



# Common questions about Orthopedic Health Support (OHS)



Here you can find answers to several commonly asked questions about Orthopedic Health Support and how it relates to Centers of Excellence (COEs). If you would like more information, please reach out to an OHS nurse at **1-888-936-7246**.

## What are the orthopedic Centers of Excellence (COEs)?

Orthopedic COEs are a network of facilities and surgeons who meet volume and quality criteria and provide orthopedic surgical care with fewer complications and at a lower cost to members than many non-COE providers.

## What is Orthopedic Health Support (OHS)?

OHS is a clinical coaching program for members to help them manage their orthopedic pain, better understand their condition, and make decisions about their care.

## Why have I received information about OHS and the COE facilities?

All UnitedHealthcare subscribers are eligible to receive orthopedic care from COE providers. UnitedHealthcare would like members to be aware of the Orthopedic Health Support program in their care journey so an OHS nurse can help them manage their condition.

## Do I have to enroll in Orthopedic Health Support?

OHS is usually a voluntary program. You're encouraged to enroll if you are experiencing orthopedic pain or have a question about your condition. Some employers require members to enroll in OHS if they are having surgery for knee/hip replacement or their spine. If you're not sure, contact OHS to speak with a nurse.



**Call 1-888-936-7246**

to speak with an Orthopedic Health Support nurse, if you have questions or would like to learn more about our COE providers.

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## What happens if I do not enroll in Orthopedic Health Support?

If you're planning knee or hip replacement or spine surgery and your employer requires you to enroll in OHS, you may not receive your surgical authorization until you have enrolled in OHS and met with a registered nurse.

## Do I have to use a Center of Excellence?

Typically, the use of a COE is voluntary. However, some employers require that if you live within a certain distance of a COE that you must use one to receive coverage for your surgery. If you are not sure of your employer's requirements, please contact OHS to speak with a nurse.

## How can I find the closest COE for me?

The easiest way to find a COE facility and surgeon is to enroll in the Orthopedic Health Support program and speak with a registered nurse as soon as you're considering surgery.

## Will I need to change providers?

You may need to change providers if you're required to use a COE and you have selected a non-Center of Excellence provider.

## Do I have to enroll in Orthopedic Health Support if I am NOT planning surgery?

No, you do not need to enroll in Orthopedic Health Support if you are not planning surgery. However, the OHS nurses are available to help you at any time if you are having joint pain or have questions about your orthopedic condition.

**Learn more**

**Please contact an Orthopedic Health Support nurse at 1-888-936-7246 if you have further questions or would like to schedule a procedure with a COE.**

**This program should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room.** The information provided through the nurse support service is for informational purposes only and provided as part of your health plan. The nurse cannot diagnose problems or recommend treatment and is not a substitute for your doctor's care. Your health information is kept confidential in accordance with the law. This nurse support service is not an insurance program and may be discontinued at any time. The Centers of Excellence (COE) program providers and medical centers are independent contractors who render care and treatment to health plan members. The COE program does not provide direct healthcare services or practice medicine, and the COE providers and medical centers are solely responsible for medical judgments and related treatments. The COE program is not liable for any act or omission, including negligence, committed by any independent contracted healthcare professional or medical center.

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