

FAQs: Acadia's Transition to UMR for Medical Insurance

Why is Acadia transitioning to UMR for medical insurance?

At Acadia, we are always looking for ways to improve our benefits offerings to best support employees' well-being. Our desire to enrich your benefits led us to search for a new medical plan carrier that could deliver the quality and comprehensive service that our employees deserve.

We determined Blue Cross Blue Shield (BCBS) could no longer adequately support our employees across the country and their customer service and availability of resources were no longer meeting their needs. Some of the driving forces behind this change to UMR are their superior customer service model and wide-reaching national support. In fact, UMR consistently achieves over a 95% positive member satisfaction rating based on feedback from members after their interactions with customer service representatives. UMR was also able to help us better control rising medical costs, allowing us to minimize the increases in medical premiums passed along to our employees.

When will our transition to UMR be effective?

Employees will need to actively enroll during Open Enrollment between November 4 – 22. If you enroll in a medical plan, coverage with UMR will become effective January 1, 2025. We have been working to ensure all necessary data is passed from BCBS to UMR to ensure a seamless transition.

Concierge assistance for clinical inquiries, transition of ongoing care and provider network questions will be available through UMR's Plan Advisor. This service will be available once you receive your new ID card in the mail, or by January 1, 2025, whichever comes first. The concierge member support team will be available at 888-804-9425 or via the number on the back of the new ID card.

How can I confirm my provider is in network?

Before finalizing this partnership, we confirmed the majority of doctors and facilities our employees and their families use for care are in the UMR UnitedHealthcare network. In fact, 98% of the providers in-network with BCBS are also in-network with UMR. In addition, employees will be gaining new providers not previously included in the BCBS network. To confirm your provider is in network:

- **Employees Outside of CA:** Visit <https://www.umar.com/find-a-provider/unitedhealthcare-choice-plus-network-english> and select the "View Providers" button at the bottom of the screen. From there, you can change your location and search by specific providers, places, services or care for a specific condition. UMR operates within United Healthcare's Choice Plus Network.

- **Employees In CA:** Visit <https://www.umar.com/find-a-provider/unitedhealthcare-select-plus-network-english> and select the “View Providers” button at the bottom of the screen. From there, you can change your location and search by specific providers, places, services or care for a specific condition. UMR operates within United Healthcare’s Select Plus Network in California.

What can I do if my provider is not in the UMR UnitedHealthcare network?

If your provider is out of network, you can provide them with a document outlining how they can begin the process of joining the network. To access this document, visit

<https://www.umar.com/find-a-provider/unitedhealthcare-choice-plus-network-english> and select “Add Provider to My Network” at the bottom of the screen under “Additional Resources”

Employees in California can visit <https://www.umar.com/find-a-provider/unitedhealthcare-select-plus-network-english> and follow the same instructions.

If you are receiving ongoing care for a specific medical condition, you may be able to continue seeing your provider at the in-network benefit level for a limited period of time to assist you in this transition. Beginning January 1, 2025, you can contact UMR’s concierge member support team at 888-804-9425 to learn more about the transition of care process.

Will I still have a choice of the same types of medical plans?

Yes, your medical benefits and coverage will not be changing. You will find that services previously covered by BCBS will also be covered by UMR. For additional details about medical options and coverage, visit <https://myacadiabenefits.com/> or log into UKG and select the “My Company” page:

- Single sign-on users: acadia.ultipro.com
- All other users: myacadiahealthcare.com

Will my prescription coverage change?

No. All plan options will continue to include prescription drug coverage through Express Scripts.

Are GLP-1 Medications covered?

We have decided to continue excluding GLP-1 Medications for Weight Loss from our plan benefits. While the clinical results of these weight loss drugs are promising, the risks and effectiveness of long-term use are not fully understood. In addition, we remain focused on offering competitive medical premiums to our employees and adding these medications would significantly increase the premiums.

Will we continue to have coverage for my mental health needs?

Yes, UMR's mental health coverage mirrors that of BCBS, so you shouldn't notice any difference in what your new medical plan covers compared to your previous plan. You will continue to have multiple options for mental health support via in-network therapists, other mental health professionals, facilities and even through Teladoc virtual visits.

You also now have access to additional mental health resources, including one that is available through our partnership with UMR: Talkspace, which offers convenient online therapy with a certified therapist or psychiatrist and is available to you and your dependents.

Beyond your medical coverage, we offer six free face-to-face counseling sessions along with 24/7/365 telephone support from a licensed clinician via our Employee Assistance Program (EAP), powered by CuraLinc. Also through CuraLinc, you have access to MindStream, a customizable platform with live and on-demand video and audio sessions to boost your mental clarity and build helpful skillsets to tackle life's biggest challenges.

As a behavioral health organization, your mental health and well-being are important to us, and we will continue to offer multiple resources to meet you and your family's needs.

After I enroll, will I receive a new ID card?

Yes, you will receive one new ID card that includes both medical and prescription plans. You can expect to receive it in the mail at your home address prior to January 1, 2025. Please ensure your address is up to date in UKG to avoid any delays. To update it, log in to UKG and select "Name, Address and Telephone" from the shortcuts on the right side of the page:

- Single sign-on users: acadia.ultipro.com
- All other users: myacadiahealthcare.com

Will I also be able to obtain a digital ID card or request additional ID cards for my dependents?

Yes, after January 1, 2025, you will be able to register your account at <https://www.umar.com/> or on the [UMR mobile app](#). To register, you will need either your physical ID card OR your social security number and the UMR group #76-417129.

Once you are registered, select "ID card" from the main navigation to view and download a copy of your card; you will have the option to print a physical copy or download a digital version to your Apple Wallet. In addition, you can select an option to have additional cards mailed to your home for your dependents.

What will happen to my approved prior authorizations on file with BCBS?

Active prior authorizations approved with BCBS will be transferred over to UMR by January 1, 2025. If you currently have an approved prior authorization in place, you should not have to take any additional action.

What will happen if I am under ongoing complex care or pregnant?

If you are working with a case manager for a complex or chronic condition or participating in the maternity program, your history will be transferred to UMR for coverage beginning January 1, 2025. If you have any questions regarding ongoing care, please contact UMR's concierge member support team, Plan Advisor, at 888-804-9425.

What if I have additional questions?

If you have questions about your medical plan options, other benefits or need assistance with enrollment, call MyHR at 844-866-1475 to speak with a benefits counselor. Help is available Monday – Friday, 7 a.m. to 7 p.m. CT now through November 22, and 8 a.m. to 5 p.m. CT starting November 23.

If you have clinical, transition of ongoing care or provider network-related questions, call UMR's Plan Advisor once you receive your new ID card or by January 1, 2025, whichever comes first. They are available at 888-804-9425 or by calling the number on the back of your ID card. Your Plan Advisor concierge can assist you Monday – Friday, 7 a.m. to 7 p.m. CT.