

Conversio Health/UHA Member FAQ



You can get this information in other languages, large print, braille, or any format you prefer. You can also ask for an interpreter. This help is free. Call 866-239-3784 (TTY users dial 711). We accept relay calls.

Who is Conversio Health?

Conversio Health is a partner of UHA. Conversio Health has a program that helps people with breathing conditions such as asthma, emphysema, chronic bronchitis, and COPD.

Information on Conversio Health

Conversio Health's pharmacy:

- Can create a breathing medication customized for you. With your doctor's approval, these custom-made breathing medications are covered with no copay and no out of pocket cost.
- Can provide you with other breathing medications, like inhalers.
- If you use a nebulizer-based breathing medication, Conversio can provide a rechargeable pocket-sized nebulizer that is covered with no copay or out-of-pocket cost.
- Will ship your breathing medications and supplies directly to your home, with free shipping.

Conversio Health has a friendly Care Team of health care providers and coaches who will work with you and your doctor as an extra layer of support to help you manage your breathing.

What is included in the Conversio Chronic Respiratory Condition Management Program?

- Devices
 - » SmartNeb: a Bluetooth enabled portable nebulizer
 - » SmartCap: a Bluetooth enabled inhaler sensor, that is also a coaching device and clinicalgrade spirometer



Our SmartNeb nebulizer fits right in your hand.



Our SmartCap device shows you the correct way to use inhalers.





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What is included in the Conversio Chronic Respiratory Condition Management Program? (Cont.)

- Routine calls from Conversio Health's Care Team
- Dedicated pharmacists available to answer your questions
- Inspire, a Virtual Pulmonary Rehab Program to help eligible members with COPD better self-manage their condition:
 - » Tailored health education
 - » Breathing exercises
 - » Exercise sessions
 - » Support to stop smoking
 - » 1:1 Check-ins with Conversio Health's Care Team

Is there any co-pay, coinsurance, or applicable deductible for the member?

The Conversio Health program is free to you if you are an eligible member. There is no additional cost for anything Conversio Health provides to members.

Are prior authorizations required for anything provided by Conversio Health?

- No prior authorizations are required for Conversio Health's products and services.
- Prior authorizations may be required for certain Asthma and COPD medications.

How can members sign up for Conversio Health Program?

There are a few ways members can sign up with Conversio Health:

- 1. Go to uha.conversiohealth.com
- 2. Call Conversio Health at 866-239-3784 (TTY 711).
- 3. Ask your primary care provider or respiratory doctor to send a prescription for your breathing medications to Conversio Health.
- 4. If you received a brochure from Conversio Health, scan the QR code on the inside on the bottom right.

Conversio Health Contact Information

Website: www.conversiohealth.com Email: info@conversiohealth.com

Phone: 866-239-3784

Business Hours: Monday-Friday 6am-5pm PT

(Pharmacist available 24/7)

Scan the QR code to download the Conversio Health app.





