



## Treating you right means giving you more...

- ▼ Top-rated hospitals and physicians, convenient to where you live and work
- ▼ Health and wellness programs that complement your doctors' care
- ▼ Worldwide medical emergency assistance, to support you no matter where you travel
- ▼ Discounts at local businesses that support healthy lifestyles
- ▼ Customer service that's on the phone, online, and always helpful

**75 hospitals and 6,700 doctors in 27 counties**

## Caring for Your Health

Because caring for your health is the most important thing we do, UPMC Health Plan offers a variety of health and wellness programs that help members better understand and manage their medical conditions. The Health Plan's dedicated health managers work individually with members in our asthma, diabetes, and congestive heart failure programs to help them improve their health and quality of life.

The Health Plan offers easy-to-use online tools to help members reach and maintain better states of health. You'll find up-to-date information from national health experts as well as from the renowned medical professionals of the University of Pittsburgh Medical Center (UPMC), including articles and questionnaires that help you set proper diet and exercise goals and suggest practical ways to achieve them.



**UPMC Health Plan is the only health insurer in the region to offer Assist America**

Also included in your UPMC Health Plan membership, at no extra charge, is our exclusive member discount program, Healthy Living Rewards. Simply by presenting your Health Plan member ID card, you are eligible for discounts at participating gyms, spas, salons, dance studios, martial arts schools, health food stores, sporting goods stores, and more.

UPMC Health Plan is the only health insurer in the region to offer Assist America, a worldwide emergency assistance program for members who are traveling. If you need help away from home, Assist America can locate qualified doctors and hospitals, replace forgotten prescriptions, provide emergency medical evacuation, or arrange transportation to be with injured relatives.



## Excellence...We Insist on It

We make sure you get the best possible care. But you don't have to take our word for it. The National Committee for Quality Assurance (NCQA), an independent organization that reviews how well health plans satisfy their members, has given UPMC Health Plan an "Excellent" rating — the highest honor a health care organization can earn.

This excellence extends to the UPMC Health Plan network of doctors and hospitals. As the only health plan in western Pennsylvania owned by a world-class health system, we have a unique knowledge of how to work with doctors and hospitals to make sure that you get the high-quality care you need. With UPMC Health Plan, if you do need to see a specialist or be admitted to the hospital, you know you'll be treated right.



And don't worry about red tape or hassles. We don't require a referral to see a specialist. While other insurance companies have since followed our lead, UPMC Health Plan has always given you the freedom to seek the specialty care you need — without a referral and without waiting to see a primary care physician (PCP).



For more information, call the UPMC Health Plan open enrollment hotline toll-free at **1-800-644-1046**. Staff members are available to answer your questions between 8 a.m. and 5:30 p.m. Monday through Friday, and from 8 a.m. to noon on Saturdays.

## Friendly, Knowledgeable Customer Service

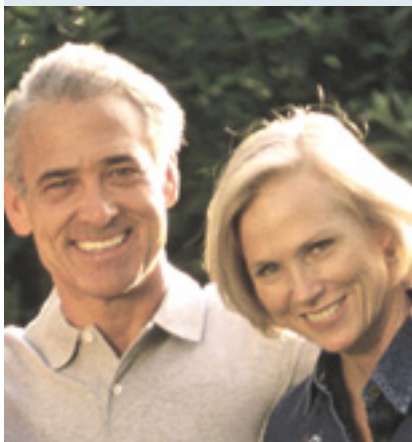
We strive for excellence in our customer service as well. During business hours, our Member Services department provides you with friendly, personal attention when you need to ask a question or update your health plan information.

But we don't stop there. Member OnLine, the Health Plan's easy-to-use Internet-based customer service center, lets you change your primary care physician, update contact information, request new ID cards, and check benefits 24 hours a day, 7 days a week, from the privacy of your own home.

## Is your health plan treating you right?

Nearly half a million western Pennsylvanians have answered that question by switching to UPMC Health Plan. Isn't it time for *you* to let us treat you right?

