

# COVID-19



## Important Message from UnitedHealthcare on Coronavirus (COVID-19)

Your health and wellbeing is our number one priority. That's why we want to make sure you stay informed about Coronavirus (COVID-19). We're working with and following the latest information from the Centers for Disease Control and Prevention (CDC). We're also in touch with state and local public health departments. For the most up-to-date information and resources about prevention, coverage, care and support please visit **UHCCP.com**.

In response to COVID-19, UnitedHealthcare is making telehealth available at no cost to you. Telehealth visits allow you to talk with a local health care provider for both urgent and non-urgent needs using your mobile device or computer. Call your Primary Care Provider (PCP) to see if they offer visits online or by phone. If you don't have a doctor you see regularly, visit **myuhc.com/CommunityPlan** to find a network provider that may be able to offer a telehealth visit.

The articles found in the Spring HealthTalk newsletter were written and printed prior to the COVID-19 outbreak. These short, interesting articles are aimed to help keep you and your family healthy all year long. To ensure your safety and those around you we suggest you schedule your annual wellness visit in the fall or winter.

## How can I protect myself from COVID-19?

The best way to prevent illness is to avoid being exposed to this virus. As with any potential illness, like the flu, it is important to follow good prevention practices, including:

- Hand washing with soap and water for 20 seconds or use of alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not available.
- Do not touch your eyes, nose and mouth with unwashed hands.
- Try to stay away from people who might be sick.
- Do not share cups or eating utensils with people who are sick.
- Clean and disinfect often touched surfaces.
- Cover your nose and mouth with a tissue when you cough or sneeze, and then throw the tissue in the trash.
- While a flu shot does not stop COVID-19, it's still good to protect yourself against the flu. Contact your primary care provider and schedule your flu shot.

## Stay informed on the latest advice:

- For the most updated information about COVID-19, visit the CDC's COVID-19 page **[cdc.gov/coronavirus/2019-ncov](https://www.cdc.gov/coronavirus/2019-ncov)**



## Five steps to wash your hands the right way

Handwashing is one of the best ways to protect yourself and your family from getting sick. During the COVID-19 pandemic, keeping hands clean is especially important to help prevent the virus from spreading.

Washing your hands is easy, and it's one of the most effective ways to prevent the spread of germs. Clean hands can stop germs from spreading from one person to another and throughout an entire community—from your home and workplace to childcare facilities and hospitals.

### Follow these five steps every time

1. Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
3. Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
4. Rinse your hands well under clean, running water.
5. Dry your hands using a clean towel or air dry them.

Learn more about regular handwashing at [cdc.gov/handwashing](https://www.cdc.gov/handwashing).



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# HealthTALK

SPRING 2020



## We speak your language.

We provide free services to help you communicate with us. We can send you information in languages other than English or in large print. You can ask for an interpreter. To ask for help, please call Member Services toll-free at **1-866-622-7982, TTY 711.**



## Going home.

Have you been in the hospital or emergency room (ER)? If so, it is important to receive follow-up instructions before you go home. Make sure you understand what is being asked of you. Ask questions if you do not. You can have someone you trust listen to the instructions so they also understand what you are supposed to do.

Make an appointment with your doctor as soon as you get home from the hospital. Bring your follow-up instructions and medications with you and share them with your doctor. Proper follow-up may prevent another visit to the hospital or ER.



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UnitedHealthcare Community Plan  
9020 Stony Point Parkway, Building II  
Richmond, VA 23235

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# Your partner in health.

## How to choose the right PCP.

Your primary care provider (PCP) provides or coordinates your health care. You should see your PCP for well visits, immunizations and important screenings. Your PCP can help you lead a healthier lifestyle by providing tools to help you lose weight or quit smoking.

You want to feel comfortable talking with your PCP. You need a PCP with an office location and hours that work for you. You may want a PCP who speaks your language or understands your culture. You might prefer a male or a female PCP.

Teens have different health care needs than children. It may be time for your teen to switch to a doctor who treats adults. Your daughter may need a woman's health provider such as an OB/GYN.

If your PCP isn't right for you, you can switch at any time. You can learn more about plan providers online or by phone. Information available includes:

- Address and phone number.
- Qualifications.
- Specialty.
- Board certification.
- Languages they speak.
- Medical school or residency (by phone only).



istock.com: Ivan Antic



**Need a new doctor?** To find a new PCP, visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan). Or call us toll-free at **1-866-622-7982, TTY 711**.



