



# Health Talk



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](https://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](https://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 may have copayments for prescriptions.



**Look it up.** Find information on your drug benefits at [myuhc.com/CommunityPlan](https://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](https://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](https://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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## Managing anxiety

It's natural to feel stress during a pandemic. Fears about COVID-19 and being uncertain about the future are common thoughts. These thoughts may create stress or anxiety. But remember you are not alone. Support is available. Here is a tip that can help you deal with stress and anxiety:

**Take a break.** Turn off the TV. Take a walk without your phone. Read a book or do another activity you enjoy. Unplugging for a few hours can reduce your stress levels and help you focus on positive thoughts.



**Get support.** Find mental health resources at [LiveAndWorkWell.com](https://www.liveandworkwell.com).

# 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](https://www.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](https://www.unitedhealthgroup.com/who-we-are/health-equity.html).



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# 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.



Proporcionamos servicios gratuitos para ayudarle a comunicarse con nosotros. Podemos enviarle información en idiomas distintos al inglés o en letra grande. Puede solicitar un intérprete. Para solicitar ayuda, llame a la línea gratuita de Servicios para miembros al número que aparece al reverso de su tarjeta de identificación de miembro.

हामी तपाईंलाई हामीसँग सञ्चार गर्नमा मद्दत गर्न निःशुल्क सेवाहरू उपलब्ध गराउँछौं। हामी तपाईंलाई अङ्ग्रेजी बाहेकका भाषाहरू वा ठूला प्रिन्टमा जानकारी पठाउन सक्छौं। तपाईं एक दोभाषेका लागि अनुरोध गर्न सक्नुहुन्छ। मद्दतका लागि अनुरोध गर्न, कृपया आफ्नो सदस्य आईडी कार्डको पछाडि रहेको फोन नम्बरमा सदस्य सेवाहरूको टोल-फ्रीमा फोन गर्नुहोस्।

نقدم خدمات مجانية لمساعدتك في التواصل معنا. يمكننا إرسال معلومات لك بلغات غير اللغة الإنجليزية أو بخط طباعي كبير. يمكنك طلب مترجم فوري. لطلب المساعدة، يرجى الاتصال بهاتف خدمات الأعضاء المجاني على رقم الهاتف الموجود على ظهر بطاقة هوية العضو الخاصة بك.

Waxaan bixinaa adeegyo bilaash ah oo kaa caawinaya inaad nala xiriirto. Waxaan kuugu soo gudbin karnaa macluumaad luqadaha aan Ingiriis aheyn ama daabacaada farta waweyn. Waxaad dalban kartaa turjubaan. Si aad u dalbato kaalmo, fadlan ka soo wac lambarka bilaashka ah ee Adeegyada Xubnaha taleefon lambarka ku qoran dhabarka danbe ee kaarkaaga Aqoonsiga Xubinnimada.



ကျွန်ုပ်တို့နှင့် ဆက်သွယ်ပြောဆိုနိုင်ရန်အတွက် သင့်အား အခမဲ့ ဝန်ဆောင်မှုများ စီစဉ်ပေးလျက်ရှိပါသည်။ အချက်အလက်များကို အင်္ဂလိပ်ဘာသာဖြင့်မဟုတ်ဘဲ အခြားဘာသာစကားများဖြင့်ဖြစ်စေ၊ စာလုံးကြီးကြီးဖြင့် ပုံနှိပ်၍ဖြစ်စေ သင့်ကို ပို့ပေးနိုင်ပါသည်။ သင့်အနေဖြင့် စကားပြန်တစ်ဦးကိုလည်း တောင်းဆိုနိုင်ပါသည်။ အကူအညီ တောင်းဆိုပါက သင်၏ အဖွဲ့ဝင် အိုင်ဒီကတ်၏ ကျောဘက်ရှိ အခမဲ့ ဖုန်းခေါ်ဆိုနိုင်သော အဖွဲ့ဝင် ဝန်ဆောင်မှုဌာန၏ ဖုန်းနံပါတ်ထံ ဖုန်းခေါ်ပေးပါ။

## Resource corner

**Member Services:** Find a provider, ask benefit questions or get help scheduling an appointment, in any language (toll-free).  
**1-877-542-9236, TTY 711**

**Our website:** Find a provider, view your benefits or see your ID card, wherever you are.  
**[myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan)**

**NurseLine:** Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).  
**1-800-542-8630, TTY 711**

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

**Live and Work Well:** Find mental health and substance use resources.  
**[LiveandWorkWell.com](https://LiveandWorkWell.com)**



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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 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 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 **[UHCCCommunityPlan.com/covid-19](https://UHCCCommunityPlan.com/covid-19)**.





We provide services at no cost to help you communicate with us. Such as, letters in other languages or large print, auxiliary aids and services, or you can ask for an interpreter. To ask for help, please call **1-877-542-9236**, TTY **711**, from 8 a.m. to 8 p.m. EST Monday through Friday (voicemail available 24 hours per day/7 days a week).

Ofrecemos servicios gratuitos para ayudarle a comunicarse con nosotros, como cartas en otros idiomas o en letra grande, ayuda y servicios auxiliares, o bien puede solicitar un intérprete. Para solicitar ayuda, llame al **1-877-542-9236**, TTY **711**, de 8 a. m. a 8 p. m., hora del este, de lunes a viernes (correo de voz disponible las 24 horas del día, los 7 días de la semana).

نحن نقدم لك خدمات مجانية لمساعدتك على التواصل معنا؛ مثل، توفير الخطابات بلغات أخرى أو بحروف كبيرة، أو المساعدات والخدمات المساعدة، أو يمكن لك أن تطلب الاستعانة بمترجم فوري. لطلب المساعدة، اتصل على الرقم **1-877-542-9236** (الهاتف النصي 711) من الساعة 8:00 صباحًا إلى 8:00 مساءً بتوقيت شرق الولايات المتحدة من يوم الإثنين حتى الجمعة. (تتوفر خدمة البريد الصوتي على مدار الساعة وطوال أيام الأسبوع).

Waxaan bixinaa adeegyo aan lacag ku fadhin si aan kaaga caawino inaad nala soo xiriirtid inaga. Sida, waraaqo ku qoran luqado kale ama daabacan, kaaliyeyaasha iyo adeegyada naafada, ama waxaad codsan kartaa turjubaan. Si aad u codsato caawimaad, fadlan wac **1-877-542-9236**, TTY **711**, laga bilaabo 8 subaxnimo ilaa 8 galabnimo. Isniinta ilaa Jimcaha Waqtiga Caadiga ee Bariga (EST) (fariin codeedka waxaa la heli karaa 24 saacadood maalintiiba/7 maalmood Isbuuciiba).

हामीसँग सञ्चार/सम्पर्क गर्नमा मद्दत पुऱ्याउन हामी तपाईंलाई निःशुल्क सेवाहरू प्रदान गर्छौं। जस्तै, अन्य भाषामा वा ठूला अक्षरमा छापिएका पत्रहरू, सहायक सामग्री तथा सेवाहरू वा तपाईंले दोभाषेको लागि अनुरोध गर्न सक्नुहुन्छ। सहयोग मान्नका लागि, कृपया सोमबारदेखि शुक्रबार बिहान 8 बजेदेखि साँझ 8 बजेसम्म **1-877-542-9236**, TTY **711**, मा फोन गर्नुहोस् (भ्वाइसमेल दिनमा 24 घण्टा/हप्तामा 7 दिन नै उपलब्ध छ)।