

THE BENEFIT

Housing Benefits Plan (HBP) is the medical plan provided to you by your housing authority. It is directed by housing authority Executive Directors from across Southeast and Southwest NAHRO for the benefit of housing authorities.



May 2024

Please share this with all of your HBP employees, retirees, and COBRA members. Also share with the ED, HR, and Finance.

UHC Website Tools

UHC/Optum has created a monthly engagement toolkit offering resources and content on relevant topics and trends to support the health and well-being of HBP members. The May engagement toolkit focusing on **Mental health awareness** is now available. For more information, on this topic and other topics, please access May's toolkit at <https://optumeap.com/newthismonth/en-US>. You may also click on the view toolkit link on the Mental health awareness attachment.



Employee Assistance Program (EAP)

With May's health focus and the engagement toolkit directing attention to mental health awareness, including burnout, now is a good time to point out the Employee Assistance Program (EAP). EAP services are embedded with the medical plan at no additional cost to you. *Limitations apply, see page 9. Your EAP offers 24/7 access to personalized support, resources, and no-cost referrals. All calls are confidential one-on-one help from a master's-level specialist such as a clinician, counselor, mediator, lawyer, or financial advisor who could help change your life for the better.

These professionals are trained to help you:

- Identify resources for managing stress, anxiety, or depression.
- Improve relationships at home or work.
- With legal and financial concerns.
- Find ways to help you cope with occupational stress and burnout.
- Address substance use issues.

Contact EAP directly at 1-888-887-4114. See attached for more information.

May's Health Focuses

Each month, UHC — who offers incentives and well-being programs — provides information on their selected health focus. The May selections are:

National awareness — Mental health awareness and National physical fitness & sports month

UHC's health tip — Recognizing burnout

UHC's employer tip — Health & well-being challenges

UHC Rewards challenges* — Biometric screening & annual checkup

**Enroll in UHC Rewards and complete these challenges to earn money.*

Information on each is attached.

Please note that attachments may have links with more information.

If the newsletter is printed, you may want to print the additional linked information for your team.

Previous newsletters can be found on HBP's website at:

[Newsletters | HousingBP.com](#)

Pharmacy Benefit Update Effective May 1, 2024

UnitedHealthcare updates its Prescription Drug List (PDL) to keep pace with current market trends, price changes, and new clinical information. Impacted employees were sent letters 30-60 days prior to the May 1st effective date. The new PDL can be found on the Plan Descriptions page of HBP's website at [Plan Descriptions | HousingBP.com](#)

Upcoming Webinar Trainings

Thurs, May 23, 10am (EST) Topic: [How to Simplify Your Life](#) *click to register*

Upcoming Conferences

Visit the HBP booth at the following conferences to meet the marketing team and get resources on free perks!

May: KS/OK NAHRO

June: SERC NAHRO, SW NAHRO, & HAVE-STR

August: THA & CCHRCO

September: KHA/TAHRA, GAHRA & LHC

The HBP website at www.housingbp.com provides more information and helpful links.

Questions or comments? Email us at hbp@callhsa.com or call 1-800-288-7623, option 5.

Member Educational Materials for May

National Health Observance: Mental Health Awareness Month and National Physical Fitness & Sports Month

May's health observances are Mental Health Awareness Month and National Physical Fitness & Sports Month. Looking for educational information related to these topics? If so, check out the following UnitedHealthcare educational resources:

- [Exercise and mental health](#)
- [Understanding mental health](#)
- [6 healthy living habits](#)

6 habits for healthier living

The idea of healthy living may sound relatively simple, but maybe you're struggling with how to form healthy habits. A few nudges in the right direction, along with practical advice might help you take control of your health and your lifestyle habits. After all, it's easy to tell someone to eat more fruits and veggies or get regular exercise, but how do you put those things into action every single day?

There are so many habits — big and small — that you can do to keep your health in check and help you live a longer, happier life. Let's go over 6 healthy living habits that can help you on your way.



Health Tip Flier of the Month: Recognizing burnout

UnitedHealthcare Health Tip Fliers may be a visual and engaging way of providing member-level education. Check out this month's Health Tip Flier on Recognizing burnout ([English](#) & [Spanish](#)).