## By the book.

Have you read your Member Handbook? It is a great source of information. It tells you how to use your plan. It explains:

- Your member rights and responsibilities.
- The benefits and services you have.
- The benefits and services you don't have (exclusions).
- What costs you may have for health care.
- How to find out about network providers.
- How your prescription drug benefits work.
- What to do if you need care when you are out of town.
- When and how you can get care from an out-of-network provider.
- Where, when and how to get primary, after-hours, behavioral health, specialty, hospital and emergency care.
- Our privacy policy.
- What to do if you get a bill.
- How to voice a complaint or appeal a coverage decision.
- How to ask for an interpreter or get other help with language or translation.
- How the plan decides if new treatments or technologies are covered.
- How to report fraud and abuse.



**Get it all.** You can read the Member Handbook online at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan). Or call Member Services toll-free at **1-866-622-7982, TTY 711**, to request a free copy of the handbook.

# Know your drug benefits.

Visit our website at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan) to learn about your prescription drug benefits. It includes information on:

- 1. What drugs are covered.** There is a list of covered drugs. You may need to use a generic drug in place of a brand-name drug.
- 2. Where to get your prescriptions filled.** You can find a pharmacy near you that accepts your plan. You may also be able to get certain drugs by mail.
- 3. Rules that may apply.** Some drugs may only be covered in certain cases. For example, you might need to try a different drug first. (This is called step therapy.) Or you might need approval from UnitedHealthcare to use a drug. (This is called prior authorization.) There may also be limits to the amount you can get of certain drugs.
- 4. Any costs to you.** You do not have copayments for prescriptions.



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**Look it up.** Find information on your drug benefits at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan). Or, call Member Services toll-free at **1-866-622-7982, TTY 711**.

# The right care.

## How we decide which services are covered.

UnitedHealthcare Community Plan does clinical review or utilization management (UM) to make sure our members are getting the right care at the right time and in the right place. This may involve a health plan doctor reviewing requests from your doctor or provider when services do not seem to meet guidelines for good care. The health plan doctor will also review the request against your benefits.

If the health plan doctor determines services do not meet clinical guidelines, then services may be denied. We do not reward doctors or staff for denying services. We do not pay anyone for providing less care. If care is denied through UM, members and doctors have the right to appeal denials. The denial letter will tell you how to appeal.

**Questions?** You can talk to our staff. They are available 8 hours a day during normal business hours. If you need to leave a message, someone will call you back. TDD/TTY services and language assistance are available if you need them. Just call **1-866-622-7982, TTY 711**, toll-free.



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# We care for you.

## Voluntary programs to help manage your health.

UnitedHealthcare Community Plan provides programs and services to help keep you well. We also have services to help better manage illnesses and other care needs. These are part of our Population Health program. They can include:

- Health education and reminders.
- Maternity support and education.
- Support for substance use disorders.
- Programs to help you with complex health needs (care managers work with your doctor and other outside agencies).

These programs are voluntary. They are offered at no cost to you. You can choose to stop any program at any time.



**Take care.** Visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan) to find more information about network doctors. You can also learn more about the benefits, programs and services offered to you. If you want to make a referral to our case management program, call Member Services toll-free at **1-866-622-7982, TTY 711**.



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## Safe and secure.

We take your privacy seriously. We are very careful with your family's protected health information (PHI). We also guard your financial information (FI). We use PHI and FI to run our business. It helps us provide products, services and information to you.

We protect oral, written and electronic PHI and FI. We have rules that tell us how we can keep PHI and FI safe. We don't want PHI or FI to get lost or destroyed. We want to make sure no one misuses it. We use it carefully. We have policies that explain:

- How we may use PHI and FI.
- When we may share PHI and FI with others.
- What rights you have to your family's PHI and FI.



**It's no secret.** You may read our privacy policy in your Member Handbook. It's online at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan).

You may also call Member Services toll-free at **1-866-622-7982, TTY 711**, to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.



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# Take charge.

## Prepare to see your provider.

Preparing for your provider's visit can help you get the most out of it. So can making sure your provider knows about all the care you receive. Here's how you can take charge of your health care:

- **Think about what you want to get out of the visit before you go.** Try to focus on the top 3 things you need help with.
- **Tell your provider about any drugs or vitamins you take on a regular basis.** Bring a written list. Or bring the medicine itself with you.
- **Tell your provider about other providers you may be seeing.** Include behavioral health providers. Mention any medications or treatment they have prescribed for you. Also bring copies of results of any tests you have had.

