



**You've got a  
whole team behind you.**

**Wellbeing Benefits**  
Small Group

**univera**<sup>®</sup>  
H E A L T H C A R E

**Right here.  
For you.**

# Make the most of your health plan!

Understand the **Univera Healthcare** programs available to you to help improve your wellbeing.



## Top resources to know and apps to download



### Univera Healthcare website and mobile app

Get instant access to tools and resources to make healthy living a little easier.

- View and order member card(s)
- Check coverage and estimate treatment costs
- Find a doctor, urgent care, or hospital
- View and download claims
- Manage your medications, sign up for home delivery, and check drug prices
- Track deductibles and out-of-pocket spending for high deductible plans

Member.[UniveraHealthcare.com](https://www.univerahealthcare.com)



### Connect with a Care Manager using the Wellframe® mobile app

The Wellframe mobile app puts health care experts and support at your fingertips

Get answers to questions. Stay on track with your health goals.

Our Univera Healthcare team of care managers will be there to help along the way.

Log in to your member account to get started:

[UniveraHealthcare.com/Wellframe](https://www.univerahealthcare.com/Wellframe)  
Use the access code: **univerawelcome**



### On-demand acute care using Telemedicine

When your doctor isn't available, we have partnered with MDLIVE®

Get 24/7 non-emergency medical care by phone or video chat.

Access U.S. board-certified doctors at home or on the go.

It is cost-effective. Save a trip to the emergency room or urgent care.

Copay or deductible may apply.

[UniveraHealthcare.com/Telemedicine](https://www.univerahealthcare.com/Telemedicine)  
Call **1-866-914-8426 (TTY 711)**



### On-demand behavioral health care with MDLIVE®

Everyone needs a little support.

Through our partnership with MDLIVE, you have 24/7 access to non-urgent behavioral health care by phone or video.

Get the care you need when you need it. Make appointments when they are best for you – early morning, evenings or even weekends.

It is easy to schedule a consultation by phone, tablet, or computer.

Highly trained psychiatrists, psychologists, and social workers can help with a wide range of conditions like addiction, depression, life changes, stress, or trauma.

Copay or deductible may apply.

[UniveraHealthcare.com/Telemedicine](https://www.univerahealthcare.com/Telemedicine)  
Call **1-866-914-8426 (TTY 711)**



### Vitalize™ powered by Personify Health

Wellbeing for all is now within reach.

Meet Vitalize, a digital platform that places the power to live better at Western New Yorkers' fingertips. By partnering with Personify Health, Univera Healthcare is making it easier for you to make small, everyday changes to your wellbeing that are focused on the areas you want to improve the most.

You can complete a health risk assessment, build healthy habits, have fun with friends and experience the lifelong rewards of better health and wellbeing.

Subscribers and spouses can earn up to \$400 in rewards each benefit year through Vitalize.

Log in to your member account at

[Member.UniveraHealthcare.com](https://www.univerahealthcare.com)  
and look for "Vitalize" under the Health and Wellness tab.



### Introducing Vori Health

Virtual physical therapy for back, neck and joint pain.

Vori Health is a nationwide specialty medical practice that helps you get back to your life faster. With Vori Health, you will have access to:

- Convenient video visits
- Medical evaluation and diagnosis
- Non-opioid pain medication and imaging if needed
- Personalized treatment including physical therapy and more
- Support to help manage pain, regain strength, and enjoy life

Log in to your member account at

[Member.UniveraHealthcare.com](https://www.univerahealthcare.com)  
and look for Vori Health under the Find a Doctor tab.



## Support for you and your family

### Preventive care

Preventive care can help you stay healthy and reduce health risks.

Your plan includes FREE preventive care for many screenings and immunizations when you visit an in-network provider:

- Annual routine check-up
- Annual Obstetrician Gynecologist (OB/GYN) Visit
- Well child visits
- Breast, cervical, and colon cancer screenings
- Heart health screenings – cholesterol and blood pressure
- Diabetes screenings
- Immunizations (flu, pneumonia, childhood and adult vaccines)
- Family planning & reproductive health services

Visit [UniveraHealthcare.com/PreventiveCare](https://www.univerahealthcare.com/PreventiveCare) to learn more.

### Member Care Managers – care for your health

Our team of experienced health care and behavioral health specialists are here to help you get care and manage your health.

