

Bringing access to quality cost-conscious health care to Greater Lubbock.

UnitedHealthcare Charter® is designed to streamline the health care experience for employees and reduce costs for employers. Care is coordinated by primary care physicians (PCPs) inspired to deliver quality patient-centered care. They guide employees to use health care more efficiently with the goal of improving health outcomes and helping to lower the total cost of care.

Achieving healthier together.

In collaboration with the UMC Health System (UMC) in Lubbock, Charter makes it easy for employees to find PCPs that help them manage their health care needs in an uncomplicated manner. Together we can keep employees healthier by having them choose a PCP who will encourage them to seek preventive care, treat chronic conditions and develop personalized plans.

Adding value to your care.

UMC is one of the area's largest health care providers, offering a network of physicians and services throughout north Texas. Upon enrollment in a Charter plan, employees and their covered family members select a PCP from the network. Each family member can choose a different PCP, such as a general or family practitioner, internist or pediatrician, to manage their specific health care needs. Network preventive care is fully covered.³

Maximizing benefits with coordinated care.

Before seeing another network physician or specialist, an employee's PCP makes a referral for the employee. Referrals are not required for a Virtual Visit or for services from a network OB/GYN, network behavioral health and substance use disorder clinicians, or for routine refractive exams from a network provider. Certain inpatient and outpatient procedures require the network physician to obtain prior authorization before procedures can be performed.

Health plan members who engage with a PCP have better compliance with screenings;

25%

higher for breast, cervical and/or colorectal cancer screenings, and

49%

higher with pediatric and adolescent measures.¹

Health plan members engaged with a PCP had

10%

lower risk-adjusted per member, per month expense.²

UnitedHealthcare Charter health plan availability.

The company must be located in one of these counties and employees must reside in one of these counties to be eligible for enrollment.

Parmer	Castro	Swisher	Briscoe
Bailey	Lamb	HALE	Floyd
Cochran	HOCKLEY	LUBBOCK	Crosby
Yoakum	Terry	Lynn	Garza

Greater Lubbock Area

- Hale
- Hockley
- Lubbock



UMC Health System

UMC Health System is a multiple award-winning health system, comprised of over 4,600 team members, and more than 20 regional clinics! Together with medical staff, volunteers and leadership, we share a strong commitment to our patients—one that defines our culture, Service is our Passion.

Partnering with Texas Tech Physicians and UMC Physicians, UMC has seen an increase in market share, demand for service, and growth in reputation. At the core of this is our over 20 regional clinics supporting our hospital and our community. We are also proud to claim our Southwest Medical campus a one-stop healthcare hub. In it are some of our family and internal medicine clinics, OB/GYN and pediatric care, dermatology, cardiology, lab, MRI, mammography and more!

UMC also has a strong and enduring partnership with Texas Tech Health Sciences Center which helps fulfill UMC's mission and helps support Tech's academic pursuits of education and research. As one grows, the other prospers.



Visit uhc.com/charterlubbock, or contact your broker or UnitedHealthcare representative for additional information.



¹PCP Attribution and Quality: HEDIS Preventive Measures analysis – Cohort Comparison. Analysis on 2017 member PCP attribution and gap closure data.

²In comparison to members not engaged with a PCP. UnitedHealthcare Employer & Individual BOB, Healthcare Economics analysis, 2019.

³Certain preventive care items and services, including immunizations, are provided as specified by applicable law, including the Patient Protection and Affordable Care Act (ACA), with no cost-sharing to you. These services may be based on your age and other health factors. UnitedHealthcare also covers other routine services, and some plans may require copayments, coinsurance or deductibles for these benefits. Always review your benefit plan documents to determine your specific coverage details.

This plan has exclusions, limitations and reduction of benefits. See the plan documents for complete details.

Virtual Visits phone and video chat with a doctor are not an insurance product, health care provider or a health plan. Unless otherwise required, benefits are available only when services are delivered through a Designated Virtual Network Provider. Virtual Visits are not intended to address emergency or life-threatening medical conditions and should not be used in those circumstances. Services may not be available at all times or in all locations.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or their affiliates. Health Plan coverage provided by or through UnitedHealthcare of Texas, Inc.