UnitedHealthcare | Health Tip

Health tip: Recognizing Burnout

Originally used to describe the consequences of severe stress and high ideals in "helping" professions, burnout may affect individuals in several career fields, from career-driven people to overworked employees, homemakers, and students.¹

According to the International Classification of Diseases (ICD-11), burnout is an occupational phenomenon characterized by three dimensions. These dimensions include feelings of energy depletion or exhaustion, reduced professional efficacy, and increased mental distance from one's job, or feelings of negativism related to one's job.²

Signs and symptoms of burnout^{3,4}

There are three main groups of symptoms that are signs of burnout:

- 1. Exhaustion.** Those affected feel drained and emotionally exhausted, unable to cope, tired and down, and don't have enough energy. Physical symptoms include things such as pain and gastrointestinal problems.
- 2. Alienation from work-related activities.** People who have burnout find their jobs to be increasingly stressful and frustrating. They may start to be cynical about their working conditions and colleagues while also distancing themselves emotionally.
- 3. Reduced performance.** Burnout typically affects everyday tasks at work, at home or when caring for family members. Those impacted are very negative about their tasks, find it hard to concentrate and lack creativity.

It is important not to confuse the signs and symptoms of burnout with those for stress or depression. Signs and symptoms that occur in both burnout and depression include feeling down, extremely exhausted and experiencing reduced performance. When seeking help, it is recommended to speak with a medical professional as self-diagnosing may lead to the wrong treatment. In contrast, burnout may be the result of unrelenting stress, but it is not the same thing as too much stress. While stress involves **too much**, burnout is about **not enough**. Being burnt out means lack of control, lack of clear job expectations, or work-life imbalance. Most people may feel stress, but burnout develops gradually over time.

Myths about burnout

There are many myths about burnout; don't be fooled. Some myths include:

Myth. You must not be good at your job.

Myth. Burnout means you need to make a job change.

Myth. Burnout may be overcome by working harder.

Myth. One day of rest will make everything better.

Myth. Taking time away from work or investing in self-care makes you weak.

UnitedHealthcare | Consejo de Salud

Consejo de salud: Cómo Reconocer el Agotamiento

Originalmente usado para describir las consecuencias del estrés grave y los altos ideales en las profesiones "que brindan ayuda", el agotamiento puede afectar a personas de diversos campos profesionales, desde personas impulsadas por carreras profesionales hasta empleados, asistentes domésticos y estudiantes sobrecargados de trabajo.¹

Según la Clasificación Internacional de Enfermedades (International Classification of Diseases, ICD-11), el agotamiento es un fenómeno ocupacional caracterizado por tres dimensiones. Estas dimensiones incluyen sentimientos de abatimiento o agotamiento de la energía, disminución de la eficacia profesional y mayor distancia mental con el trabajo, o sentimientos de pesimismo relacionados con el trabajo.²

Signos y síntomas de agotamiento^{3,4}

Existen tres principales grupos de síntomas que son signos de agotamiento:

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- 2. Distanciamiento de las actividades relacionadas con el trabajo.** Las personas que tienen agotamiento sienten que sus trabajos son cada vez más estresantes y frustrantes. Es posible que comiencen a ser cínicas con respecto a sus condiciones laborales y colegas y, a su vez, a distanciarse emocionalmente.
- 3. Disminución del desempeño.** Por lo general, el agotamiento afecta las tareas diarias en el trabajo, el hogar o durante el cuidado de familiares. Las personas afectadas son muy negativas con respecto a sus tareas, tienen muchas dificultades para concentrarse y no tienen creatividad.

Es importante no confundir estos signos y síntomas de agotamiento con los de estrés o depresión. Los signos y síntomas tanto del agotamiento como de la depresión incluyen sentimientos de abatimiento, extenuación extrema y disminución del desempeño. Al buscar ayuda, se recomienda hablar con un profesional médico, ya que el autodiagnóstico puede llevar al tratamiento incorrecto. Por el contrario, el agotamiento puede ser el resultado del estrés constante, pero no es lo mismo que mucho estrés. Mientras que el estrés implica **exceso**, el agotamiento se relaciona con **ineficiencia**. Estar agotado significa falta de control, falta de expectativas laborales claras o desequilibrio entre la vida personal y laboral. La mayoría de las personas pueden sentir estrés, pero el agotamiento se desarrolla gradualmente con el tiempo.

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Causes and consequences of burnout⁵

There are several possible causes and consequences of burnout. Specifically, job burnout may result from various factors including:

1. **Lack of control.** An inability to influence decisions that affect your job — such as your schedule, assignments, or workload —as well as a lack of the resources you need to do your work, could lead to job burnout,
2. **Unclear job expectations.** If you're unclear about the degree of authority you have or what your supervisor or others expect from you, then you're not likely to feel comfortable at work.
3. **Dysfunctional workplace dynamics.** Perhaps you work with an office bully, feel undermined by colleagues, or your boss micromanages your work. This may contribute to job stress.
4. **Extremes of activity.** When a job is monotonous or chaotic you need constant energy to remain focused which may lead to fatigue and job burnout.
5. **Lack of social support.** If you feel isolated at work and in your personal life you might feel more stressed.
6. **Work-life imbalance.** If your work takes up so much of your time and effort that you don't have the energy to spend time with your family and friends, you might burn out quickly.

