



Health Talk



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Spring 2021

United
Healthcare®
Community Plan

Did you know?

Immunizations are safe for kids. Numerous studies have found no link between vaccines and autism.

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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 medicines 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 your behavioral health benefits, please visit myuhc.com/CommunityPlan.

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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 (service coordinators 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 prescription benefits

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

- **What medicines are covered.** There is a list of covered medicines. You may need to use a generic medicine in place of a brand-name medicine.
- **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 medicines by mail.
- **Rules that may apply.** Some medicines may only be covered in certain cases. For example, you might need to try a different medication first. (This is called step therapy.) Or you might need approval from UnitedHealthcare to use a medicine. (This is called prior authorization.) There may also be limits to the amount you can get of certain medicines.
- **Any costs to you.** You do not have copayments for prescriptions.



Look it up. Find information on your prescription 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 medicine 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 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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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.



저희와 대화할 수 있도록 무료 서비스를 제공해 드립니다. 저희는 영어 이외의 다른 언어로 또는 큰 활자체로 정보를 제공할 수 있습니다. 통역사를 요청할 수 있습니다. 도움을 요청하시려면 회원 ID 카드 뒷면에 있는 전화 번호를 통해 회원 서비스에 전화하십시오(수신자 부담 전화).

Mangipaay kami kadagiti libre nga serbisio tapno matulungan daka nga makikatungtong kadakami. Mabalindaka a patulodan ti impormasion iti sabali nga lenguahe nga haan nga Ingles wenno dakkell a naiyemprenta. Mabalina ka agkiddaw iti tagaipatarus. Tapno dumawat ti tulong, maidawat a tawagam ti numero ti telepono ti Serbisio Kadagiti Miembro nga toll-free ayan iti likud ti ID kardmo kas miembro.

我們提供免費服務，幫助您與我們溝通。我們可以寄送英文以外其他語言的資訊或大字體。您可以要求安排口譯員。如需協助，請撥打會員身分證背面的會員服務部免付費電話號碼。

Nagbibigay kami ng mga libreng serbisyo upang tulungan kang makipag-ugnayan sa amin. Maaari kaming magpadala sa iyo ng impormasyon sa mga wikang hindi Ingles o sa malaking print. Maaari kang humiling ng interpreter. Para humingi ng tulong, pakitawagan ang Mga Serbisyo sa Miyembro nang walang bayad sa numero ng telepono sa likod ng iyong ID card ng miyembro.

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, vui lòng gọi điện đến bộ phận Dịch vụ thành viên theo số điện thoại miễn phí ở mặt sau tấm thẻ ID thành viên của bạn.



Resource corner

Member Services: Find a provider, ask benefit questions or get help scheduling an appointment, in any language (toll-free).
1-888-980-8728, 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).
1-888-980-8728, TTY 711

Hāpai Mālama Program: Get help with scheduling appointments, arrange rides to medical visits, connect with community resources and more (toll-free).
1-888-980-8728, TTY 711

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



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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



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



UnitedHealthcare Community Plan complies with applicable Federal civil rights laws and does not discriminate, exclude people, or treat people differently because of:

- Race
- Disability
- Age
- National Origin
- Color
- Sex

UnitedHealthcare Community Plan provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

UnitedHealthcare Community Plan provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact us toll-free at **1-888-980-8728**, TTY **711**.

If you believe that UnitedHealthcare Community Plan has failed to provide these services or discriminated in another way, you can file a grievance with:

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

UHC_Civil_Rights@uhc.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Civil Rights Coordinator UnitedHealthcare is available to help you.

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

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

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

Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**.

(English) Do you need help in another language? We will get you a free interpreter. Call **1-888-980-8728** to tell us which language you speak. (TTY: **711**).

