

# Get Started

## Save Time Online



### Your Plan Benefits

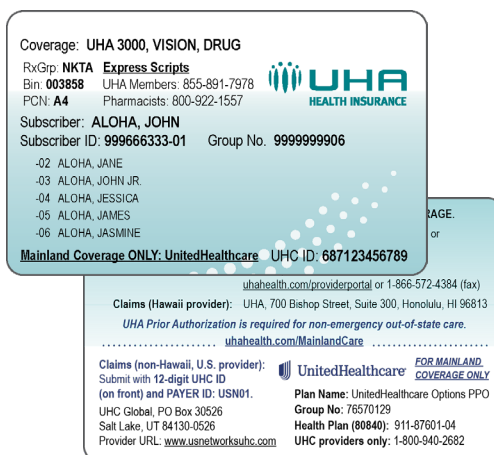
## Connect with UHA

You and your health are very important to us. UHA's online resources are dedicated to helping you live well and be well—for better health and a better life.

### Save Time with UHA

Always available at: [UHAhealth.com](http://UHAhealth.com)

Secure 24/7 access to your health plan information from a PC, laptop, tablet, or phone—no matter where you are!



ID card sample is for illustration only.

### 1 Step One: Register at [UHAhealth.com/members](http://UHAhealth.com/members)

Whether you're using a desktop, mobile device, or tablet, our member portal lets you access your plan benefits, view or print your member ID card, and track your claim.

- Once you've received your member ID card, visit [UHAhealth.com/members](http://UHAhealth.com/members) to create your account.
- Don't have your member ID card yet? Call UHA Customer Services to request your member ID number.
  - 532-4000 (Oahu),
  - (800) 458-4600 (Neighbor Islands)
  - 8:00 AM-4:00 PM, Monday-Friday
- **UHA On-the-Go** (Mobile Member Portal)

### 2 Step Two: Get to Know Your Benefits

Member pages are designed to help you manage, understand and use your coverage benefits.

- Visit [UHAhealth.com/members](http://UHAhealth.com/members) to learn about:

- Member programs
- Wellness & prevention benefits
- Prescription drug tips and tools

- Visit [wellness.UHAhealth.com](http://wellness.UHAhealth.com) for recipes and helpful tips on:

- Healthy eating
- Well-being
- Activity & exercise
- Healthcare

- Get a digital copy of your member ID card wherever you go.

- Visit [m.UHAhealth.com](http://m.UHAhealth.com) to access your account on a mobile device
- Email or fax your member ID card to a provider via the mobile web app

### 3 Step Three: Find a provider



- Visit [UHAhealth.com](http://UHAhealth.com) or [m.UHAhealth.com](http://m.UHAhealth.com) and click on "Find a Provider" at the top of the screen.

- You can search by island, city, zip code, specialty, or provider name/organization.



UHA Online  
Member Services

# Care When and Where You Need It



## Know when to choose primary care, urgent care, emergency room, or telemedicine

When only those with true emergencies go to the emergency room, the department can operate efficiently, providing life-saving care to those who need it.

*If you feel certain that you are experiencing a non-emergency, choose an urgent care center—you'll receive faster, more tailored service; avoid unnecessary costs; and allow emergency room doctors to focus their attention on saving lives.*

### To find a doctor near you

Locate a Hawaii provider at [UHAhealth.com](https://UHAhealth.com) and click on Find a Provider at the top of the screen.

While on the U.S. mainland, go to: [UHAhealth.com/mainlandnetwork](https://UHAhealth.com/mainlandnetwork)

Care Center	What type of care do they provide?
Primary Care	<ul style="list-style-type: none"><li>• Regular check-ups</li><li>• Prescriptions</li><li>• Non-emergency issues</li></ul>
Urgent Care	<ul style="list-style-type: none"><li>• Prescription refills</li><li>• Work notes</li><li>• Minor illnesses or injuries</li><li>• Symptoms of a chronic problem for which you are currently being treated</li><li>• Conditions for which you have already visited your PCP</li><li>• Follow-up visit for a condition which has already been treated (e.g. removing stitches from a previous emergency room visit)</li></ul>
Emergency Room	<ul style="list-style-type: none"><li>• Serious injuries (broken bones, poisoning, head trauma, etc.)</li><li>• New or worsening symptoms (severe allergic reaction, trouble breathing, convulsions, etc.)</li><li>• Symptoms from serious medical conditions (such as uncontrolled diabetes, asthma or heart disease) that your doctor has told you to be concerned about</li><li>• Emergent concerns after discharge from a recent hospitalization or surgery</li></ul>
Telemedicine	<ul style="list-style-type: none"><li>• Non-emergency issues that don't require treatment in a medical facility</li></ul>

# Access telehealth care for you and your family.

- See your physician from the safety of your home or workplace
- Quality care when and where you need it
- Connect by smartphone, tablet or computer
- UHA covers telehealth visits with participating providers at 100%.\*

\*Telehealth covered at 100% of eligible charges with no copay or deductibles when rendered by a participating provider in UHA's network. Benefits valid only for the duration of the federal COVID-19 state of emergency. The conditions for the coverage of telehealth copays can be found in UHA's current Telehealth Services Payment Policy. Or call UHA to find out more.



