



Health Talk

Your journey to better health



Spring 2023

¡Voltee para español!

United
Healthcare
Community Plan

What's inside

Do you know what drugs are covered under your health plan? See Page 4 for details about your prescription drug benefits.



Care Guidelines

The best care

Tools for better health

We give our providers tools, so they can best care for our members. These tools are called clinical practice guidelines. They share best practices on how to manage illnesses and promote wellness.

The guidelines cover care for many illnesses and conditions like diabetes, high blood pressure and depression. They also give advice on how to stay well with proper diet, exercise and vaccines. For more information, visit uhcprovider.com/cpg.



UnitedHealthcare Community Plan
2717 North 118th Street, Ste. 300
Omaha, NE 68164

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Health Equity

Safe and secure

How we use and protect language and cultural data

We receive information about you. This may include your race, ethnicity, language you speak, gender identity and sexual orientation. This data and other personal information about you is protected health information (PHI). We may share this information with your health care providers as part of treatment, payment and operations. This helps us meet your health care needs.

Examples of how we may use this information to improve our services include:

- To find gaps in care
- To help you in languages other than English
- To create programs that meet your needs
- To tell your health care providers which language(s) you speak

We do not use this data to deny coverage or limit benefits. We protect this information in the same way we protect all other PHI. 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. For more information on our health equity program, visit unitedhealthgroup.com/what-we-do/health-equity.html.

Plan Benefits

Caring for you

We want to make sure you get the care you need when you need it. If you need help getting to your provider's office, we can help. Our health plan offers transportation benefits to get you to appointments. Call Member Services at the phone number on Page 8 to learn more.

If you need to see a provider right away, you can get after-hours care at urgent care centers. NurseLine gives you 24/7 telephone access to experienced registered nurses. Call NurseLine at **1-877-543-4293**, TTY **711**. Virtual visits also are available.

To find a provider or look for urgent care center locations near you, visit connect.werally.com/state-plan-selection/uhc.medicaid/state. Or use the UnitedHealthcare app.



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Member Handbook

All about your health plan

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/benefitsandcvg. Or call Member Services toll-free at the phone number on Page 8 to request a copy.

Prescriptions

Your drug benefits

What you need to know

Visit our website 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 also might be limits to the amount you can get of certain drugs.
- 4. Any costs to you.** Generic prescription drugs do not have a copay. Brand non-preferred prescription drugs may have a \$3 copay. Medicare and other insurance copays may still apply. Covered medicines are on Nebraska's preferred drug list.

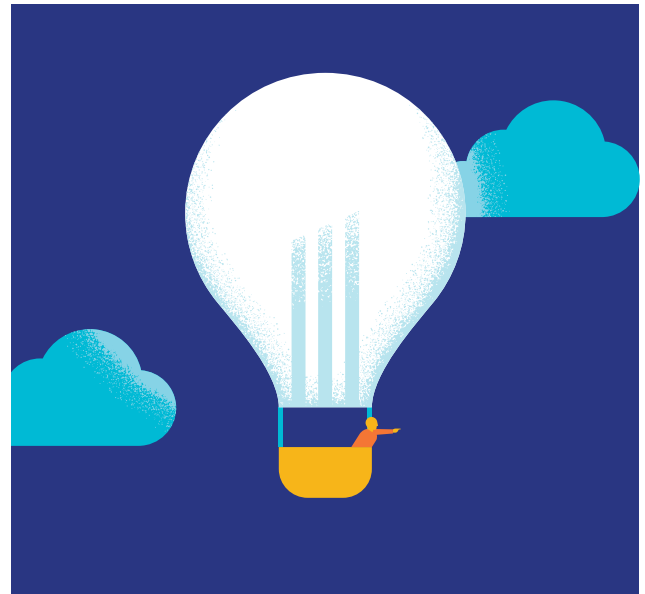


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Look it up. Find information on your drug benefits at myuhc.com/communityplan/pharmaciesandrx.

Or call Member Services toll-free at the phone number on Page 8.



Utilization Management

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 your provider asks for. They compare the care and services your provider asks for against clinical practice guidelines. They also compare what is being asked for against your benefits.

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

If you have any questions, call Member Services toll-free at the phone number on Page 8. TTY services and language assistance are available if you need them.



Language Help

Communication needs

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 Page 8.

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 en la Página 8.

Chúng tôi cung cấp các dịch vụ miễn phí nhằm giúp quý vị giao tiếp với chúng tôi. Chúng tôi có thể gửi cho quý vị thông tin bằng các ngôn ngữ khác không phải là tiếng Anh hoặc bằng chữ in lớn. Quý vị có thể yêu cầu cung cấp dịch vụ phiên dịch viên. Để yêu cầu trợ giúp, hãy gọi điện cho bộ phận Dịch vụ thành viên theo số điện thoại trên Trang 8.

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، يُرجى الاتصال بالرقم المجاني لخدمات الأعضاء على رقم الهاتف الموجود في الصفحة 8.

