendered
- ❖ Members who obtain non-emergency services from a Non-Network Provider without obtaining the required Prior Authorization may be subject to a penalty equal to \$500 or 20% of the cost of such services, whichever is less

Most Questioned Benefits

Benefit	In-Network Coverage	Out-of-Network Coverage
Preventive Care: Adult and Pediatric	No Copay	Deductible Plus Coinsurance
Immunizations/Vaccines	No Copay	Deductible Plus Coinsurance
Primary Care and Specialist Sick Visits	\$15 Copay	Deductible Plus Coinsurance
Naturopathic Physician Visits	\$15 Copay	Deductible Plus Coinsurance
Emergency Room	\$35 Copay Waived if Admitted	\$35 Copay Waived if Admitted
Urgent Care Center	\$15 Copay	Deductible Plus Coinsurance
Routine Vision Exam & Refraction	\$15 Copay - 1 Exam Per Calendar Year	Deductible Plus 50% Coinsurance 1 Exam Per Calendar Year
Infertility Services	\$15 Copay Office No Copay Inpatient and Outpatient Hospital	Deductible Plus Coinsurance

- Out-of-Network Deductible: \$300 (individual) / \$900 (family)
- Out-of-Network Out-of-Pocket Maximum: \$2,300 / \$4,900 (includes deductible)

Most Questioned Benefits – Continued

Benefit	In-Network Coverage	Out-of-Network Coverage
Outpatient PT/OT	No Copay Unlimited Visits	Deductible Plus Coinsurance 30 Visits Per Calendar Year
Speech Therapy	No Copay Unlimited Visits	Deductible Plus Coinsurance 30 Visits Per Calendar Year
Chiropractic	No Copay Unlimited Visits	Deductible Plus Coinsurance 30 Visits Per Calendar Year
Acupuncture - 20 Visits Per Calendar Year Combined In- and Out-of- Network	\$15 Copay	Deductible Plus Coinsurance
Durable Medical Equipment	No Copay	Deductible Plus Coinsurance
Foot Orthotics	No Copay	Deductible Plus Coinsurance
Nutritional Counseling - 3 Visits per person per calendar year	No Copay	Deductible Plus Coinsurance

- Out-of-Network Deductible: \$300 (individual) / \$900 (family)
- Out-of-Network Out-of-Pocket Maximum: \$2,300 / \$4,900 (includes deductible)

Transition of Care

- Transitional care is a process in which a member may be allowed to access non-network providers on an In-Network basis to continue a course of treatment during a transitional period. Transitional Care is sometimes referred to as Continuity of Care
- If a member is currently undergoing treatment for a life threatening or disabling disease or condition, or is in their second or third trimester of pregnancy, and their physician is currently not participating with UnitedHealthcare/Oxford (Oxford Freedom Network), members can qualify to continue using their physician for 60 days after transition at the In-Network level of care

Type	Form Used	Subject to Med. Criteria?	Oxford will approve Transitional Care if
New member enrollment	Transitional Care Agreement Form for New Member <i>*Form can be provided upon request</i>	No	The member meets criteria relating to: <ul style="list-style-type: none"> ○ Life threatening disease/condition ○ Disabling disease/condition ○ Second or third trimester of pregnancy ○ Provider signs the Transitional Care Agreement Form for New Member and agrees to Oxford's policies and procedures ○ MD review is not required to certify

Contact Information

UnitedHealthcare/Oxford Contact Information

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Member Websites:

Partnership Plan Dedicated Site: <http://partnershipstateofct.welcometouhc.com/home>

- Contains information regarding the Partnership Plan, HEP information, how to search for a provider and more

Oxford Secure Member Portal: <https://www.oxfordhealth.com/>

- Secure site for members to look up claims information, wellness information, order ID cards and more