Should burnout be unaddressed, significant consequences may occur. These consequences range from excessive stress, fatigue, and insomnia to alcohol or substance misuse, heart disease, and high blood pressure.

Coping with burnout⁶

Whether you recognize the warning signs of impending burnout or you're already past the breaking point trying to push through the exhaustion and continuing as you have been may only cause further emotional and physical damage. Now is the time to pause and change direction by learning how you may help yourself overcome burnout and feel healthier and more positive. Dealing with burnout requires the "Three R" approach:

1. **Recognize.** Watch for the warning signs of burnout.
2. **Reverse.** Undo the damage by seeking support and managing stress.
3. **Resilience.** Build your resilience to stress by taking care of your physical and emotional health.

The following tips for preventing or dealing with burnout may help you cope with symptoms and regain your energy, focus, and sense of well-being.

- **Evaluate your options.** Discuss specific concerns with your supervisor. Work together to change expectations or reach solutions. Set goals for what must get done and what may wait.
- **Seek support.** Whether you reach out to co-workers, friends or loved ones, support and collaboration might help you cope. If you have access to an employee assistance program, take advantage of relevant services.
- **Try a relaxing activity.** Explore programs that may help with stress such as yoga, meditation, or tai chi.
- **Get some exercise.** Regular physical activity may help you to better deal with stress. It may also take your mind off work.
- **Get some sleep.** Sleep restores well-being and helps protect your health.
- **Mindfulness.** Mindfulness is the act of focusing on your breath flow and being intensely aware of what you're sensing and feeling at every moment, without interpretation or judgment. In a job setting, this practice involves facing situations with openness and patience, and without judgment.

Sources:

¹ Depression: What is burnout? - InformedHealth.org - NCBI Bookshelf (nih.gov), June 2020. Accessed October 2022.

² Burn-out an "occupational phenomenon": International Classification of Diseases (who.int), May 2019. Accessed October 2022.

³ Depression: What is burnout? - InformedHealth.org - NCBI Bookshelf (nih.gov), June 2020. Accessed October 2022.

⁴ Burn-out an "occupational phenomenon": International Classification of Diseases (who.int) May 2019. Accessed October 2022. Burnout Prevention and Treatment - HelpGuide.org, November 2021. Accessed October 2022.

⁵ Job burnout: How to spot it and take action - Mayo Clinic, June 2021. Accessed October 2022.

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Causas y consecuencias del agotamiento⁵

Hay diversas causas y consecuencias posibles del agotamiento. Específicamente, el agotamiento laboral puede ser el resultado de varios factores incluidos los siguientes:

1. **Falta de control.** Una incapacidad para influir en las decisiones que afectan su trabajo, como el horario, las tareas o la carga laboral, así como también la falta de recursos que necesita para hacer su trabajo, puede ocasionar agotamiento laboral.
2. **Expectativas laborales poco claras.** Si no tiene claro el grado de autoridad que tiene o lo que su supervisor u otras personas esperan de usted, es probable que no se sienta cómodo en el trabajo.
3. **Dinámicas disfuncionales en el lugar de trabajo.** Tal vez trabaje con una persona hostigadora en la oficina, se sienta menoscabado por sus colegas o su jefe controle su trabajo de forma excesiva. Esto puede contribuir al estrés laboral.
4. **Extremos de actividad.** Cuando un trabajo es monótono o caótico, necesita energía constante para permanecer enfocado, lo que puede ocasionar fatiga y agotamiento laboral.
5. **Falta de apoyo social.** Si se siente aislado en el trabajo y en su vida personal, es posible que se sienta más estresado.
6. **Desequilibrio entre la vida personal y laboral.** Si su trabajo consume tanto tiempo y esfuerzo que no tiene la energía para pasar tiempo con su familia y amigos, es posible que se agote rápidamente.

Si no se aborda el agotamiento, es posible que se produzcan consecuencias significativas. Estas consecuencias varían de estrés excesivo, fatiga e insomnio al uso indebido de alcohol o sustancias, enfermedades cardíacas y presión arterial alta.

Cómo afrontar el agotamiento⁶

Ya sea que reconozca las señales de advertencia del agotamiento inminente o que haya pasado el punto límite, intentar superar la extenuación y continuar como hasta ahora solo puede ocasionar mayor daño emocional y físico. Ahora es momento de hacer una pausa y cambiar de dirección. Para hacerlo, debe aprender cómo puede ayudarse a sí mismo a superar el agotamiento y sentirse más saludable y positivo. Lidar con el agotamiento requiere el enfoque de las “Tres R”:

1. **Reconocer.** Esté atento a las señales de advertencia del agotamiento.
2. **Revertir.** Busque apoyo y controle el estrés para reparar el daño.
3. **Resiliencia.** Desarrolle resiliencia al estrés al cuidar de su salud física y emocional.

