

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

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



Example ID card is for illustration only.

1 Step One: Register at UHAhealth.com/memberportal

Online Member Services allows you to access your plan benefits, view or print your member ID card, and track your claims.

Once you've received your member ID card, visit UHAhealth.com/memberportal to register for your Online Member Services member portal account.

Don't have your member ID card yet? Call UHA Customer Services to request your member ID number.

- (808) 532-4000 (Oahu)
- (800) 458-4600 (Neighbor Islands)
- 8:00 AM-5:00 PM, Monday-Friday

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 to learn about:
 - Member programs
 - Wellness & prevention benefits
 - Prescription drug tips & tools
- Visit UHAhealth.com/ctd for recipes and helpful tips on:
 - Healthy eating
 - Well-being
 - Activity & exercise
 - Healthcare
- Log in to your Online Member Services account to:
 - View your specific plan benefits
 - View or print a digital copy of your member ID card
 - Track your claims

• Connect with us @UHAhealth



3 Step Three: Find a provider



- Visit UHAhealth.com and click on “Find Care Providers & Drugs” 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 physician near you

Locate a Hawaii provider at UHAhealth.com and click on Find Care Providers and Drugs at the top of the screen.

While traveling on the U.S. Mainland, go to: UHAhealth.com/mainlandnetwork

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

While Away from Hawaii



While Away
from Hawaii

Visit 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.

While Away From Hawaii You May Need Care

We hope you enjoy traveling to the U.S. 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 U.S. mainland care, UHA works with UnitedHealthcare through the UnitedHealthcare Options PPO Network, which may help you control your health care expenses during your stay on the U.S. mainland.

Benefits When Traveling Out-of-state

- **If you suddenly become injured or ill while traveling in the U.S. mainland, any emergency care, urgent care, or hospitalization will be covered according to your plan benefits.**
- Traveling to a foreign country for the purpose of receiving services is not a covered benefit, even if referred by your doctor. Only emergency medical services performed outside the U.S. will be covered if they meet appropriate criteria.
- See the "Physician-referred Care Outside of Hawaii" section below for general information, or contact our Health Care Services team at **(808) 532-4006** to discuss your options.

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 U.S. mainland if the service can be done in Hawaii.
- If you choose to go to the U.S. 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 for more information or scan the QR code.



Referred Care
Outside of Hawaii

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

Studying on the U.S. 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 U.S. mainland as a student, your UHA benefits will cover emergency services, urgent care visits, and preventive care visits through a UnitedHealthcare provider in the UnitedHealthcare Options PPO Network.

Eligible Students:

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

Other Members Living on the Mainland

Eligible Members:

- Are dependent children less than 26 years of age who reside on the mainland; or
- Are subscribers or the qualified dependents of a subscriber, if the subscriber's employer requires the subscriber to reside on the U.S. mainland while working; or
- Are covered through COBRA and living on the U.S. mainland (this will be reviewed on a case by case basis).

Members in the above scenarios have access to medical providers across the U.S. mainland with the UnitedHealthcare Options PPO Network. If they have 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.

Find a Doctor While on the U.S. Mainland

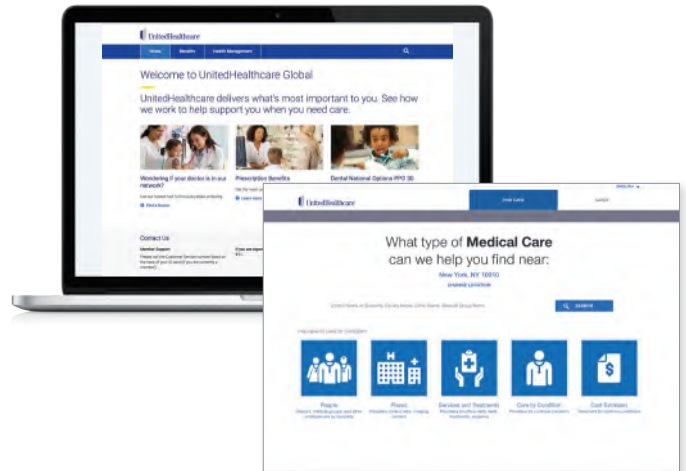
Through your UHA Health Insurance benefit plan, you have access to the UnitedHealthcare Options PPO Network while traveling on the U.S. Mainland.* Our agreement with UnitedHealthcare's provider network allows you access to quality health care resources and may help you control your health care expenses in case of an emergency during your stay on the mainland. **If you are a member who lives on the mainland, please see the "While Away from Hawaii" section.**

Find a doctor near you



To find a doctor near you, go to 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 - 5 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 Health Insurance. The administrative services are provided by UnitedHealthcare 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.

SOURCE: MKT_OE-0411-010524

Live Well: Available Gym Membership

Getting active just got easier™

Active&Fit Enterprise™ - Enjoy the Freedom of Flexible Fitness

UHA members can enjoy access to participating fitness centers across the state with rates starting

as low as
\$10
per month

► Prefer to workout at home?

- Select (1) Home Fitness Kit each program year for an annual member fee of \$10
- Access 5,500+ workouts on demand
- Track your progress with the **Active&Fit Connected!™** tool

Learn more at uhahealth.com/activeandfit.

Questions? Call toll-free 1.877.771.2746

Monday through Friday, 9 a.m. to 5 p.m. Hawaii time.



SOURCE: MKT-0999-061423

Your use of the Active&Fit Connected! tool serves as your consent for American Specialty Health Fitness, Inc. (ASH Fitness) to receive information about your tracked activity. The Active&Fit Enterprise program is provided by American Specialty Health Fitness, Inc. (ASH Fitness), a subsidiary of American Specialty Health Incorporated (ASH). Please talk with your doctor before starting or changing your exercise routine. All programs and services are not available in all areas. The people in this piece are not Active&Fit Enterprise members. Active&Fit Enterprise, Active&Fit Connected!, Getting active just got easier, and the Active&Fit Enterprise logo are trademarks of ASH. Nonstandard services at the fitness center that call for an added fee are not part of the Active&Fit Enterprise program. Fitness center participation may vary by location and is subject to change.