



# Gender affirmation member journey

When an individual is considering their options for their gender affirming needs, there may be a lot to consider—and every journey can be different. Whether planning gender affirmation surgery, hormone therapy or facial/body contouring, our designated team of Care Advisors can offer guidance on these common steps:

- 1 Finding network providers:** Connecting to medical specialists with expertise in gender dysphoria and gender affirming care
- 2 Setting up a consultation:** The member will make an appointment to meet with the selected provider to walk through the entire process
- 3 Reviewing benefits coverage:** Understanding coverage, referrals, and prior authorizations needed to successfully complete the procedure
- 4 Considering behavioral health care:** Discovering options and locating a behavioral health provider to help support mental well-being for the entirety of the journey
- 5 Scheduling appointments:** The member will schedule visits that may include pre-op, surgery, post-op, and follow-up visits
- 6 Locating community-based resources:** Finding local organizations and programs that may assist with a number of non-medical needs, including legally changing name and gender

**Navigating this journey starts with our experienced and caring team of Care Advisors dedicated to helping our members in the LGBTQIA+ community.**



**Learn more**

Contact your UnitedHealthcare representative for more information

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