Los siguientes consejos para prevenir o lidiar con el agotamiento pueden ayudarle a enfrentar los síntomas y recuperar su energía, enfoque y sensación de bienestar.

- **Evalúe sus opciones.** Hable sobre inquietudes específicas con su supervisor. Trabajen juntos para cambiar las expectativas o alcanzar soluciones. Establezca objetivos para lo que debe hacerse y lo que puede esperar.
- **Busque apoyo.** Ya sea que se acerque a compañeros de trabajo, amigos o seres queridos, el apoyo y la colaboración pueden ayudarle a afrontar la situación. Si tiene acceso a un programa de asistencia al empleado, aproveche los servicios relevantes.
- **Intente realizar una actividad relajante.** Explore programas que pueden ayudarle con el estrés como yoga, meditación o taichí.
- **Haga un poco de actividad física.** La actividad física regular puede ayudarle a lidiar mejor con el estrés. También puede distraer su mente del trabajo.
- **Duerma.** Dormir restaura el bienestar y ayuda a proteger su salud.
- **Practique la atención consciente.** La atención consciente es el acto de enfocarse en el flujo de su respiración y ser intensamente consciente de lo que percibe y siente en cada momento, sin interpretación ni prejuicios. En un entorno laboral, esta práctica implica enfrentar situaciones con franqueza y paciencia, y sin prejuicios.

Fuentes:

¹ Depression: What is burnout? (Depresión: ¿qué es el agotamiento?) - InformedHealth.org - NCBI Bookshelf (nih.gov), junio de 2020. Consultado en octubre de 2022.

² Burn-out an “occupational phenomenon” (Agotamiento: “un fenómeno ocupacional”): Clasificación Internacional de Enfermedades, (OMS, int), mayo de 2019. Consultado en octubre de 2022.

³ Depression: What is burnout? (Depresión: ¿qué es el agotamiento?) - InformedHealth.org - NCBI Bookshelf (nih.gov), junio de 2020. Consultado en octubre de 2022.

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⁵ Job burnout: How to spot it and take action (Desgaste laboral: cómo detectarlo y tomar medidas) - Mayo Clinic, junio de 2021. Consultado en octubre de 2022.

⁶ Burnout Prevention and Treatment (Prevención y tratamiento del agotamiento) - HelpGuide.org, noviembre de 2021. Consultado en octubre de 2022. Desgaste laboral: cómo detectarlo y tomar medidas - Mayo Clinic, junio de 2021. Consultado en octubre de 2022.

UHC Rewards activities of the month

Biometric screening and annual check up

Through UnitedHealthcare Rewards, **incentives are available for covered employees and spouses for completing a variety of activities**, including a biometric screening and annual check up. See below for more information about these incented activities. To learn more, check out the 3-minute [UnitedHealthcare Rewards recorded overview](#).



Biometric screening

This wellness screening measures blood pressure, body mass index (BMI), glucose, and cholesterol levels, weight, and more. The results may help you identify current health issues and prevent the risk of future ones. There are three options to complete the screening:

1. Use an at-home testing kit
2. Go to a lab for a screening
3. Use a provider results form

Regardless of how you get screened, the diagnostic vendor will email you when your results are ready to view on your Health Profile. After receiving your results, it may take a few days for your rewards earnings to be updated.



Annual check up

An annual checkup is a preventative care visit that may help support members health and prevent illness. If a member already has a primary care provider (PCP), have them schedule an appointment at their earliest convenience. If they don't have a PCP, find **Available activities > Annual checkup > and click Schedule appointment**. They will be directed to where they can find a PCP that works best for them. Certain prenatal appointments will also qualify for this reward activity to help meet members where they are at in their care journey.



Get started

Download the UnitedHealthcare® app and activate UHC Rewards to start earning.



Employer Support Materials for May

At-a-glance flier of the Month

Health and well-being challenges

The At-a-glance Library of fliers is intended to support the planning, implementation, and evaluation of your workplace health and well-being program. These key resources offer strategies, innovative ideas, and step-by-step guides to create and maintain a thriving well-being program and drive a workplace culture of health.

[Click here](#) to view this month's employer At-a-glance flier, Health and well-being challenges. In this flier, employers will learn tips and ideas on how to successfully implement a health and well-being challenge, as well as challenges to avoid.

UnitedHealthcare | Wellness

At-a-glance: Health and well-being challenges

Tips for success

Health & well-being challenges can be a fun and potentially impactful way to foster physical and emotional health at the worksite. They are often made up of small daily actions that help get employees moving, thinking, and living in healthier ways. Challenges may increase engagement in the health & well-being program, encourage healthier behaviors, and help build a Culture of Health.



