



Connecting the LGBTQ+ community to care and support



Having a health plan that supports who you are matters. Some of the benefits included in our plans may be of interest to members and allies of the LGBTQ+ community. From HIV services to gender-affirming care and more, we hope you find these benefits useful, helpful and meaningful.

Advocating for your well-being

Understanding and support go a long way. Our UnitedHealthcare Advocates are trained to provide LGBTQ+ members and allies with a welcoming, open environment designed for easier conversations.

We can help you with:

- Benefit questions
- Finding or scheduling appointments
- Claim information and authorization

Who's covered?

These benefits are available for plan members and their eligible dependents, which may include spouses, domestic partners and children. Check your plan coverage on myuhc.com for more details.

Specialized transgender member support

Call 1-800-326-9166. Advocates are available 7 a.m.–6:30 p.m. CT, Monday–Friday.

Find an LGBTQ+ supportive provider

Go to **Find Care & Cost** on myuhc.com® and type **LGBTQ supportive** in the search bar or select in the filter menu.

LGBTQ+ inclusive care benefits

HIV prevention and services

Your plan provides support to help keep you and your loved ones healthy, including:

- HIV screenings
- PrEP medications, as well as necessary clinic visits and lab tests*
- PEP medicine*
- HIV treatment*

Behavioral health support

Our network of behavioral health clinicians offers confidential support to help with challenges you may be dealing with, such as:

- Stress, anxiety and depression
- Bipolar and related disorders
- Trauma and post-traumatic stress disorder (PTSD)
- Grief, loss and more

Virtual behavioral care is also available with a licensed therapist.

Gender-affirming care

Gender-affirming procedures and services may include:

- Breast surgery**
- Genital surgery**
- Hormone therapy**
- Hair removal required for reconstructive surgery**
- Hysterectomy (removal of uterus)**
- Tracheal shave**
- Voice modification therapy
- Voice modification surgery**

Family formation

A variety of family planning benefits are offered that may be covered by your employer. All members have access to fertility preservation when undergoing procedures that will render an individual infertile. This includes egg retrieval or sperm collection, cryopreservation and storage for 12 months. For additional information regarding family formation benefits, please contact an Advocate.

Important things to know



Pre-certification or prior authorization may be required for certain services, including gender-affirming surgical procedures. Your plan may not offer some of the services listed above. Refer to your plan documents for more information. In addition, some services, including those associated with gender dysphoria and gender affirming care, require prior authorization or pre-certification. Reference your medical plan documents or connect with an Advocate for more information.



You may file a claim appeal within 180 days if you or your physician disagree with a pre-certification or prior authorization decision, or your claim is denied. Reference your medical plan documents for more information. Advocates are available to help you file an appeal.

Questions?

Visit myuhc.com to view your personal coverage or call the number on your medical ID card

*These medications are typically covered at the customary cost-share amount for your plan. However, they are available at \$0 added cost when used for HIV prevention if a prior authorization is obtained.

**Requires prior authorization.

Advocate4Me services should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. The information provided through Advocate services is for informational purposes only and provided as part of your health plan. Wellness nurses, coaches and other representatives cannot diagnose problems or recommend treatment and are not a substitute for your doctor's care. Your health information is kept confidential in accordance with the law. Advocate services are not an insurance program and may be discontinued at any time.

All UnitedHealthcare members can access a cost estimate online or on the mobile app. None of the cost estimates are intended to be a guarantee of your costs or benefits. Your actual costs may vary. When accessing a cost estimate, please refer to the Website or Mobile application terms of use under Find Care & Costs section.

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