



Telephone Numbers

UnitedHealthcare Great Lakes Customer Service 1-800-903-5253

Call us to:

- Change your Primary Care Provider (PCP)
- Ask about UnitedHealthcare Great Lakes doctors or other health care providers
- Ask about covered medications or other pharmacy questions
- Ask about covered short-term outpatient mental health services
- Ask about covered benefits
- Ask for a list of UnitedHealthcare Great Lakes doctors and hospitals, a Provider Directory
- Obtain an audio reading of UnitedHealthcare Great Lakes materials for the visually impaired
- Use the AT&T Language Line, interpretation services:
 - we can help you in over 130 languages
- Get UnitedHealthcare Great Lakes information or written materials
- Ask about UM decisions

Transportation 1-877-892-3995

*** It is best to call four days in advance to set up your ride.*

To set up FREE non-emergency transportation to go to and from:

- Doctor’s visits
- Medical equipment companies for supplies
- Mental Health Clinics
- Health Departments
- Vision Clinics
- Urgent visits to your doctor’s office or Urgent Care centers – if you need an urgent ride to your doctor’s office or an Urgent Care center sooner than the four-day advance notice, call us and we will help you.

Vision Services, VSP (Vision Service Plan) 1-800-877-7195

To set up FREE services for all routine eye exams, frames and lenses. Or visit VSP at www.vsp.com.

Dental Services 1-800-642-3195

The State of Michigan Medicaid program covers dental services, **not** UnitedHealthcare Great Lakes. You can go to any dentist that accepts Medicaid and present your green mihealth card. Ask your doctor or call your DHS Case Worker for more details.

Medicaid Help Line 1-800-642-3195

Michigan Enrolls 1-888-367-6557

Michigan Relay (Hearing Impaired) 711

The Michigan Relay Center makes it possible for hearing-impaired and/or speech-impaired persons to call UnitedHealthcare Great Lakes. They can be reached 24 hours a day, 7 days a week.

These are ALL toll-free phone numbers!

Free Services for You: At-A-Glance Benefit Summary

You can get these services FREE, when you set them up with your UnitedHealthcare Great Lakes doctor:

Doctor Services	Free Covered Services
Office Visit – When you are Sick Office Visit – Preventive and gynecological exams Preventive Services – Immunizations, Mammography Screening, Pap Smears Allergy Testing	
Hospital Services	Free Covered Services
Hospital Room, Board and Miscellaneous Inpatient and Outpatient Surgical Procedures <i>Includes doctor services, all related surgical services, anesthesia, Lab and X-ray</i> X-ray and Laboratory Tests	
Medicine/Prescription/Rx	Free Covered Services
Written prescription from your PCP or UnitedHealthcare Great Lakes specialist	
Maternity Care	Free Covered Services
Prenatal and Post-Partum Visits Maternity – Delivery in Hospital and Well-Baby care in Hospital Healthy First Steps Program – To help you and your new baby	
Mental Health	Free Covered Services
United Behavioral Health (UBH) 20 Outpatient Mental Health visits every year	
Eye Care	Free Covered Services
Vision Service Plan – VSP <i>Eye exams, designer-type frames (Altair eyewear) and prescription lenses</i>	1-800-877-7195
Transportation	Free Covered Services
Rides to get Medical Care and Services <i>It is best to call four days in advance to set up your ride</i>	1-877-892-3995
Urgent and Emergency Care	Free Covered Services
After-Hours Urgent Care, Emergency Room and Emergency Ambulance	
Other Services	Free Covered Services
X-rays, Laboratory & Radiology, Durable Medical Equipment (DME), Skilled Nursing Facility Care, Home Health Care, Stop Smoking Program, Hospice Care and Physical, Occupational and Speech Therapy	

Your UnitedHealthcare Great Lakes doctor's 24-hour, 7-day-a-week phone number is on your UnitedHealthcare Great Lakes ID card.

This summary highlights your UnitedHealthcare Great Lakes benefits.

Read your member handbook and Certificate of Coverage for full details.