When designing a challenge, keep the following in mind:

1. Target opportunities identified in data	4. Communicate the challenge via numerous channels
2. Select a duration that is engaging (e.g., 2 – 4 weeks)	5. Encourage leadership to participate
3. Ensure all employees have an opportunity to complete the challenge	6. Incent the challenge (perhaps with an incentive drawing)

Types of challenges to avoid

Consider avoiding challenges that are based on:

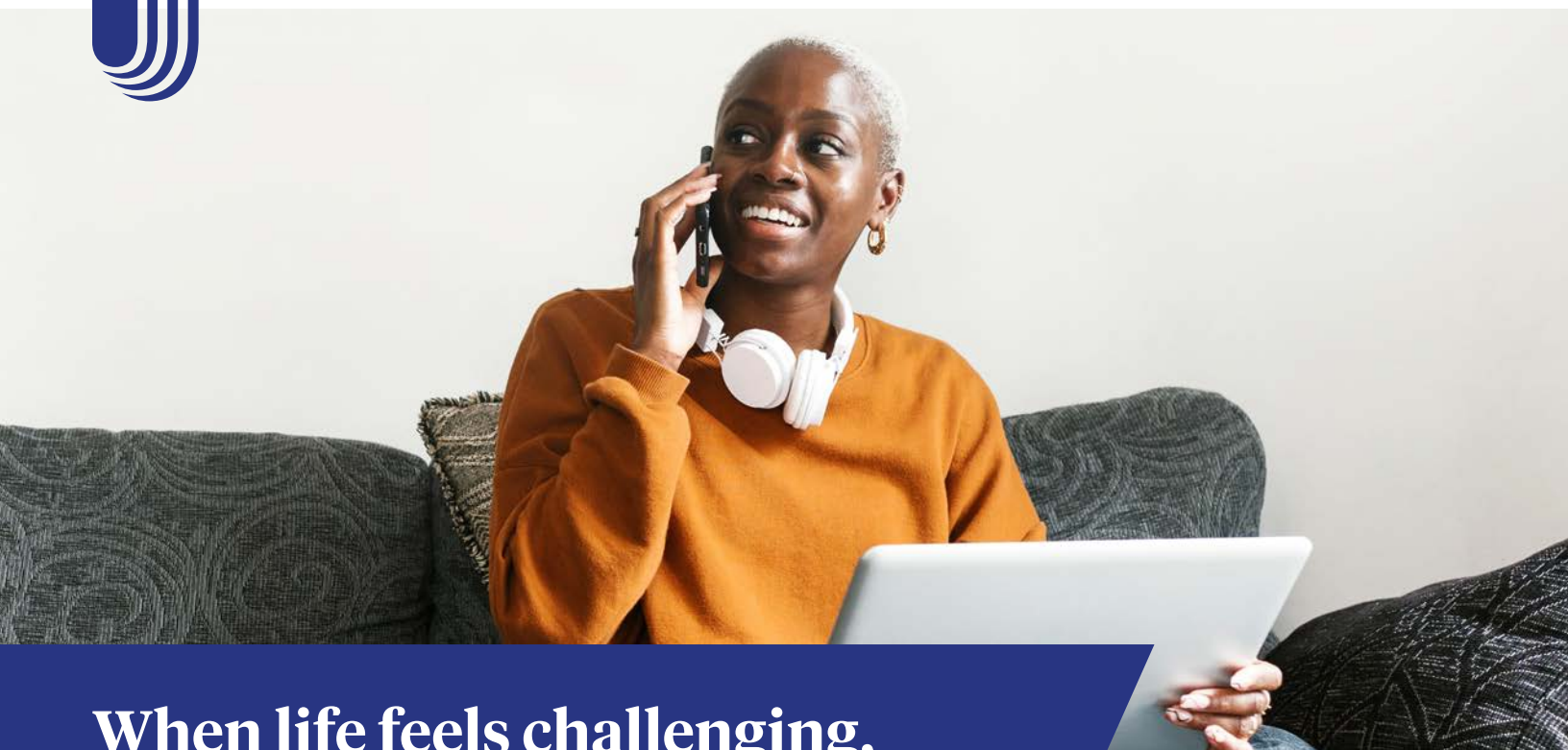
- **"volume"** (e.g., who can lose the most weight, who can take the most steps, etc.), as action taken is typically not sustainable and may lead to negative impact on one's physical and/or mental health. Generally, a gradual, "slow and steady" approach tends to be more sustainable and impactful in the longer-term.
- **body weight.** Instead, research demonstrates that a more positive and motivational approach is to focus on underlying lifestyle-based behaviors.



