



Make the most of your chiropractic benefits.

Chiropractic care is a treatment alternative that can help ease pain and speed recovery without the use of drugs or surgery. If your benefit plan covers chiropractic care, you are generally covered for chiropractic services to treat appropriate conditions, many that are likely to improve within two months of starting treatment. Your benefits may not cover maintenance treatment as part of a wellness program, care that ceases to improve your condition or treatment that is not appropriate for your condition. Your benefit may also include a limit on the number of approved visits that are covered in a year.

How do I find a chiropractor?

Your insurance coverage for chiropractic services gives you access to more than 26,000 network chiropractors nationwide. Find a provider convenient for you by visiting myuhc.com[®] and choosing “Find Physician, Laboratory or Facility” under Links and Tools.

Neck and spine conditions

- Low back pain is one of the most common sources of pain that interferes with a person's quality of life.
- Untreated, back pain often resolves itself within a month or two. If it does not, chiropractic care is a treatment option that can help ease pain, restore function and speed recovery without the use of drugs or surgery.

How do my chiropractic benefits work?

The first time you visit a chiropractor, he or she may ask you to fill out a simple form called a Patient Summary Form.* This form makes it easy for you to share important information about your condition with your chiropractor. It also helps your chiropractor determine what type of treatment to provide so you can improve as quickly as possible.

Most patients only fill out this form once; but if your condition requires prolonged treatment, you may need to complete the form again with updated information. This helps you communicate how your condition is progressing with treatment.

When your chiropractor submits the Patient Summary Form information about your condition to us, you and your chiropractor may receive a recovery milestone document, which represents a number of chiropractic treatments within which most patients with a similar condition have recovered.

This is not an authorized number of treatments or a limit on the number of treatments available to you. It simply helps your chiropractor set a point when your condition should be reviewed again to determine the level of improvement you have made with the treatment you have already received.

If you need additional treatment, your chiropractor will advise both you and UnitedHealthcare.

What happens if I reach a recovery milestone and my condition has not improved?

While chiropractic treatment typically helps patients recover quickly, everyone responds differently to treatment. Your chiropractor may determine that continued chiropractic care will be necessary and will submit another Patient Summary Form. In the majority of these cases, another recovery milestone will be established. Your chiropractor may also refer you to another provider for evaluation and treatment.

Your chiropractor may also determine that continued chiropractic care will not help your condition and will release you from treatment with instructions on how to take care of your condition. However, as described in your benefit plan coverage document, you may not have coverage for chiropractic treatment that is not resulting in any lasting improvement or change in your condition. In the event coverage is denied, you and your chiropractor will be notified of how to appeal the decision.

*The Patient Summary Form applies to the Chiropractic Clinical Support Program.

The information provided on included programs is for informational purposes only and is not a substitute for your doctor's care. Please discuss with your doctor how the information provided is right for you. Always refer to your plan documents for specific benefit coverage and limitations or call the toll-free member phone number on the back of your health plan ID card.

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

Chiropractic services administered through Optum, a UnitedHealth Group company.

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