

**UnitedHealth Allies®**  
Health Discount Program  
Member Handbook



## Member ID card located on inside back cover

The products and services described in this booklet are neither offered nor guaranteed under SecureHorizons® by UnitedHealthcare's contract with the Medicare program. In addition, they are not subject to the Medicare appeals process. Any disputes regarding these products and services may be subject to the UnitedHealthcare grievance process.

Disclosure: The UnitedHealth Allies® Discount Program is administered by HealthAllies, Inc., a discount medical plan organization located at 505 N. Brand Blvd., Suite 850, Glendale, CA, 91203, 1-888-212-9095. **UnitedHealth Allies Discount Program is not insurance.** UnitedHealth Allies provides discounts at certain health care providers for medical services. UnitedHealth Allies does not make payments directly to the providers of medical services. The program member is obligated to pay for all health care services but will receive a discount from those health care providers who have contracted with the discount plan organization.

Dear John Q. Sample:

Welcome to UnitedHealth Allies®, the health discount program that complements your SecureHorizons® Medicare Advantage plan. As a health discount program member, you can save on health care purchases that are not part of your benefit plan or any supplemental plan(s) you may have purchased. You may also use this discount program when you have exceeded your annual benefits. This booklet describes the products and services available to you at discounted rates. Why pay full price when you can save by using the health discount program! There is no additional fee for the discount program, other than your monthly plan premium.

How to use the discount program:

*Online:*

1. Go to [www.medsavings.unitedhealthallies.com](http://www.medsavings.unitedhealthallies.com)
2. First-time users, follow the "Create Account" instructions. Enter your membership number (located on your UnitedHealth Allies Member ID card) where indicated.
3. Select a category and specialty.

For individual providers:

1. Click "Select This Provider" to get a discount confirmation. Print the discount confirmation and take it with you to your appointment. (The confirmation is simply your rate guarantee. You are under no obligation to visit the selected provider.)
2. Make an appointment, being sure to identify yourself as a UnitedHealth Allies member.
3. Pay the discounted rate at the time of service.

For national programs and online providers: Follow the instructions on the Web site. No confirmation is necessary.

*By telephone:*

Call the Customer Care Center at 1-888-212-9095, Monday - Friday, 7 a.m. to 8 p.m. Central. An advisor will help you locate providers and confirm the discount.

**Para asistencia en español, marque 1-888-212-9095, Lunes-Viernes, 7 a.m.-8 p.m., hora Central.**

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## About the Health Discount Program

UnitedHealth Allies can help you save money on health and wellness products and services. You will receive savings from a network of health care professionals, facilities, and online shopping partners.

### Remember:

- **The health discount program is not insurance.** You are responsible for the full cost of any services purchased, minus the applicable discount.
- Always use your health insurance for covered health services under your health plan. Use the health discount program to save on out-of-pocket health purchases.
- Some specialties are not available in all areas.
- Program descriptions and typical savings information are accurate at time of printing but are subject to change without notice. For the most up-to-date information, log on to the Web site or call Customer Care.
- "Typical savings" statements are estimates only. Your savings may vary, based on provider, geographic area, and product or service purchased.
- Your spouse and dependents living with you, as well as children away at school, can also use the health discount program to save.

### Guaranteed savings

You are guaranteed always to receive at least the minimum discount advertised, as long as you confirm your discount, either on the Web site or by calling Customer Care. (The Minimum Discount Guarantee does not apply to hospitals.) For example, if the discount range shown is 10 to 25 percent, you will save at least 10 percent on your total purchase. If you do not, the health discount program will refund the difference between what you paid, and what you should have paid. For details, download a Minimum Discount Guarantee form from the Web site or call Customer Care.

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**Customer Care: 1-888-212-9095**  
**www.medsavings.unitedhealthallies.com**

## LASIK

Laser vision surgery and other vision correction procedures are designed to allow individuals to enjoy clear vision without needing corrective lenses. With the health discount program, you have access to discounted rates from the Laser Vision Network of America (LVNA). LVNA's credentialed surgeons offer a wide choice of laser technologies, including Broad Beam, Flying Spot and Custom Wavefront technologies.

Through LVNA, you can receive a 15 percent discount on LASIK and other vision correction surgeries, or a 5 percent discount on any promotional offers from participating providers. ("Promotional offers" refers to any special or discounted pricing the physician may be offering to the general public on vision correction procedures.)

### Are You a Candidate?

If you are considering LASIK, CustomLASIK, or PRK, here are some guidelines. (Members should consult a physician to determine if LASIK is appropriate for them.)

- You should be over the age of 18.
- Your eyes should be in healthy condition.
- You should be free of any serious immune disorders.
- You must have stable, consistent vision.

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## Cosmetic Dental

Unhappy with the appearance of your teeth? Cosmetic dentistry may provide a solution! Many dental flaws can be corrected or improved through relatively simple procedures. Some of the most common problems that may be corrected include the following:

- Stained or Discolored Teeth
- Chipped or Cracked Teeth
- Missing Teeth or General Bite Dysfunction
- Crooked or Crowded Teeth
- Excessive or Uneven Gums

You can save from 10 to 35 percent on a wide range of cosmetic dentistry services, including:

- Teeth whitening
- Bonding and veneers
- Crowns, bridges and implants
- Gum sculpting

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**[www.medsavings.unitedhealthallies.com](http://www.medsavings.unitedhealthallies.com)**

## Alternative Care

Alternative Care refers to any type of health care treatments considered to be medically unconventional, unorthodox or unproven in theory. These treatments have become popular with millions of individuals suffering from pain and stress. A growing number of physicians are recommending alternative procedures as complementary treatments for their patients. **Always use your health plan for covered health services first**, then use the discount program to save on non-covered services, such as naturopathy, and for other services beyond your plan limits.