Upon completion, be sure to measure and evaluate the challenge to better understand impact and how challenges can be more effectively designed and delivered in the future.







When life feels challenging, get caring and confidential help

Your Employee Assistance Program (EAP) offers access to personalized support, resources and no-cost referrals. It's confidential one-on-one help from a master's-level specialist.

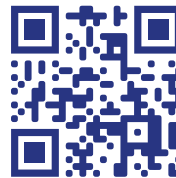
No-cost, 24/7 access to support in the moments that matter

EAP helps you and your family with a range of issues, including:

- Identifying resources for managing stress, anxiety and depression
- Offering specialized help in improving relationships at home or work
- Providing guidance on legal and financial concerns
- Finding ways to help you cope with occupational stress and burnout
- Connecting you with care for addressing substance use issues

**Call EAP at
1-888-887-4114**

- 3 free counseling sessions per incident, per year
- Confidential and private; services will not be shared with your employer



**Scan for
more info**

Use your phone's camera to scan this code and learn more.

The material provided through this program is for informational purposes only. EAP staff cannot diagnose problems or suggest treatment. EAP is not a substitute for your doctor's care. Employees are encouraged to discuss with their doctor how the information provided may be right for them. Your health information is kept confidential in accordance with the law. EAP is not an insurance program and may be discontinued at any time. Due to the potential for a conflict of interest, legal consultation will not be provided on issues that may involve legal action against UnitedHealthcare or its affiliates, or any entity through which the caller is receiving these services directly or indirectly (e.g., employer or health plan). This program and its components may not be available in all states or for all group sizes and is subject to change. Coverage exclusions and limitations may apply.

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

**United
Healthcare**

Mental health awareness

Looking after yourself matters, especially when you're caring for loved ones. This month, we offer tips and tools for understanding how you feel, so you can manage your emotions and take better care of yourself and others.

In this month's engagement toolkit, you'll find:

Featured article with tips for caregivers on preventing burnout

Featured article on coping with the mixed emotions of caregiving for multiple generations

Featured article on how to find a therapist that's right for you

Worksheet for finding a better headspace for your workweek

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Optum



Updates to your prescription benefits

Effective May 1, 2024

Access 3-Tier PDL update summary

Dear Valued Customer:

We are pleased to announce our **Access 3-Tier Prescription Drug List (PDL)** pharmacy benefit updates for May 1, 2024. Our PDL Management Committee carefully reviews and evaluates prescription medications to place them in tiers corresponding to their overall health care value. By managing pharmacy benefits responsibly, we are able to provide integrated pharmacy benefit solutions for our customers and affordable medications for our members.

We will notify affected members through a targeted letter by April 1, 2024, but you may want to share this summary with your enrollees. If you have questions regarding the PDL and benefit plan updates listed below, please contact your broker or UnitedHealthcare representative.



Tier 1

Lowest-cost medications



Tier 2

Mid-range cost



Tier 3

Highest-cost

Prescription drugs with new benefit coverage

The following drugs were previously not covered under most benefit plans and are now eligible for coverage.

Therapeutic use	Medication name	Tier placement
Sleep	Zolpidem tartrate capsule	Tier 3

Prescription drugs excluded from benefit coverage^{1,2}

We evaluate prescription drugs based on their total value, including how a drug works and how much it costs. When several drugs work in the same way, we may choose to exclude the higher-cost option. Effective May 1, 2024, the drugs listed below may be excluded from coverage or you may need to get a prior authorization. Sign into your online account to check which drugs your plan covers and if there are any actions you need to take.

Therapeutic use	Medication name	Alternative treatment option(s)
Cancer	Imbruvica 140 mg, 280 mg (tablet only) ³	Imbruvica capsules ³
Cancer	Votrient (brand only) ³	pazopanib (generic Votrient) ³
Dry eye disease	Miebo ^{3,4}	Restasis single dose vials ³ , Xiidra ³
Endocrine disorder	Olpruva ^{3,4}	sodium phenylbutyrate (generic Buphenyl) ³
Growth hormone	Sogroya ^{3,4}	Norditropin Flexpro ³ , Nutropin AQ NuSpin ³ , Ngenla ³ , Skytrofa ³
Heart failure	Inpefa ^{3,4}	Jardiance
Hereditary angioedema	Sajazir ³	icatibant acetate (generic Firazyr) ³
Narcolepsy	Sodium Oxybate [(Amneal), authorized generic Xyrem] ^{3,4}	armodafinil (generic Nuvigil), modafinil (generic Provigil), Lumryz ³ , Sodium Oxybate [(Hikma) authorized generic Xyrem] ³ , Sunosi, Xywav ³
Oral steroid	Millipred	prednisone tablets, prednisolone tablets
Pulmonary hypertension	Liqrev ^{3,4}	sildenafil (generic Revatio) ³
Wilson's disease	Cuvrior ^{3,4}	trientine (generic Syprine) ³

¹ Exclusion includes brand, generic and authorized generic products unless otherwise noted.