Telehealth

## Find a Doctor While on the U.S. Mainland

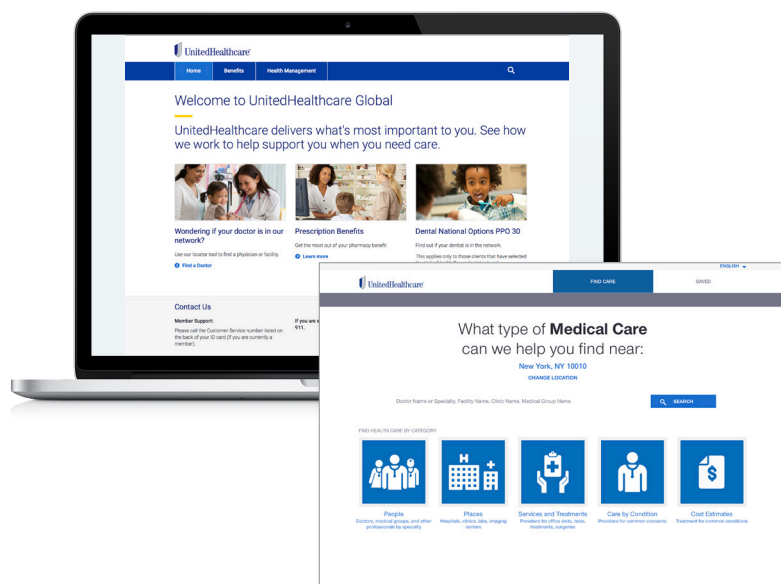
Through your UHA Health Insurance benefit plan, you have access to the UnitedHealthcare Options PPO Network.\* Your UHA Health Insurance plan is designed to give you the confidence and support you need to help you stay healthy. By using UnitedHealthcare's provider network, you will have access to quality health care resources to support all of your health-related needs during your stay on the mainland.

### Find a doctor near you



To find a doctor near you, go to [UHAhealth.com/mainlandnetwork](https://UHAhealth.com/mainlandnetwork)

1. Click on the link to the UnitedHealthcare provider search tool.
2. From the homepage, select "Find a Doctor".
3. Search for health care providers near your location.
4. Search for specific doctors, specialties or facilities by typing them in the search bar.
5. Find health care by category by clicking on People, Places, Tests and Imaging, Services and Treatments or Care by Condition.



Our UHA Customer Services team is available for you 8 AM - 4 PM Hawaii Standard Time, Monday through Friday except holidays. For assistance with UHA Health Insurance and provider inquiries in the U.S. mainland, please call (808)532-4000, Toll-free: (800)458-4600.

\*Insurance coverage is provided by UHA. The administrative services are provided by United HealthCare Services, Inc.

In the event that you find yourself in need of care from a non-network provider, please contact UHA Health Insurance at (808)532-4000, Toll-free: (800)458-4600.



# While Away from Hawaii



## While Away From Hawaii You May Need Care

We hope you enjoy traveling to the mainland and around the world. While traveling away from home, please know that UHA's healthcare network is within the state of Hawaii only. For travel emergencies and other situations that meet UHA guidelines for mainland care, UHA works with UnitedHealthcare.

### Benefits When Traveling, Studying, or Working Out-of-state

Although UHA's service area is only within Hawaii, benefits are available when you travel. Hawaii will always be your island home, but sometimes, work or school requires mainland travel. Get the coverage you need, even when you're away from home.

### Studying on the Mainland

Staying healthy is important — and UHA makes that possible for your college student while they're away from home. If you have a dependent under 26 years old living on the mainland as a student, your UHA benefits will cover emergency services, urgent care visits, and preventive care visits through a UnitedHealthcare provider.

#### Eligible Students:

- Are dependent children under 26 years of age attending school or living on the mainland
- Coverage through COBRA and living on the mainland will be reviewed on a case by case basis
- Have access to medical providers across the mainland with the UnitedHealthcare Options PPO Network.

### Other Members Living on the Mainland

#### Eligible Members:

- Are working for a Hawaii-based employer
- Coverage through COBRA and living on the mainland will be reviewed on a case by case basis
- Have access to medical providers across the mainland with the UnitedHealthcare Options PPO Network.



While Away  
from Hawaii

Visit [UHAhealth.com/whileaway](https://UHAhealth.com/whileaway) or scan the QR code. For more details on coverage for you and your family while away from Hawaii, visit [UHAhealth.com](https://UHAhealth.com).

### Physician-referred Care Outside of Hawaii

#### Important Points About Specialized & Elective Services\*

- UHA's healthcare network is within the state of Hawaii only.
- You will pay substantially more for services you receive on the mainland if the service can be done in Hawaii.
- If you choose to go to the mainland for specialized, elective or non-physician referred treatment when the same or similar covered service is available here locally there are limitations on what is covered and what UHA will pay. Please contact our Health Care Services team at **(808) 532-4006** to discuss your options.
- Visit [UHAhealth.com/mainlandcare](https://UHAhealth.com/mainlandcare) for more information or scan the QR code.



Referred Care  
Outside of Hawaii

*\*It is imperative that you understand this completely before any mainland services are received.*

Whether you're studying or working on the mainland, if an eligible member has two addresses, UHA will only recognize the Hawaii address which provides coverage in the plan's service area. Insurance covers costs involved according to the limits of your plan. There are coverage limitations for specialized or elective services.