Enjoy savings of 20 percent on these popular forms of alternative care from participating network providers:

- **Chiropractic Care** - Manipulation of the spine intended to reduce pain as well as restore and maintain health
- **Acupuncture** - Technique using needles or pressure on specific points of the body intended to relieve pain and restore health
- **Naturopathy** - Holistic approach intended to assist the body's innate ability to recover through physical, dietary, and emotional therapies
- **Massage Therapy** - Application of pressure, tension, motion, or vibration to the body intended to increase physical and mental health

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**[www.medsavings.unitedhealthallies.com](http://www.medsavings.unitedhealthallies.com)**

## Wellness

Be healthy and save money with typical discounts of 10 to 50 percent on these wellness products and services:

### Program Highlights

- **Weight Management** - Savings of 10 to 50 percent on several popular weight loss programs, including Jenny Craig®
- **Vitamins and Supplements** - Discounts of 10 to 15 percent on hundreds of products from dozens of manufacturers
- **Nutrition and Food** - Save 20 percent on nutrition counseling and 10 to 50 percent on natural and healthy foods by mail
- **Relaxation Resources** - Save on aromatherapy products and on gift certificates to health spas worldwide from Spa Finders
- **Smoking Cessation** - Save on several nationwide smoking cessation programs
- **Fitness** - Save on fitness club memberships, including select Curves®, Gold's Gym and Ladies Workout Express locations; home fitness equipment from NordicTrack® and others; and brand-name fitness apparel

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## Long-term Care Services

Long-term care includes any assistance needed by persons who are unable to care for themselves as a result of an accident, prolonged illness, disability, or increased frailty. Long-term care can take place in a nursing home or other facility, in a community setting, or in the home.

You can use the health discount program to save on long-term care services for yourself, your spouse, your dependent children and your parents and grandparents.

You can typically save from 5 to 30 percent on the following long-term care services (your savings will vary, based on the facility or service you select and the care you require).

- **Assisted living facilities** - save 5 percent
- **Homemaker and personal care services** - save from 5 to 30 percent
- **Memory Loss Products** - save 20 percent on reminiscence products for memory loss sufferers.

Some of these services may be covered under your health plan. **Always use your health plan for covered health services first**, then use the discount program to save on non-covered services.

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**Customer Care: 1-888-212-9095**  
[www.medsavings.unitedhealthallies.com](http://www.medsavings.unitedhealthallies.com)

## Hearing\*

Save on hearing aids, diagnostic equipment and ancillary products from 3,000 American Hearing Aid Associates (AHAA) hearing centers nationwide.

Enjoy savings of 30 percent off the Manufacturer's Suggested Retail Price (MSRP) or \$300 off usual and customary charges on the total purchase, whichever is the greater discount. Each purchase includes these "extras":

- Free quarterly cleanings and adjustments
- Yearly audiometric screenings
- First-year loss and damage insurance and repair warranty
- Batteries for the life of the hearing aid (up to two packages per quarter)

You can get discounts on these and other popular brands of hearing devices:

- Oticon
- Phonak
- Rexton, Inc.
- Starkey
- Unitron Industries
- Widex

*\*Available to members whose Medicare Advantage plan does not include a covered hearing benefit. Please visit [www.medsavings.unitedhealthallies.com](http://www.medsavings.unitedhealthallies.com) for availability.*

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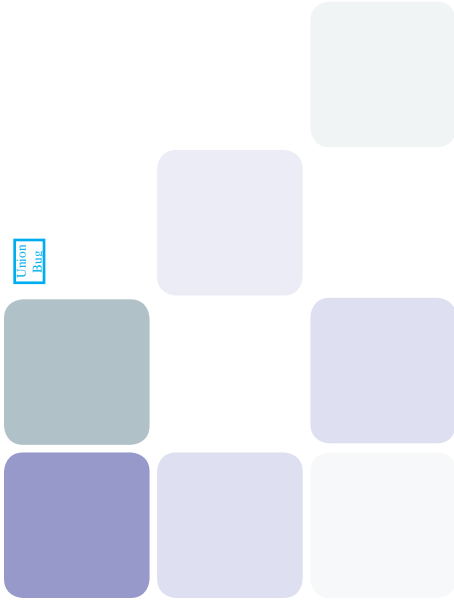
**Customer Care: 1-888-212-9095**  
**[www.medsavings.unitedhealthallies.com](http://www.medsavings.unitedhealthallies.com)**

**Gently peel off your membership ID card(s) below**



P.O. Box 10340  
Glendale, CA 91209

**Open Immediately!**  
Your member ID card  
is enclosed.



[JOHN. Q. MEMBER]  
[400 N. BRAND BLVD., SUITE 950]  
[GLENDALE, CA 91203-2369]

PRST STD  
U.S. POSTAGE  
**PAID**  
TRC