² For benefits that do not exclude, step therapy or prior authorization may be required.

³ Step therapy or prior authorization may be required prior to coverage.

⁴ Newly released medication which was excluded from coverage at the time of launch and will continue to be excluded from our pharmacy benefit.

Access 3-Tier PDL clinical programs update summary

Some prescription drugs may have programs or limits that apply. Below are the changes that will be effective May 1, 2024.

PA Prior Authorization - New Notification

Prior Authorization – Notification requires additional clinical information to verify members benefit coverage.

Therapeutic use	Medication name
Pulmonary arterial hypertension ⁵	Liqrev

MN Medical Necessity

Medical Necessity is a type of Prior Authorization that evaluates the clinical appropriateness of a medication, such as condition being treated, type of medication, frequency of use, and duration of therapy. The following medications will now require Medical Necessity for coverage.

Therapeutic use	Medication name
Pulmonary arterial hypertension ⁵	Liqrev
Wilson's disease ⁵	Cuvrior

SL Supply Limits

Supply Limits establish the maximum quantity of a drug that is covered per copay or in a specified time frame. The drugs below will now be part of the Supply Limits program.

Therapeutic use	Medication name	New Supply Limit
Infertility ⁶	Menopur 75 units/vial	186 vials per month
Weight loss ⁶	Contrave 8 mg/90 mg	124 tablets per month
Weight loss ⁶	Qsymia 11.25 mg/69 mg	31 capsules per month
Weight loss ⁶	Qsymia 15 mg/92 mg	31 capsules per month
Weight loss ⁶	Qsymia 3.75 mg/23 mg	31 capsules per month
Weight loss ⁶	Qsymia 7.5 mg/46 mg	31 capsules per month
Weight loss ⁶	Saxenda 18 mg/3 mL	6 pen injectors per month
Weight loss ⁶	Wegovy 0.25 mg/0.5 mL	4 auto-injectors per month and a total of 8 auto-injectors per year
Weight loss ⁶	Wegovy 0.5 mg/0.5 mL	4 auto-injectors per month and a total of 8 auto-injectors per year
Weight loss ⁶	Wegovy 1 mg/0.5 mL	4 auto-injectors per month and a total of 8 auto-injectors per year
Weight loss ⁶	Wegovy 1.7 mg/0.75 mL	4 auto-injectors per month
Weight loss ⁶	Wegovy 2.4 mg/0.75 mL	4 auto-injectors per month

⁵ Part of the Specialty Bolt-on.

⁶ Coverage is set by the consumer's prescription drug benefit plan. Please consult plan documents regarding benefit coverage and cost-share.

Nondiscrimination notice and access to communication services

UnitedHealthcare® and its subsidiaries do not discriminate on the basis of race, color, national origin, age, disability or sex in their health programs or activities.

If you think you were treated unfairly because of your sex, age, race, color, disability or national origin, you can send a complaint to the Civil Rights Coordinator.

Online: UHC_Civil_Rights@uhc.com
Mail: Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UT 84130

You must send the complaint within 60 days of your experience. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again. If you need help with your complaint, please call the toll-free phone number listed on your member ID card, TTY **711**, Monday through Friday, 8 a.m. to 8 p.m., or at the times listed in your health plan documents.

You can also file a complaint with the U.S. Dept. of Health and Human Services.

Online: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>
Phone: Toll free **1-800-368-1019**, **1-800-537-7697** (TDD)
Mail: U.S. Dept. of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, D.C. 20201

We provide free services to help you communicate with us, including letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call the toll-free phone number listed on your member ID card, TTY **711**, Monday through Friday, 8 a.m. to 8 p.m., or at the times listed in your health plan documents.



Multi-language interpreter services

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Please call the toll-free phone number listed on your identification card.

ATENCIÓN: Si habla **español (Spanish)**, hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al número de teléfono gratuito que aparece en su tarjeta de identificación.

請注意：如果您說中文 (**Chinese**)，我們免費為您提供語言協助服務。請撥打會員卡所列的免付費會員電話號碼。

XIN LU'U Ý: Nếu quý vị nói tiếng **Việt (Vietnamese)**, quý vị sẽ được cung cấp dịch vụ trợ giúp về ngôn ngữ miễn phí. Vui lòng gọi số điện thoại miễn phí ở mặt sau thẻ hội viên của quý vị.

알림: **한국어(Korean)**를 사용하시는 경우 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하의 신분증 카드에 기재된 무료 회원 전화번호로 문의하십시오.

