



HealthTALK

SPRING 2019 | ¡VOLTEE PARA ESPAÑOL!



Register online!



You can get important information about your health plan anytime at myuhc.com/CommunityPlan. At this secure site, you can view your ID card, find a provider, take a health assessment, learn about your benefits and more. Go to myuhc.com/CommunityPlan to register today and start getting more from your benefits.

The right care.

UnitedHealthcare Community Plan does utilization management (UM). All managed care health plans do. It's how we make sure our members are getting the right care at the right time and in the right place.

A doctor reviews requests when care may not meet guidelines. Decisions are based on care and service, as well as your benefits. We do not reward doctors or staff for denying services. We do not pay anyone for providing less care.

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 **1-888-716-8787, TTY 711**, toll-free.



UnitedHealthcare Community Plan
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Sunrise, FL 33323

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

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.

Or call Member Services toll-free at **1-888-716-8787, TTY 711**, to request a copy of the handbook.



Need a new doctor? To find a new PCP, visit **myuhc.com/CommunityPlan** or use the UnitedHealthcare **Health4Me®** app. Or call us toll-free at **1-888-716-8787, TTY 711**.




Know your drug benefits.

Find out more online.

Visit our website at 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.

 **Look it up.** Find information on your drug benefits at myuhc.com/CommunityPlan. Or, call Member Services toll-free at **1-888-716-8787, TTY 711**.

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 have. Here's how you can take charge of your health care:


- 1. 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.
- 2. 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.
- 3. 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.

Health equity.

We receive cultural data about you. This may include your race, ethnicity and the language you speak. We use this information to help us meet your health care needs. We may use it to improve the services we provide by:

- Finding gaps in care.
- Helping you in other languages.
- Creating programs that meet your needs.
- Telling your health care providers what language you speak.

We do not use this data to deny coverage or limit benefits. We protect this information. We limit who can see your cultural data. We keep your race, ethnicity and language data safe and secure. Only those who need to use this data have access to it. We guard it using physical, technical and administrative means.

 **Learn more.** Want more information on our health equity programs? Visit

uhc.com/about-us/health-equity. You may also call Member Services toll-free at **1-888-716-8787, TTY 711**, for more information.






Know your numbers.

Almost 1 in 3 adults have high blood pressure. It is also called hypertension. This means blood pressure of 130/80 or higher. A healthy blood pressure is 120/80 or lower.

High blood pressure usually has no symptoms. But because it can lead to serious problems, it's important to treat it. Hypertension is a leading cause of stroke, heart attack, kidney disease and congestive heart failure. There are several things you can do to control your blood pressure.

- Limit salt to less than 1,500 mg per day.
- Limit alcohol to 1 drink a day for women or 2 (or less) for men.
- Stay at a healthy weight.
- Exercise for at least 30 minutes a day.
- Do not smoke.
- Manage stress.

 **See your provider.** If lifestyle changes are not enough, your provider may suggest medication. Be sure to keep all follow-up appointments. Check your blood pressure often.

Behavioral health.

Where to go when you need help.

Not all illnesses are physical. Getting the mental health care you need is important.

If you or your children are struggling with mental health, ask your primary care provider (PCP) about seeing a behavioral health specialist. A behavioral health specialist can treat anxiety disorders, depression, attention deficit hyperactivity disorder (ADHD), seasonal affective disorder (SAD), substance use disorder or other mental disorders.

To make an appointment, call the behavioral health provider's office directly. When you call to make an appointment, be sure to tell the office why you need to see the provider. This will help make sure you get the care you need, when you need it.

If you or someone you know is thinking about suicide, seek help right away. Call **911** if someone is in immediate danger. Or go to the closest emergency room. Prior authorization is not required for emergency services.



Get help. To learn more about your behavioral health benefits, call Member Services at **1-888-716-8787, TTY 711**.



Under control.

Keeping diabetes in check.

If you are diabetic, you need to make your health a priority. It takes constant, careful monitoring to keep diabetes under control. Regular testing helps you see how you're doing. Have you gotten these tests recently?

- **A1c blood test.** This lab test shows how well your blood sugar has been controlled over the last few months. Get this test 2 to 4 times per year.
- **Heart disease.** Controlling your cholesterol and blood pressure can protect your heart. Get your cholesterol checked once a year or when your doctor says you should. It's important to keep your blood pressure below 130/80. Get your blood pressure checked at every visit.
- **Kidney function.** Diabetes can damage your kidneys. This blood test makes sure yours are working right. Get this test once a year.
- **Dilated eye exam.** Diabetic retinopathy is a common complication of diabetes. It damages the blood vessels in the eye. Often symptoms don't occur until damage is bad. This test helps find retinopathy and other eye problems before you notice them. Get this test once a year.
- **Foot exam.** Get your feet examined once a year to check for wounds and nerve damage.



We make it easy. These tests are covered benefits. If you need help making an appointment or getting to the doctor, call Member Services toll-free at **1-888-716-8787, TTY 711**. Or use the **Health4Me®** app.

