



Health Talk



Karim Dreyer via Getty Images

Spring 2021

United
Healthcare®
Community Plan

Strategies for coping

Learn ways to be mindful and keep your stress in check. Visit [LiveandWorkWell.com](https://www.liveandworkwell.com) for mental health resources.

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Take charge

Prepare to see your provider

Preparing for your annual wellness visit can help you get the most out of it. Here are 3 things you can do to take charge of your health.

- 1. Think about what you want to get out of the visit before you go.** Focus on the top 3 things you need help with.
- 2. Tell your provider about any drugs or vitamins you take on a regular basis.** Bring a written list. Or bring the medicine itself.
- 3. Tell your provider about other providers you see.** Include behavioral health providers. Mention treatments they have prescribed. Bring copies of test results.

You're not alone

Did you know that more than 17 million American adults have depression? And women are about twice as likely to have depression as men. To learn more about the different treatment options for depression, visit [LiveandWorkWell.com](https://www.LiveandWorkWell.com).

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Take a walk

Going outside for a walk each day is an easy way to improve your overall health. Exercise helps reduce your risk for chronic conditions like heart disease and diabetes. Getting fresh air and being out in nature have been shown to improve mental health, too.

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The right care

Utilization management (UM) helps make sure you receive the right care and services when you need them.

Our UM staff reviews the services that your provider asks for. They compare the care and services your provider requests against clinical guidelines. They also compare what is being asked for against the benefits you have.

When the care is not covered under your benefits or does not meet the guidelines, it may be denied. We do not pay or reward our providers or staff for denying service or approving less care. If care is denied, you and your provider have a right to appeal. The denial letter will tell you how.



Questions? Call Member Services toll-free at the phone number on the back of your member ID card. TDD/TTY services and language assistance are available if you need them.

We care

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 programs to help manage your health. They may 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 provider and other outside agencies)

These programs are voluntary. They are offered as covered benefits. You can choose to stop any program at any time.



Take care. Visit myuhc.com/CommunityPlan to find more information about network providers and 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 the phone number on the back of your member ID card.

Know your drug benefits

Visit myuhc.com/CommunityPlan to learn about your prescription drug benefits. There is information about:

- **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.
- **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.
- **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.
- **Any costs to you.** You do not have copayments for prescriptions.



Look it up. Find information on your drug benefits at myuhc.com/CommunityPlan. Or call Member Services toll-free at the phone number on the back of your member ID card.



Follow-up care

Know what to do after going home from the hospital

It is important to receive follow-up instructions before you go home from the hospital or emergency room (ER). 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 when you go home.

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



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Your partner in health

Your primary care provider provides or coordinates your health care. You should see your provider every year for well visits, immunizations and important screenings.

You want to feel comfortable talking with your provider. You need a provider with an office location and hours that work for you. You may want a provider who speaks your language or understands your culture. You might prefer a male or female provider. If your provider isn't right for you, you can switch at any time.

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

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 (information available by phone only)



Choose your provider. To find a new provider, visit myuhc.com/CommunityPlan. Or call Member Services toll-free at the phone number on the back of your member ID card.

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. To request a print copy, call Member Services toll-free at the phone number on the back of your member ID card.



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Quitting smoking is hard

Most people who smoke cigarettes say they want to quit. In fact, more than half of adult smokers say they tried to quit in the past year. But only 7.5% were able to quit successfully.

Don't be discouraged if you weren't able to quit smoking the first time you tried. Try talking to your health care provider. Getting advice improves your chances of quitting smoking for good. Even a brief 3-minute conversation can make a difference.



You can do it. Don't give up on quitting smoking. Make an appointment to talk to your provider today.



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Pleasing picky eaters

You've probably heard that eating lots of fruits and vegetables is key to a healthy diet. But some kids don't like the taste of vegetables and refuse to eat them. So, how can you make sure your child is getting all of the vitamins and nutrients they need?

To please picky eaters, try adding cooked broccoli, carrots, spinach or peas to kid-friendly mac and cheese. Cut the vegetables into small pieces so they are less noticeable. The cheese sauce will help hide the taste of the vegetables.

Health equity

How we use and protect cultural data

We receive cultural data about you. This data may include your race, ethnicity and the language you speak.

We do not use this data to deny coverage or limit benefits. We use this information to improve the services we provide. Having access to this data allows us to:

- Help you in other languages
- Find gaps in care
- Create programs that meet your needs

UnitedHealthcare protects your cultural data. Access is restricted to those employees who need to use it. Our buildings and computers are secured. Computer passwords and other system protections keep your data safe. To find out more about how we protect your cultural data, visit uhc.com/about-us/rel-collection-and-use.



Learn more. Want more information on our health equity programs? Visit unitedhealthgroup.com/who-we-are/health-equity.html.



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Tips for health

Steps you can take to improve your well-being

Heart smart: You have the power to prevent heart disease. Eating well and exercising regularly are 2 of the best things you can do for your heart. Start a healthy habit today by taking a 30-minute walk.

Take a walk: Going outside for a walk each day is an easy way to improve your overall health. Exercise helps reduce your risk for chronic conditions like heart disease and diabetes. Getting fresh air and being out in nature have

been shown to improve mental health, too.

Read the label: Did you know 68% of packaged foods in grocery stores have added sugars? Add more frozen fruits and vegetables into your diet to avoid extra sugars. Frozen fruits and vegetables are often more nutritious than fresh because they are packaged immediately after picking.

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 the phone number on the back of your member ID card.



