

Transition of care

This information applies only to new enrollees not previously enrolled in the HDP or PPO Plan.

If you or a covered family member have one of the specific medical conditions listed below and your doctor or healthcare provider is not in the UnitedHealthcare Choice network, you may qualify for Transition of Care benefits for a short period of time.

What is transition of care?

Because the Choice network is so large, chances are your doctor is already in the network and you will not need this service. But if your doctor is not in the network, you may benefit from this service. Transition of Care is a service that enables new UnitedHealthcare enrollees to receive time-limited care for specific medical conditions from an out-of-network doctor, but at the in-network benefit level.

Transition of care benefits must be approved

To receive Transition of Care services, you must complete an Application for Transition of Care benefits. UnitedHealthcare must approve your application. The application is available online at www.pebcinfo.com or from your Human Resources Department. After your benefits are effective, a UnitedHealthcare nurse will contact you (by telephone or mail) to let you know if your application is approved.

To complete the application

You complete Section 1 and Section 2 of the two page form. Ask your doctor to complete Section 3 and fax or mail to UnitedHealthcare no later than 30 days after your benefits become effective. To illustrate, if your benefits are effective June 1, 2016, the application should be faxed or mailed to arrive at UnitedHealthcare no later than June 30, 2016. Applications received after 30 days from your benefits effective date will not be considered.



Forward the signed and completed Application for Transition of Care form to UnitedHealthcare no earlier than 30 days from the date your HDP or PPO benefits first became effective.

Conditions - eligible for transition of care

- 2nd or 3rd trimester of pregnancy (or delivered less than six weeks before effective date)
- Doctor told you that you are a moderate or high-risk pregnancy
- Undergoing non-surgical treatment (radiation, chemotherapy) for cancer
- Undergoing treatment for symptomatic AIDS
- Undergoing treatment for severe or end-stage kidney disease
- Underwent a recent bone marrow or organ transplant, or on the waiting list to obtain an organ