Culture club.

We want members of all cultures and languages to get the care they need. Let your providers know what language you prefer reading and speaking in. Tell them if you have any special cultural needs. In-person interpreters and signers for the deaf are available at no cost to you. Your doctor's office can help you with coordination. If you need to receive care in a language other than English, we can help. We can also provide materials for members with visual impairment.



Help is here.

Need to receive information in a language other than English? Want to get materials in another format? Call Member Services toll-free at **1-888-716-8787, TTY 711**. Interpreters are available. This includes American Sign Language.



Oh, baby!

Did you know that without prenatal care, babies are 3 times more likely to be born too small? They are also 5 times more likely to die than babies whose mothers get regular prenatal care.

If you are pregnant, it's important to get early and regular prenatal care. It can help keep you and your baby healthy. You will get your weight, blood pressure and urine checked at each visit. You will listen to your baby's heartbeat. You will have tests to catch problems early.



Couch surfing.

Hanging out with friends, doing what you want, endless sleepovers and no rules to follow? It may sound fun at first, but for many teens, couch surfing is a way of life. Not knowing where you will be from one night to the next, wondering if anyone will be able to have you over. This can be very stressful and is no way to live. Couch surfers are called the “invisible homeless.” When they run out of places to stay, they can be left on the street or in a shelter. They may even have to steal to get what they need.

Many teens can be without a safe place to sleep for many reasons. These reasons can include abuse, family troubles, money problems or trouble at school. The Florida Department of Education reported that in 2015–2016, Florida had 72,957 homeless students enrolled in school. If you or someone you know is in need of help, reach out to a trusted adult. You can also contact **TXT 4 HELP**, a nationwide support service for young people in crisis. Simply text the word “**SAFE**” and your location to **44357** for immediate help. Within seconds, you will receive a message with the closest Safe Place location.



Your best shot.

Immunizations keep kids healthy.

Years ago many children died from common diseases. Today, those diseases are rare. This is because children now get vaccines to keep them from getting sick. It’s important for all children, from babies through teens, to get the right shots at the right time.

Shots for babies (birth–15 months)

- HepB: Hepatitis B (3 doses).
- Hep A: Hepatitis A (2 doses).
- DTaP: Diphtheria, Tetanus, Pertussis (4 doses).
- Hib: Haemophilus influenzae type b (3–4 doses).
- IPV: Polio (3 doses).
- PCV: Pneumococcal (4 doses).
- RV: Rotavirus (2–3 doses).
- MMR: Measles, Mumps, Rubella (1 dose).
- Varicella: Chickenpox (1 dose).
- Influenza (yearly).

Booster shots for young children (4–6 years)

- DTaP: Diphtheria, Tetanus, Pertussis.
- IPV: Polio.
- MMR: Measles, Mumps, Rubella.
- Varicella: Chickenpox.
- Influenza (yearly).

Shots for pre-teens (11–12 years)

- Tdap: Tetanus, Diphtheria, Pertussis.
- HPV: Human Papillomavirus (3 doses).
- MCV: Meningococcal.
- Influenza (yearly).
- HepA: Hepatitis A (only if at high risk).



Keep track. Keep a record of what shots your child gets and when. Share this list with any new providers you see. Make copies of this list so you can give them to child care, schools, camps or sports programs.

Opioid overdoses are rising.

Treatment for substance use disorders is available.

Drug overdoses are now the leading cause of death in people under 50. The recent rise in overdoses is due to a sharp increase in opioid use. Opioids include prescription drugs such as Vicodin and Oxycontin. They also include heroin and other illegal drugs.

Many people who become addicted to opioids started using them when they were prescribed for pain. Others misused leftover pills from a friend or family member. Anyone can get a substance use disorder.

Treatment can help people stop using opioids. Medication-assisted treatment (MAT) helps. It uses medicine that blocks the high and reduces drug cravings. MAT also eases patients' withdrawal from opioids. By helping with the physical aspects of addiction, MAT helps patients focus on recovery.

Mammograms save lives.

Today, there are more than 3 million breast cancer survivors in the U.S. This is because more women are getting mammograms. A mammogram is an X-ray of the breast. It is used to find breast cancer early, before you notice a lump.

Getting a mammogram on schedule can help you beat cancer if your doctor finds it early. When caught early, breast cancer is often curable. If you are over 40, talk to your health care provider about your breast cancer risk factors. These include your family and personal health history, ethnicity and lifestyle. Together, you can create the best screening schedule for you.

Are you at risk? Talk to your doctor about your risk factors for breast cancer. For help scheduling an appointment or finding a provider, call Member Services toll-free at **1-888-716-8787, TTY 711.**



Need help?

Treatment for substance use disorders, including MAT, is a covered benefit. Call SAMHSA's Treatment Referral Routing Service at **1-800-662-HELP (4357), TTY 1-800-487-4889**, to begin recovery.



Are you at risk?