Resource corner

Member Services: Find a provider, ask benefit questions or get help scheduling an appointment, in any language (toll-free).
1-877-743-8731, TTY 711

Our website: Find a provider, view your benefits 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).
1-877-370-4009, TTY 711

Quit For Life®: Get help quitting smoking at no cost to you (toll-free).
1-866-784-8454, TTY 711
quitnow.net

Healthy First Steps®: Get support throughout your pregnancy. Get rewards for timely prenatal and well-baby care (toll-free).
1-800-599-5985, TTY 711
UHCHealthyFirstSteps.com

Live and Work Well: Find mental health and substance use resources.
LiveandWorkWell.com

Medicaid Program Integrity: Report suspected fraud and abuse by providers or members to the state.
1-800-880-5920, TTY 711 (toll-free)
601-576-4162 (local)

Internal Fraud and Abuse Hotline: Call if you expect anyone of fraud.
1-866-242-7727, TTY 711



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Protect against COVID-19

An important message from UnitedHealthcare

Your health and well-being are our No. 1 priority. That's why we want to make sure you stay informed about the 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.

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 alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not available
- Do not touch your eyes, nose or 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 surfaces that are touched often
- Cover your nose and mouth with a tissue when you cough or sneeze, and then throw the tissue in the trash



Stay informed. For the most up-to-date information and resources about COVID-19 prevention, coverage, care and support, please visit **UHCommunityPlan.com/covid-19**.



UnitedHealthcare Community Plan does not treat members differently because of sex, age, race, color, gender, gender identity, disability or national origin.

If you think you were treated unfairly because of your sex, age, race, color, gender, gender identity, disability or national origin, you can send a complaint to:

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

You must submit the complaint in writing within 30 days of when you found out about it. If your complaint cannot be resolved in 1 day it will be treated as a grievance. We will send you an acknowledgement of the grievance within 5 days of receipt of the grievance. A decision will be sent to you within 30 days.

If you need help with your complaint, please call the toll-free member phone number at **1-877-743-8731**, TTY **711**, 7:30 a.m. – 5:30 p.m. CT, Monday – Friday, (and 7:30 a.m. – 8 p.m. CT on Wednesday). We are also available 8 a.m. – 5 p.m. CT the first Saturday and Sunday of each month.

You can also file a complaint with the U.S. Dept. of Health and Human Services.

Online:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Complaint forms are available at

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

Phone:

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

Mail:

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

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 at **1-877-743-8731**, TTY **711**, 7:30 a.m. – 5:30 p.m. CT, Monday – Friday (and 7:30 a.m. – 8 p.m. CT on Wednesday). We are also available 8 a.m. – 5 p.m. CT the first Saturday and Sunday of each month.

English

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call **1-877-743-8731, TTY 711**

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-877-743-8731, TTY 711**.

Vietnamese

LƯU Ý: Nếu quý vị nói Tiếng Việt, chúng tôi có các dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Vui lòng gọi số **1-877-743-8731, TTY 711**.

Traditional Chinese

注意：如果您說中文，您可獲得免費語言協助服務。請致電 **1-877-743-8731**，或聽障專線 **TTY 711**。

French

ATTENTION: Si vous parlez français, vous pouvez obtenir une assistance linguistique gratuite. Appelez le **1-877-743-8731, TTY 711**.

Arabic

تنبيه: إذا كنت تتحدث العربية، تتوفر لك خدمات المساعدة اللغوية مجانًا. اتصل على الرقم **1-877-743-8731**، الهاتف النصي **711**.

Chocktaw

Pisa: Chahta anumpa ish anumpuli hokma, anumpa tohsholi yvt peh pilla ho chi apela hinla. I paya **1-877-743-8731, TTY 711**.

Tagalog

ATENSYON: Kung nagsasalita ka ng Tagalog, may magagamit kang mga serbisyo ng pantulong sa wika, nang walang bayad. Tumawag sa **1-877-743-8731, TTY 711**.

German

HINWEIS: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachendienste zur Verfügung. Wählen Sie: **1-877-743-8731, TTY 711**.

Korean

참고: 한국어를 하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. **1-877-743-8731, TTY 711**로 전화하십시오.

Gujarati

ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો તમારા માટે વિના મૂલ્યે ભાષાકીય સહાયતા સેવાઓ ઉપલબ્ધ છે. કોલ કરો **1-877-743-8731, TTY 711**.

Japanese

ご注意：日本語をお話しになる場合は、言語支援サービスを無料でご利用いただけます。電話番号**1-877-743-8731**、または**TTY 711**。

Russian

ВНИМАНИЕ: Если вы говорите по-русски, вы можете воспользоваться бесплатными услугами переводчика. Звоните по тел **1-877-743-8731, TTY 711**.

Punjabi

ਸਾਵਧਾਨ: ਜੇਕਰ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਤੁਹਾਡੇ ਲਈ, ਮੁਫਤ ਵਿੱਚ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੀ ਹੈਲਥ ਪਲਾਨ ਟੀਮ ਨੂੰ ਸੰਪਰਕ ਕਰੋ। **1-877-743-8731, TTY 711** ਤੇ ਕਾਲ ਕਰੋ।

Italian

ATTENZIONE: se parla italiano, Le vengono messi gratuitamente a disposizione servizi di assistenza linguistica. Chiami il numero **1-877-743-8731, TTY 711**.

Hindi

ध्यान दें: यदि आप हिन्दी भाषा बोलते हैं, तो भाषा सहायता सेवाएं आपके लिए निःशुल्क उपलब्ध हैं। कॉल करें **1-877-743-8731, TTY 711**.