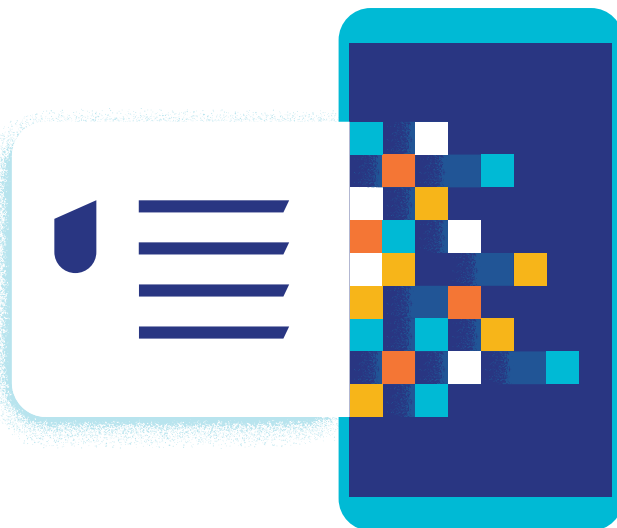
Our Website

Just for you

Get personalized health plan information

When you sign up to use our member website, you'll get tools to help you use your plan. You can:

- See your member ID card at any time
- Get help with using your benefits
- Find a provider or pharmacy near you
- Update your preferences to get messages the way you want, including texts and emails



Sign up today. It only takes a few minutes. Then you can log in anytime. To get started, visit myuhc.com/communityplan.

Health Equity

Health care for everyone

UnitedHealthcare is committed to making the health system better. We are working to provide quality and unbiased care for all members — no matter their race, place or situation.

We want to hear about your experience with UnitedHealthcare. Call Member Services toll-free at the phone number in the resource corner on Page 8 of this newsletter to let us know how we're doing.



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Member App

Get connected

With the no-cost UnitedHealthcare® app, you can access your plan information on the go. You can:

- Find urgent care centers near you
- Search for providers in your area
- Access plan documents, including your member ID card, health history and claims
- Access prescriptions
- See plan programs and services



Download today. Find the UnitedHealthcare app on the App Store or Google Play.

Take Care: Preventive care to keep you healthy

Primary Care

Take charge

Preparing for your provider visit can help you get the most out of it. So can making sure your provider knows about all the care you get. Here are 4 ways you can take charge of your health care:

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.** Bring a written list.

Or bring the actual medicines. Mention who prescribed them for you.

3. **Tell your provider about other providers you see.** Include behavioral health providers. Bring copies of any test results or treatment plans from other providers.
4. **If you were in the hospital or emergency room (ER), see your provider as soon as possible after you go home.** Share your discharge instructions with them. Proper follow-up may prevent another hospital admission or visit to the ER.

Health Tools

Stay well

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 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 at no cost to you. You can choose to stop any program at any time.



Learn more. You can find more information about our programs and services at myuhc.com/communityplan/healthwellness. If you want to make a referral to our care management program, call Member Services toll-free at the phone number on Page 8.



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Member Resources

Here for you

We want to make it as easy as possible for you to get the most out of your health plan. As our member, you have many services and benefits available to you.

Member Services: Get help with your questions and concerns. Find a health care provider or urgent care center, ask benefit questions or get help scheduling an appointment, in any language (toll-free).

1-800-641-1902, TTY 711

Our website: Our website keeps all your health information in one place. You can find a health care provider, view your benefits or see your member ID card, wherever you are.

myuhc.com/communityplan

UnitedHealthcare app: Access your health plan information on the go. View your coverage and benefits. Find nearby network providers. View your member ID card, get directions to your provider's office and much more.

Download on the App Store or Google Play

NurseLine: Get health advice from a nurse 24 hours a day, 7 days a week, at no cost to you (toll-free).

1-877-543-4293, TTY 711

Quit For Life: Get help quitting smoking at no cost to you (toll-free).

1-866-784-8454, TTY 711

quitnow.net

Transportation: Call Member Services to ask about rides to and from your medical and pharmacy visits. To schedule a ride, call at least 3 business days before your appointment.

1-800-641-1902, TTY 711

Care Management: This program is for members with chronic conditions and complex needs. You can get phone calls, home visits, health education, referrals to community resources, appointment reminders, help with rides and more (toll-free).

1-800-641-1902, TTY 711

Live and Work Well: Find articles, self-care tools, caring providers, and mental health and substance use resources.

liveandworkwell.com

Healthy First Steps®: Get support throughout your pregnancy and rewards for timely prenatal and well-baby care (toll-free).

1-800-599-5985, TTY 711

uhchealthyfirststeps.com

Go digital: Sign up for email, text messages and digital files to receive your health information more quickly.

myuhc.com/communityplan/preference



UnitedHealthcare Community Plan does not discriminate on the basis of race, ethnicity, color, religion, marital status, sex, sexual orientation, age, disability, national origin, veteran status, ancestry, health history, health status or need for health services. We're glad you are a member of UnitedHealthcare Community Plan!

If you think you were treated unfairly because of your race, ethnicity, color, religion, marital status, sex, sexual orientation, age, disability, national origin, veteran status, ancestry, health history, health status or need for health services, 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 can send a complaint at any time. We will acknowledge your complaint in writing within ten (10) calendar days of receipt . A decision will be sent to you no later than 90 calendar days from receipt of your complaint.

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

If you need help with your complaint, please call Member Services at **1-800-641-1902**, TTY **711**, 7 a.m. – 7 p.m. CT (6 a.m. – 6 p.m. MT), Monday – Friday.

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 Member Services at **1-800-641-1902**, TTY **711**, 7 a.m. – 7 p.m. CT (6 a.m. – 6 p.m. MT), Monday – Friday.