Talk to your doctor about your risk factors for breast cancer. For help scheduling an appointment or finding a provider, call Member Services toll-free at **1-888-716-8787, TTY 711.**

Pregnant?

If you are pregnant, be sure to start pregnancy care early. Go to all of your doctor visits. Unless there is a medical reason, your pregnancy should continue for at least 39 weeks. Babies born early are at risk for health problems. These include breathing, temperature, feeding or other problems.

After you give birth, be sure to go to your postpartum visit. It is just as important as your pregnancy visits. Your doctor will want to see you by six weeks to check for healing, depression, family planning and breast-feeding.



Pregnant? UnitedHealthcare Community Plan has a program that can help you. It's called Healthy First Steps.

Call **1-800-599-5985, TTY 711**, to see how you can join.



Resource corner.

Member Services: Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).
1-888-716-8787, TTY 711

Our website and app: Find a provider, read your Member Handbook or see your ID card, wherever you are.
myuhc.com/CommunityPlan
Health4Me®

NurseLineSM: Get health advice from a nurse 24 hours a day, 7 days a week, (toll-free).
1-888-716-8787, TTY 711

Healthy First Steps®: Get support throughout your pregnancy.
1-800-599-5985, TTY 711

Baby BlocksTM: Get rewards for timely prenatal and well-baby care.
UHCBabyBlocks.com

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

National Domestic Violence Hotline: Get support, resources and advice 24 hours a day, 7 days a week (toll-free).
1-800-799-SAFE, TTY 1-800-787-3224
thehotline.org

Want to receive information electronically? Call Member Services and give us your email address (toll-free).
1-888-716-8787, TTY 711

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 to increase the number of children who received yearly checkups. We sent members information about how important it is for their children to see their doctor every year for vaccines and screenings. We found that overall in 2018 more children did get these services.

We want to improve even more this year and have more children get lead screenings, vaccinations and yearly checkups. We also want more of our adult members who have diabetes to get their HgbA1c blood tests and retinal eye scans.

We also survey our members each year. We want to see how well we are meeting their needs. Last year we worked on improving how members rate their doctors. We gave our doctors tip sheets on what members like so they could serve them better. Our 2018 surveys showed higher scores in how members rate their doctors.

In the coming year we will continue to work on improving this. We will also work to decrease the time members have to wait when they need care right away. We will also continue to work with our Member Services team to provide members with all of the information they need.



Quality matters. Want more information on our Quality Improvement program? Call Member Services toll-free at **1-888-716-8787, TTY 711.**



We care.

UnitedHealthcare Community Plan provides care management. Care management helps members with special needs get the services and care they need. Care managers work with the health plan, providers and outside agencies. They help people with:

- Physical disabilities.
- Complex health problems.
- Serious mental illness.
- Other special needs.



How can we help? Take a Health Assessment at **myuhc.com/CommunityPlan**. Or take it over the phone by calling Member Services toll-free at **1-888-716-8787, TTY 711**. This short survey will help find programs that are right for you.



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

If you think you were treated unfairly because of your sex, age, race, color, 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 send the complaint within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again.

If you need help with your complaint, please call the toll-free member phone number listed on your health plan member ID card, TTY 711, Monday through Friday, 8:00 a.m. to 8:00 p.m.

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 the toll-free member phone number listed on your member ID card.

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, Monday through Friday, 8:00 a.m. to 8:00 p.m.



UnitedHealthcare Community Plan no da un tratamiento diferente a sus miembros en base a su sexo, edad, raza, color, discapacidad o nacionalidad.

Si usted piensa que ha sido tratado injustamente por razones como su sexo, edad, raza, color, discapacidad o nacionalidad, puede enviar una queja a:

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

Usted tiene que enviar la queja dentro de los 60 días de la fecha cuando se enteró de ella. Se le enviará la decisión en un plazo de 30 días. Si no está de acuerdo con la decisión, tiene 15 días para solicitar que la consideremos de nuevo.

Si usted necesita ayuda con su queja, por favor llame al número de teléfono gratuito para miembros que aparece en su tarjeta de identificación del plan de salud, TTY 711, de lunes a viernes, de 8:00 a.m. a 8:00 p.m.

Usted también puede presentar una queja con el Departamento de Salud y Servicios Humanos de los Estados Unidos.

Internet:

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

formas para las quejas se encuentran disponibles en:

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

Teléfono:

Llamada gratuita, 1-800-368-1019, 1-800-537-7697 (TDD)

Correo:

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

Si necesita ayuda para presentar su queja, por favor llame al número gratuito para miembros anotado en su tarjeta de identificación como miembro.

Ofrecemos servicios gratuitos para ayudarle a comunicarse con nosotros. Tales como, cartas en otros idiomas o en letra grande. O bien, puede solicitar un intérprete. Para pedir ayuda, por favor llame al número de teléfono gratuito para miembros que aparece en su tarjeta de identificación del plan de salud, TTY 711, de lunes a viernes, de 8:00 a.m. a 8:00 p.m.