# Spring is here!

## Coping with seasonal allergies and asthma.

When trees get their leaves, grass grows and flowers bloom, they send pollen into the air. For many people, this means allergy and asthma symptoms get worse. You may have trouble breathing. You may have itchy eyes or a drippy nose. There are things you can do to feel better this spring.

- Check air quality. It's often reported with the weather. It can tell you levels of different kinds of pollens and pollution.
- If you play, garden or exercise outdoors, enjoy these activities in the morning or early afternoon. Springtime tree and grass pollen counts are lower at those times of day.
- After spending time outdoors, shower and change your clothes. This keeps pollen off your furniture and bedding.
- Keep windows closed in your home and car when possible.
- Take your medicine. If you have asthma, take your control medication as prescribed. Carry your quick-relief inhaler with you.

Follow your provider's orders for treating other allergy symptoms.



**We can help.** If you have asthma or another chronic condition, we can help. We offer disease management programs. They help you manage your condition with reminders about your care and advice from a nurse. To learn more, call Member Services toll-free at **1-866-622-7982, TTY 711.**



## Be heard.

Some of our members will receive a survey in the mail this spring. The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey gives you a chance to rate the health care you receive through UnitedHealthcare providers, as well as the service you receive from UnitedHealthcare. The CAHPS survey asks about important quality topics like access to care and the type of communication you have with your physicians. UnitedHealthcare members are randomly selected to take part in the survey from February to June each year, and your participation is voluntary.

UnitedHealthcare reviews the survey results closely every year. The information we learn is applied to our work with care providers and other health care partners. Together, our goal is to help drive quality improvements while enhancing the patient experience.

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## Resource corner.

**Member Services:** Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).  
**1-866-622-7982, TTY 711**

**Our website:** Find a provider, read your Member Handbook or see your ID card, wherever you are.  
**myuhc.com/CommunityPlan**

**NurseLine:** Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).  
**1-888-547-3674, TTY 711**

**Quit For Life®:** Get free help quitting smoking.  
**quitnow.net**

**Healthy First Steps®:** Get support throughout your pregnancy (toll-free).  
**1-800-599-5985, TTY 711**

**KidsHealth®:** Get reliable information on health topics for and about kids.  
**KidsHealth.org**

**Want to receive information electronically?**  
Call Member Services and give us your email address (toll-free).  
**1-866-622-7982, TTY 711**

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# Top quality.

## Our quality improvement results.

UnitedHealthcare Community Plan has a Quality Improvement program. It works to give members better care and services.

Each year we report how well we are doing. Last year, one of our goals was for more of our adult members who have diabetes to get their HbA1c blood tests and retinal eye scans. We sent members information and reminders about how important it is to see their doctor regularly to help manage their diabetes. We found that overall in 2019 more members did have their HbA1c blood tests and eye exams.

Last year, another goal was to increase the number of children who received yearly checkups. We want to improve even more this year and have more children get lead screenings, vaccinations and yearly checkups. We also want to improve the percentage of members who have cervical cancer and breast cancer screenings in the coming year. We will be calling members with reminders.

We also survey our members each year. We want to see how well we are meeting their needs. Our 2019 surveys showed mostly higher scores in how members rated their doctors. In the coming year, we will continue to work on improving how members rate their doctors and their overall health care. We also want to make sure members get the care they need when they need it. We gave our doctors tip sheets on what members like so they can better serve them.



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**Quality matters.** Want more information on our Quality Improvement program? Call Member Services toll-free at **1-866-622-7982, TTY 711.**



UnitedHealthcare Community Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. In other words, UnitedHealthcare Community Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call the toll-free member phone number listed on your health plan member ID card, TTY 711, 8 a.m. to 8 p.m., 7 days a week.

