

Below you will find a list of questions and answers that can help you as you are transitioning from CareLink to University Community Care Plan (UCCP) by Community First.

### 1. If I join UCCP, will my benefits/coverage change?

No, the health benefits and coverage you have with CareLink will remain the same with UCCP. In fact, as a UCCP Member, you'll now have added benefits and coverage for things like:

- Vision care for your dependents (children)
- Ambulance services
- Hearing services, including hearing aids
- Durable Medical Equipment
- Chiropractic care
- Hospice care
- Prescription drugs

### 2. Is UCCP is a health insurance plan?

Yes, UCCP is a health insurance plan that offers the same coverage and benefits as your current CareLink plan, plus added benefits at no additional cost. Copays may apply to certain health care services.

### 3. Why is UCCP a better plan for me/my family?

UCCP offers you and your family added benefits and expanded coverage. There's no downside to switching from CareLink to UCCP. Community First (who manages UCCP) and CareLink are both members of the University Health family. As a UCCP Member, you can depend on the same level of support and resources that you're used to receiving from CareLink.

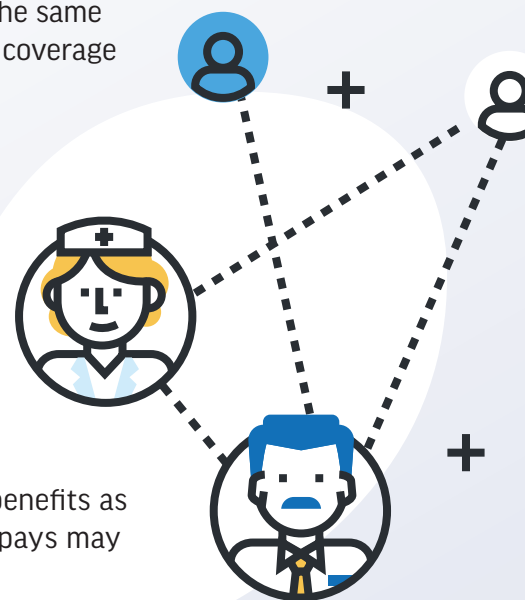
### 4. Will I have to find a new doctor(s) as a UCCP Member?

No. Our network of providers is the same as CareLink's network of providers. At your next doctor's visit, simply inform the front desk staff that you are now covered under UCCP and present your UCCP Member ID card. (Card will be mailed to you upon enrollment).

In the future, if you'd like to switch doctors, UCCP Member Services can help. You can also browse the Provider Directory at [UniversityCommunityCarePlan.com](https://UniversityCommunityCarePlan.com) or ask that a free copy be mailed to you.

### 5. Does UCCP offer translation services?

Yes. UCCP Member Services Representatives speak both Spanish and English and there are free translation services available to you for your health care visits. You can arrange for these services through UCCP Member Services. A Member Services Representative can also help you find a Provider that is bilingual.



### 6. Do I need a referral to see a specialist as a UCCP Member?

No. UCCP's network of providers contains specialists to help treat and manage your chronic/special health care needs. You do not need a referral to see a specialist in UCCP's network. Specialists are located in your service area.

### 7. Will I have prescription drug benefits as a UCCP Member?

Yes. Some drugs may have a copay that will be added to your MarketLink/CareLink account. You can find a list of covered drugs in the Formulary located on the [UCCP website](#) or contact Member Services if you have a question about a specific medication.

### 8. Where can I go to get my medications refilled?

You must go to a University Health Pharmacy to fill your prescription.

<b>Medical Center Pavilion</b> 4647 Medical Drive	<b>Robert B. Green Campus</b> 903 W. Martin Street
<b>Texas Diabetes Institute</b> 701 S. Zarzamora Street	<b>University Family Health Center - Southeast</b> 1055 Ada Street
<b>University Family Health Center - Southwest</b> 2121 SW. 36th Street	<b>University Hospital</b> 4502 Medical Drive

### 9. Until what age are my children (dependents) eligible for pediatric vision care?

Children up to age 19 (dependents) who are covered under your health plan are eligible for vision care coverage.

### 10. Do I have to pay off my CareLink balance before joining UCCP?

No, you should keep making payments toward your outstanding CareLink balance just as you are doing now.

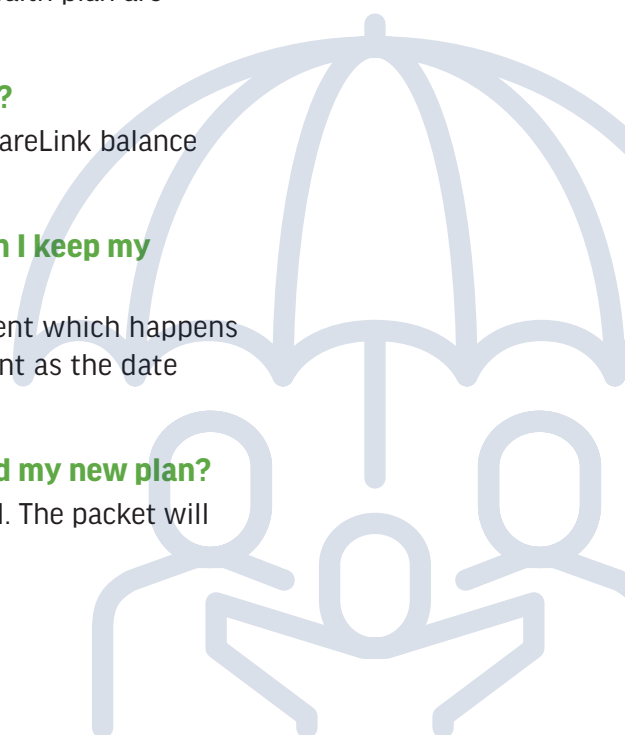
### 11. What happens after my first year of coverage with UCCP? Can I keep my coverage or will it end?

You can keep your coverage by re-enrolling during open enrollment which happens every November. We will keep you updated about open enrollment as the date approaches.

### 12. If I decide to enroll, where can I find out more about UCCP and my new plan?

After you enroll, you will receive a New Member Packet in the mail. The packet will include helpful materials, including:

- UCCP Member Handbook



- UCCP New Member Guide
- UCCP Member ID card

You can also visit [UniversityCommunityCarePlan.com](https://UniversityCommunityCarePlan.com) to review different plan documents specific to your plan, including:

- **Summary of Benefits and Coverage:** A plan summary that includes cost-sharing, coverage limitations, exceptions, and benefits scenarios.
- **Schedule of Benefits:** A helpful chart showing eligible services and supplies.
- **Evidence of Insurance:** A detailed description of covered health care benefits, including vision and hearing services.
- **Formulary:** A list of covered generic and brand name prescription drugs.
- **Provider Directory:** An alphabetical list of providers you can see in the UCCP network.

## UNIVERSITY COMMUNITY CARE PLAN CONTACT INFORMATION

### Member Services

1-888-512-2347 (toll-free)  
(210) 358-6400 (local)  
Monday through Friday, 8:30 a.m. to 5 p.m.

### Website

[UniversityCommunityCarePlan.com](https://UniversityCommunityCarePlan.com)

### 24/7 Nurse Line

1-800-434-2347

### 24/7 Behavioral/Substance Misuse Hotline:

1-877-221-2226

