

Transition of Care process for Mental Health and Substance Use Disorder benefits

Effective January 1, 2025, UnitedHealthcare (UHC) will administer the Mental Health and Substance Use Disorder benefits for all AECOM employees and their dependents enrolled in the UHC medical plan. Through your medical coverage with us, you will have access to an extensive network of participating providers that includes all levels of care and a wide range of specialists, including therapists, psychologists, psychiatrists, and addiction specialists. UHC's goal is to make any necessary transition of care a smooth one for you and your covered family members who are currently in treatment.

For Outpatient Services:

- If you or a family member is receiving covered behavioral services prior to January 1, 2025, call **UHC at 855-248-0896** between **January 1, 2025, and February 28, 2025**, to determine if your provider is in the UHC Behavioral Health network. You may also use the self-service option website pre-enrollment site at **whyuhc.com/aecom** to search and confirm your current provider is in the UHC Behavioral Health network.
- If your provider is not in the UHC Network, you may request a transition of care benefit providing **network-level benefits** for up to **three months** from January 1, 2025, to March 31, 2025. Certification for the transition benefit must be requested by calling UHC before February 28, 2025. After the three-month transition benefit period, if you or a covered dependent is still in treatment with a non-participating UHC provider, services will be covered under the out-of-network benefit level if your benefit plan has out-of-network benefits available.
- If your provider is interested in being considered in the UHC network, your provider can obtain preliminary application information at www.providerexpress.com or call UHC/Optum directly at 877-614-0484.

For Residential, Partial Hospitalization and Intensive Outpatient Treatment:

- If you or a family member are in **Residential, Partial Hospitalization and Intensive Outpatient treatment**, the treating provider must call UHC to request an authorization if services are expected to continue after 1/1/2025. If the provider is OON, UHC staff will work with the provider to assure the member can continue their course of treatment without disruption.

For Inpatient Care:

If you or a family member are hospitalized prior to January 1, 2025, coverage will move under UnitedHealthcare program as of 1/1/2025. If you are still in treatment on or after 1/1/2025, your provider must call UnitedHealthcare as soon as possible to request continued coverage under your new benefit plan.

Support for selecting UHC Behavioral Health providers: **whyuhc.com/aecom** (pre-enrollment site), **myuhc.com** (once you become an UHC member) or liveandworkwell.com (Access Code: AECOM).

If you have any questions about your behavioral health benefits, please call UHC at 855-248-0896.

Note: UHC is dedicated to protecting your privacy. In accordance with Federal and State law, all services are strictly confidential.