**Introducing the new United Healthcare (UHC) Telehealth Program to patients on the list.**

Key Steps:

1. Warm introduction
2. Ask for their time to share this cool information about their United Healthcare plan that’s under Medicaid (some patients are aware that they have Medicaid but not a specific managed care plan)
3. Ensure that they understand the 2 takeaway messages with examples:
   1. Access to telehealth services
   2. Access to MTM services.

**You may use these talking points.**

Hi \*\*Ptx name\*\*

This is \*\*Rx Staff\*\*from Southside Discount Pharmacy. Do you have a moment to talk about 2 new services that your Medicaid now covers through your United Healthcare plan?

1. **Telehealth Services.**

United Healthcare has partnered with us to help their members get familiar with their telehealth services. 1st we’ll help you set up your patient portal (if you don’t have that set up already) so that you can log in to be seen by their Dr at any time. With your portal set up, you will also be able to get different services right here at the pharmacy.

* 1. Test & treat certain illnesses or conditions like strep, flu, RSV, COVID, UTI etc
  2. Get seen for acute needs like rashes, pink eye etc. We’ll be able to take a picture and upload it for the telehealth Dr to review and prescribe a medication that’ll help.
  3. Get refills on urgent meds that are “as-needed” e.g migraine meds., gout meds., solutions for nebulization etc

1. **Medication Therapy Management (MTM).**
   1. Your United Healthcare plan recommends that you regularly review all the medications you take with your pharmacist to keep you safe by avoiding unwanted interactions. Our pharmacists recommend that you do this at your earliest convenience for baseline and then each time you start a new medication (prescription or over-the-counter) or each time you have a new diagnosis thereafter.

These services are available to eligible United Healthcare members. We receive the list of active members directly from United Healthcare, then we confirm patient eligibility before offering any of the services via the patient portal.

We are excited to have been chosen by UHC to test these services on their members! Our hope is that these services will keep more patients out of the emergency rooms or Urgent care clinics.

**FAQ so far:**

1. Can other family members with UHC use the services at the pharmacy?

At this moment, only eligible UHC members “under” NC Medicaid can use the services. UHC membership with Medicare is different.

1. Do we need to make an appointment for the services?

No, appointments are not necessary. However, calling ahead of time will allow us to better prepare for your visit.

1. Are the telehealth Drs limited to what they can prescribe?

Prescribed medications are always up to the Dr that will review the notes we enter on your behalf. Remember, this is a new program to us too and as time goes on, we’ll learn & understand more of their process especially what can or cannot be done.