If you feel that UnitedHealthcare Community Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail or email:

Civil Rights Coordinator  
UnitedHealthcare Civil Rights Grievance  
P.O. Box 30608  
Salt Lake City, UTAH 84130

**[UHC\\_Civil\\_Rights@uhc.com](mailto:UHC_Civil_Rights@uhc.com)**

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office of Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>** or by mail at:

**Mail:**

U.S. Dept. of Health and Human Services  
200 Independence Avenue SW  
Room 509F, HHH Building  
Washington, D.C. 20201

**Phone:**

Toll-free **1-800-368-1019, 1-800-537-7697** (TDD)

Complaint forms are available at

**<http://www.hhs.gov/ocr/office/file/index.html>**

## English

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Please call **1-866-622-7982, TTY 711.**

## Spanish

ATENCIÓN: si habla **español (Spanish)**, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-866-622-7982, TTY 711.**

## Korean

참고: **한국어(Korean)**를 하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다.  
**1-866-622-7982, TTY 711** 로 전화하십시오.

## Vietnamese

LƯU Ý: Nếu quý vị nói Tiếng **Việt (Vietnamese)**, chúng tôi có các dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Vui lòng gọi số **1-866-622-7982, TTY 711.**

## Chinese

注意：如果您說**中文 (Chinese)**，您可獲得免費語言協助服務。請致電 **1-866-622-7982**，或聽障專線 **(TTY) 711**。

## Arabic

تنبيه: إذا كنت تتحدث العربية **(Arabic)**، تتوفر لك خدمات المساعدة اللغوية مجاناً.  
اتصل على الرقم **1-866-622-7982**، الهاتف النصي **711**.

## Tagalog

ATENSYON: Kung nagsasalita ka ng **Tagalog (Tagalog)**, may magagamit kang mga serbisyo ng pantulong sa wika, nang walang bayad. Tumawag sa **1-866-622-7982, TTY 711.**

## Persian (Farsi)

توجه: اگر به فارسی (Farsi) صحبت می کنید، خدمات ترجمه به صورت رایگان در اختیارتان قرار می گیرد. با **1-866-622-7982 (TTY 711)** تماس بگیرید.

## Amharic

አማርኛ (Amharic) ቁዋንቋ የሚናገሩ ከሆነ የቁንቋ ርዳታ አገልግሎት ከክፍያ ነጻ ይገኛሉታል። **1-866-622-7982, TTY 711** ይደውሉ።

## Urdu

اگر آپ اردو (Urdu) بولتے/بولتی ہیں، تو آپ کے لیے زبان سے متعلق اعانت کی خدمات، مفت دستیاب ہیں۔ کال کریں **1-866-622-7982**، ٹی ٹی وائی **711**۔

## French

ATTENTION : Si vous parlez **français (French)**, vous pouvez obtenir une assistance linguistique gratuite. Appelez le **1-866-622-7982, TTY 711**.

## Russian

ВНИМАНИЕ: Если вы говорите по-**русски (Russian)**, вы можете воспользоваться бесплатными услугами переводчика. Звоните по тел **1-866-622-7982, TTY 711**.

## Hindi

ध्यान दें: यदि आप **हिन्दी (Hindi)** भाषा बोलते हैं तो भाषा सहायता सेवाएं आपके लिए निःशुल्क उपलब्ध हैं। कॉल करें **1-866-622-7982, TTY 711**.

## German

HINWEIS: Wenn Sie **Deutsch (German)** sprechen, stehen Ihnen kostenlose Sprachendienste zur Verfügung. Wählen Sie: **1-866-622-7982, TTY 711**.

## **Bengali**

আপনি যদি বাংলায় কথা (**Bengali**) বলেন, তাহলে ভাষা সহায়তা পরিষেবাগুলি, আপনার জন্য বিনামূল্যে উপলব্ধ আছে।

**1-866-622-7982, TTY 711** নম্বরে ফোন করুন।

## **Kru (Bassa)**

TÒ ÌDÙŨ NÒ MÒ DYÍIN CÁO: À bédé gbo-kpá-kpá **bó wuḍu (Kru (Bassa))**-dù kò-kò po-nyò bě bìi n̄ à gbo bó pídyi. M̄ dyi gbo-kpá-kpá mó ín, d̄á n̄ò bà n̄ià k̄e: **1-866-622-7982, TTY 711**.

## **Igbo**

Ọ bụrụ na ị na asụ **Igbo (Igbo)**, ọrụ enyemaka asụsụ, n'efu dịịrị gị. Kpọọ **1-866-622-7982, TTY 711**.

## **Yoruba**

Tí ó bá ń sọ **Yorùbá (Yoruba)**, ìrànḷówọ ìtumò èdè, wá fún ọ ní ọfẹ. Pe **1-866-622-7982, TTY 711**.