- Find help for depression and anxiety
- Support for:
  - » expecting and new parents
  - » healthy eating and nutrition
  - » chronic conditions like diabetes
- Manage prescriptions
- Other health needs you may have

Call **1-877-222-1240 (TTY 711)**

Email  
[Case.Management@UniveraHealthcare.com](mailto:Case.Management@UniveraHealthcare.com)

8 a.m. - 5 p.m. EST, Monday - Friday

### Meet Welvie®

The decision whether or not to have surgery is a big one.

Univera Healthcare offers Welvie My Surgery<sup>SM</sup> to help you work with your doctor to decide on, prepare for, and recover from surgery.

Surgery is effective for many conditions, but it may not be the right choice for every person in every situation. There are many options to consider, from treatments to doctors to hospitals.

Welvie My Surgery<sup>SM</sup> guides you through the entire surgery decision-making process.

Welvie My Surgery is your easy-to-use, online guide.

Go to [Welvie.com](https://www.welvie.com) and select the **Register** button.



### 24/7 Nurse call line

Decision-making support and education when you need it most.

Contact a nurse by phone anytime – 24 hours a day, seven days a week.

Get answers to general health, chronic or complex health condition questions.

They can help you with questions about diagnoses, medications, treatment options, and nutrition. They can also help you find providers.

**1-877-222-1240 (TTY 711)**

### Univera Healthy Baby Connection

Univera Healthy Baby Connection is a program that offers personal support, education and resources for expectant and new mothers before, during, and after pregnancy.

You will be paired with a Care Manager who will be your single point of contact and will help you with everything from screenings and referrals to nutrition and everyday questions.

Call **1-877-222-1240 (TTY 711)**  
8 a.m. - 5 p.m. EST, Monday - Friday

### Estimate medical costs

Our online search tool lets you estimate medical costs to help you budget for expenses.

Log in to our website to estimate out-of-pocket medical costs based on your year-to-date spending and deductible.

Find costs and filter results by cost, treatments provided, location, and more with over 1,600 treatment categories and 400+ procedures.

Log in to your member account at

[Member.UniveraHealthcare.com](https://www.univerahealthcare.com)

and look for "Estimate Medical Costs" under the Find a Doctor tab.





## Health & Wellness

### Perks 4 U®

Perks 4 U® is a Univera Healthcare program to help you stay healthier for less.

Get great discounts on healthy programs and services to help you with well-balanced lifestyle. These perks are in addition to your health care benefits and can be used at more than 100 health and wellness locations throughout western New York.

Visit [UniveraHealthcare.com/Perks4U](https://UniveraHealthcare.com/Perks4U) for a complete list.



### Get to know Foodsmart through Vitalize

Foodsmart is a digital nutrition platform with tools that make it easy to eat well!

Take the NutriQuiz to assess your eating habits and get personalized tips and recipes.

Search the recipe database, mark your favorites, and get a digital grocery list for the recipes you choose.

Find educational tips and resources from Foodsmart's experts to help you eat your best.

Log in to your member account at [Member.UniveraHealthcare.com](https://Member.UniveraHealthcare.com) and look for "Vitalize" under the Health and Wellness tab.



### Help to quit smoking

The power to quit is in the palm of your hand.

Our free smoking cessation program – powered by the Wellframe® app – gives you access to self-guided program modules, videos, and articles you can take with you wherever you go.

And, you can also choose to have personal in-app text message support from our local care managers. They can help you build a personal plan to quit based on your health goals:

- Reasons you are quitting
- Triggers for smoking
- Ways to fight cravings
- Help you stay motivated and accountable

Log in to your member account to get started: [UniveraHealthcare.com/Wellframe](https://UniveraHealthcare.com/Wellframe)

Use access code [univerawelcome](#) to engage with our Care Management Team for help along the way, or [univerafree](#) for the self-guided program.

### Research 6,000+ health topics at UniveraHealthcare.com

We offer a web-based tool that provides information on over 6,000 health topics supported by the most reliable, up-to-date medical research.

Log in to your member account at [Member.UniveraHealthcare.com](https://Member.UniveraHealthcare.com) and look for "Research Health Topics" in the Health and Wellness section.

MDLIVE is an independent company that provide telemedicine services to Univera Healthcare members. MDLIVE providers are available by phone 24/7 or by video 7 days a week, 7 a.m. to 9 p.m. ET.

Wellframe is an independent company offering a mobile app to members and caregivers using our Care Management program.

Welvie is an independent company that provides a surgery decision program to Univera Healthcare members.

Vori Health is an independent company that offers virtual musculoskeletal (back, neck, and joint) health care and physical therapy services to Univera Healthcare members.



Right here. For you.