

Welcome to the Garden State Plan



With an Oxford plan from UnitedHealthcare, you get access to many services and programs, including a website created just for our members. At **oxfordhealth.com**, you can find participating doctors, manage medical records and other valuable information, take a health assessment, and much more.

The first thing you may want to know is how to find a doctor in the network. You can start your search by using the Oxford Garden State Network Directory located on the Member portal of **oxfordhealth.com**. Below are the steps you should take to begin using the directory:

STEP 1

Log in to oxfordhealth.com:

To log in to our website, type in your username and password, and click on **Log In**. If you forgot your username or password, click on the **Forgot your username or password?** link to get your information again. If you need to register for our website, click on the **Register Now** button.



STEP 2

Get to the correct area of oxfordhealth.com:

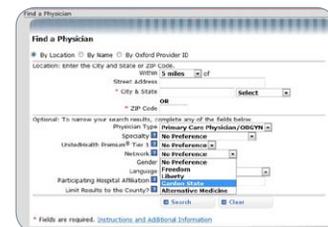
Once you log in to our site, your personalized home screen will open. At the top of the screen, click on **Physicians & Facilities**.



STEP 3

Search for Garden State Network providers:

Once on the Physicians & Facilities page, click on the drop-down menu on the doctor search tool and choose **Garden State**. You can also search for Garden State Network providers by using the UnitedHealthcare Health4Me® smartphone app, available for Apple® and Android phones. If you would like a paper version of the directory, call us at the phone number on the back of your health plan ID card.



Frequently asked questions

Does this plan include out-of-network benefits?

No, this is an in-network only plan. If you get care from a doctor or facility that is not in the Oxford Garden State Network, it will not be covered under your plan. Emergency care is always covered, in or out of the Oxford Garden State Network.

Can I continue going to the same doctors and hospitals as I do now, even outside of New Jersey?

The Oxford Garden State Network has only doctors and hospitals in New Jersey. Please check the Oxford Garden State Network directory to make sure your current doctor or hospital participates with this network before getting care. Emergency care is always covered, in or out of the Oxford Garden State Network.

Do I need to get a referral from my primary care physician (PCP) before seeing a specialist?

Depending on your plan, you may need to get a referral from your PCP. Please check your Summary of Benefits and Coverage (SBC) for details.

If I can't get to a computer, how can I get a printed copy of the directory?

To ask for a printed copy of the directory, you can call us toll-free at the number on the back of your health plan ID card or **1-800-444-6222**. If you have a hearing impairment and need help, please call our **TTY/TDD** line at **1-800-201-4875**. Please call **1-800-303-6719** for help in Chinese, **1-888-201-4746** for help in Korean, or the phone number on your ID card for help in English and other languages.

What other services do I have access to as an Oxford plan member?

There are many other services and programs you have access to as an Oxford plan member, such as:

- ▶ **Our website, oxfordhealth.com:** An easy-to-use and secure way for you to manage medical records and other valuable information.
- ▶ **Online health programs:** Encourage a proactive approach to health and address issues like healthy weight, stress management, diabetes management, and quitting smoking.
- ▶ **Healthy Bonus[®]:** A discount program with savings on a wide variety of health-related products.
- ▶ **Oxford On-Call[®]:** Nurses are there for you 24 hours a day, seven days a week by phone to give helpful information about illness or injury.
- ▶ **Healthy Mother, Healthy Baby[®]:** This program complements the care expectant members get from their doctors with educational information on prenatal and postnatal care, as well as childhood immunizations.
- ▶ **Health Assessment:** Available in the Health & Wellness section of oxfordhealth.com, this is a complete, confidential online health questionnaire designed to look at your lifestyle and find health risks. You get a personalized health report, along with preventive steps and recommendations.



Visit oxfordhealth.com today to find participating physicians and facilities, as well as health plan information, health plan tools and more.