PAALALA: Kung nagsasalita ka ng **Tagalog (Tagalog)**, may makukuha kang mga libreng serbisyo ng tulong sa wika. Pakitawagan ang toll-free na numero ng telepono na nasa iyong identification card.

ВНИМАНИЕ: бесплатные услуги перевода доступны для людей, чей родной язык является **русском (Russian)**. Позвоните по бесплатному номеру телефона, указанному на вашей идентификационной карте.

تنبيه: إذا كنت تتحدث **العربية (Arabic)**، فإن خدمات المساعدة اللغوية المجانية متاحة لك. الرجاء الاتصال على رقم الهاتف المجاني الموجود على معرف العضوية.

ATANSYON: Si w pale **Kreyòl ayisyen (Haitian Creole)**, ou kapab benefisye sèvis ki gratis pou ede w nan lang pa w. Tanpri rele nimewo gratis ki sou kat idantifikasyon w.

ATTENTION : Si vous parlez **français (French)**, des services d'aide linguistique vous sont proposés gratuitement. Veuillez appeler le numéro de téléphone gratuit figurant sur votre carte d'identification.

UWAGA: Jeżeli mówisz po **polsku (Polish)**, udostępniliśmy darmowe usługi tłumacza. Prosimy zadzwonić pod bezpłatny numer telefonu podany na karcie identyfikacyjnej.

ATENÇÃO: Se você fala **português (Portuguese)**, contate o serviço de assistência de idiomas gratuito. Ligue gratuitamente para o número encontrado no seu cartão de identificação.

ATTENZIONE: in caso la lingua parlata sia l'**italiano (Italian)**, sono disponibili servizi di assistenza linguistica gratuiti. Per favore chiamate il numero di telefono verde indicato sulla vostra tessera identificativa.

ACHTUNG: Falls Sie **Deutsch (German)** sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Bitte rufen Sie die gebührenfreie Rufnummer auf der Rückseite Ihres Mitgliedsausweises an.

注意事項：日本語(**Japanese**)を話される場合、無料の言語支援サービスをご利用いただけます。健康保険証に記載されているフリーダイヤルにお電話ください。

توجه: اگر زبان شما فارسی (**Farsi**) است، خدمات امداد زبانی به طور رایگان در اختیار شما می باشد. لطفاً با شماره تلفن رایگانی که روی کارت شناسایی شما قید شده تماس بگیرید.

ध्यान दें: यदि आप **हिंदी (Hindi)** बोलते हैं, आपको भाषा सहायता सेवाएं, निःशुल्क उपलब्ध हैं। कृपया अपने पहचान पत्र पर सूचीबद्ध टोल-फ्री फोन नंबर पर कॉल करें।

CEEB TOOM: Yog koj hais Lus **Hmoob (Hmong)**, muaj kev pab txhais lus pub dawb rau koj. Thov hu rau tus xovtooj hu deb dawb uas teev muaj nyob rau ntawm koj daim yuaj cim qhia tus kheej.

ចំណាប់អារម្មណ៍: បើសិនអ្នកនិយាយ**ភាសាខ្មែរ (Khmer)**សេវាជំនួយភាសាដោយឥតគិតថ្លៃ គឺមានសំរាប់អ្នក។ សូមទូរស័ព្ទទៅលេខឥតគិតថ្លៃដែលមាននៅលើអត្តសញ្ញាណប័ណ្ណរបស់អ្នក។

PAKDAAR: Nu saritaem ti **Ilocano (Ilocano)**, ti serbisyo para ti baddang ti lengguahe nga awanan bayadna, ket sidadaan para kenyam. Maidawat nga awagan iti toll-free a numero ti telepono nga nakalista ayan iti identification card mo.

Díí BAA'ÁKONÍNÍZIN: **Diné (Navajo)** bizaad bee yániit'igo, saad bee áka'anída'awo'ígíí, t'áá jíí'k'eh, bee ná'ahóót'i. T'áá shqoodí ninaaltsoos nit'izí bee nééhozinígíí bine'déé' t'áá jíí'k'ehgo béésh bee hane'í bik'á'ígíí bee hodíilnih.

OGOW: Haddii aad ku hadasho **Soomaali (Somali)**, adeegyada taageerada luqadda, oo bilaash ah, ayaad heli kartaa. Fadlan wac lambarka telefonka khadka bilaashka ee ku yaalla kaarkaaga aqoonsiga.

Learn more



Call the toll-free phone number on your member ID card to speak with a Customer Service representative.



Visit the member website listed on your member ID card to look up the price of drugs covered by your plan, find lower-cost options and more.

**United
Healthcare**

This document applies to commercial group members of UnitedHealthcare and Oxford New York and New Jersey plans with a pharmacy benefit subject to the Access 3-Tier PDL.

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