

UH Choice Member Support and Resources



Welcome to UH Choice, a unique health plan offering for CMSD employees built around the member. By selecting UH Choice, CMSD employees and dependents will have access to the entire UH system and partner hospitals, providing services for every healthcare need at convenient locations. Dependents living outside NEOH have access to care through a national PPO network. What makes UH Choice different is a Care Service Team that works with your doctors to make sure your care is coordinated without gaps in the care of your health. Additionally, you will have the peace of mind to know that care received through the UH Choice network will lower your cost for healthcare and will never result in a surprise bill or facility charge.



Online Access. Myuhchoice.com online portal makes it easy to manage your health benefits. You can find in-network doctors, print ID cards, access claims information, view your medical history, and much more.



Customer Service. Health Design Plus (HDP), our in-house TPA Customer Service Representatives are available to you and your eligible family members for questions pertaining to your benefits Monday—Friday 8:30 am to 5:00 pm (EST). A dedicated toll-free (secure and confidential) Customer Service number has been assigned to CMSD members at **877-230-0992.**



Easy appointment scheduling. Schedule appointments with a primary care physician or specialist anytime, online or by phone, at UHhospitals.org/scheduleNow or **888-516-2313.**



Case Management. is designed to assist you in receiving medically appropriate and coordinated care, specific to your needs. If you are involved in a difficult or complex medical situation, the Plan may provide you with a CM Nurse to assist in getting you the care you need. Care Managers are experienced professional Nurses certified and trained to coordinate healthcare services among providers. They are available to help you obtain equipment or supplies you may need at home. Your dedicated CM Nurse is **Sarah Theis.** She can be reached at **877-891-2690,** **Option #8.** She will work with you, your Doctors, Hospitals, and other Medical Providers to review proposed treatment plans and to assist in coordinating your care.



Disease Management. If you are identified as having a chronic condition by the UH care team such as asthma, diabetes, chronic obstructive pulmonary disease, chronic heart failure or a gap in your care, a member of the UH care team will coordinate with your primary care physician and contact you with information on your care, needed test or screenings and programs through UH available to you.