**Our Member OnLine service offers an easy-to-use Internet customer service center.**



Dear Prospective Member:

Thank you for considering UPMC Health Plan. Over the past six years, we have worked hard to bring our fellow western Pennsylvanians the high-quality, affordable health benefits and services that they want and deserve.

When choosing your health care plan for the upcoming year, please ask yourself one important question: *If I become seriously ill or injured, where do I turn for support in my efforts to become healthy again?*

Many of your friends and neighbors have asked themselves this same question. And many of them have decided that the answer is UPMC Health Plan. Nearly half a million western Pennsylvanians are protecting their health — and the health of their loved ones — with UPMC Health Plan coverage.

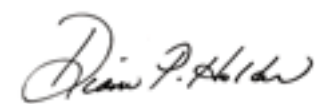
Our close collaboration with the world-renowned medical experts of the University of Pittsburgh Medical Center allows us to offer you the finest health care, the latest medical breakthroughs, and the most effective wellness programs, in a way that no other insurer in the region can duplicate. And UPMC Health Plan's strong network of top-quality community hospitals means that this same care is available to you right in your own backyard.

I encourage you to choose the only health plan in the area that has this one-of-a-kind relationship with a world-class health system — the one-of-a-kind relationship necessary to build true teamwork among our doctors, our hospitals, and our employees — the one-of-a-kind relationship that provides you with more efficient, personalized, *better* health care.

I encourage you to choose UPMC Health Plan.

We welcome the opportunity to serve you. Let us show you how a health plan can treat you right.

Wishing you the very best of health,



Diane P. Holder  
President  
UPMC Health Plan



## UPMC HEALTH PLAN

One Chatham Center  
112 Washington Place  
Pittsburgh, PA 15219

<http://www.upmchealthplan.com>

### Utilization Management

Our role as financial and medical steward of your health care requires that UPMC Health Plan review and approve certain procedures prior to those services being completed. The Health Plan's clinical staff will communicate with your physicians for these review processes. UPMC Health Plan's key utilization management procedures include pre-authorization, concurrent review, retrospective review, and discharge planning.

### Privacy & Confidentiality

Whether you are a prospective or current member of UPMC Health Plan, we respect and protect your personal information.

That is one of your rights as a UPMC Health Plan member. You retain this right even when you are no longer a member of UPMC Health Plan.

Your name, address, Social Security number, and birth date are confidential — along with any data we have about the services that you have received or the premiums that you pay.

We use your personal health and financial information only internally and with our contracted providers or agents for the purposes of your health care treatment and the health care operations required to provide that treatment.

We do not share your personal information with employers.

UPMC Health Plan complies with all aspects of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and monitors related issues.

**For questions concerning the privacy and confidentiality of your personal information, or to obtain a copy of our Notice of Privacy Practices, call UPMC Health Plan at 1-888-876-2756.**

**For questions concerning the confidentiality of behavioral health information, please contact Western Behavioral Health at 1-888-251-0083.**

If you have questions about UPMC Health Plan, please call our Open Enrollment Information Line at 1-800-644-1046.

Our representatives are available  
Monday through Friday  
8:00 a.m. to 5:30 p.m.

Saturday  
8:00 a.m. to noon



Is your Health Plan  
treating U right?

UPMC  
HEALTH PLAN



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In this document, the term "UPMC Health Plan" refers to benefit plans offered by UPMC Health Benefits, Inc. as well as to those plans offered by UPMC Health Plan, Inc.

This managed care plan may not cover all your health care expenses.  
Read your contract carefully to determine which health care services are covered.

UPMC Health Plan Member Services department: 1-888-876-2756  
UPMC Health Benefits, Inc. Member Services department: 1-877-381-3764  
TDD service for the hearing-impaired: 1-800-361-2629

At UPMC Health Plan, caring  
for your health matters most