(Cantonese) 您需要其他语言吗？如果需要，请致电**1-888-980-8728**，我们会提供免费翻译服务 (TTY: **711**)。

(Chuukese) En mi niit ánninis lon pwal eu kapas? Sipwe angeey emon chon chiaku ngonuk ese kamo. Kokori **1-888-980-8728** omw kopwe ureni kich meni kapas ka ááni. (TTY: **711**).

(French) Avez-vous besoin d'aide dans une autre langue? Nous pouvons vous fournir gratuitement des services d'interprète. Appelez le **1-888-980-8728** pour nous indiquer quelle langue vous parlez. (TTY : **711**).

(German) Brauchen Sie Hilfe in einer anderen Sprache? Wir koennen Ihnen gern einen kostenlosen Dolmetscher besorgen. Bitte rufen Sie uns an unter **1-888-980-8728** und sagen Sie uns Bescheid, welche Sprache Sie sprechen. (TTY: **711**).

(Hawaiian) Makemake 'oe i kōkua i pili kekahi 'ōlelo o nā 'āina 'ē? E ki'i nō mākou i mea unuhi manuahi nou. E kelepona i ka helu **1-888-980-8728** no ka ha'i 'ana mai iā mākou i ka 'ōlelo āu e 'ōlelo ai. (TTY: **711**).

(Ilocano) Masapulyo kadi ti tulong iti sabali a pagsasao? Ikkandakayo iti libre nga paraipatarus. Awaganyo ti **1-888-980-8728** tapno ibagayo kadakami no ania ti pagsasao nga ar-aramatenyo. (TTY: **711**).

(Japanese) 貴方は、他の言語に、助けを必要としていますか？私たちは、貴方のために、無料で通訳を用意できます。電話番号の、**1-888-980-8728**に、電話して、私たちに貴方の話されている言語を申し出て下さい。(TTY: **711**).

(Korean) 다른언어로 도움이 필요하십니까? 저희가 무료로 통역을 제공합니다. **1-888-980-8728** 로 전화해서 사용하는 언어를 알려주십시오 (TTY: **711**).

(Mandarin) 您需要其它語言嗎？如有需要，請致電**1-888-980-8728**，我們會提供免費翻譯服務 (TTY: **711**)。

(Marshallese) Kwōj aikuj ke jipañ kōn juon bar kajin? Kōm naaj lewaj juon aṃ ri-ukok eo ejjeļok wōṃean. Kūrtok **1-888-980-8728** im kowaļok ñan kōm kōn kajin ta eo kwō mejeje im kōnono kake. (TTY **711**).

(Samoan) E te mana'o mia se fesosoani i se isi gagana? Matou te fesosoani e ave atu fua se faaliliu upu mo oe. Vili mai i le numera lea **1-888-980-8728** pea e mana'o mia se fesosoani mo se faaliliu upu. (TTY: **711**).

(Spanish) ¿Necesita ayuda en otro idioma? Nosotros le ayudaremos a conseguir un intérprete gratuito. Llame al **1-888-980-8728** y díganos qué idioma habla. (TTY: **711**).

(Tagalog) Kailangan ba ninyo ng tulong sa ibang lengguwahe? Ikukuha namin kayo ng libreng tagasalin. Tumawag sa **1-888-980-8728** para sabihin kung anong lengguwahe ang nais ninyong gamitin (TTY: **711**)

(Tongan) 'Oku ke fiema'u tokoni 'iha lea makehe? Te mau malava 'o 'oatu ha fakatonulea ta'etotongi. Telefoni ki he **1-888-980-8728** 'o fakaha mai pe koe ha 'ae lea fakafonua 'oku ke ngaue'aki. (TTY: **711**).

(Vietnamese) Bạn có cần giúp đỡ bằng ngôn ngữ khác không? Chúng tôi sẽ yêu cầu một người thông dịch viên miễn phí cho bạn. Gọi **1-888-980-8728** nói cho chúng tôi biết bạn dùng ngôn ngữ nào. (TTY: **711**).

(Visayan) Gakinahanglan ka ba ug tabang sa imong pinulongan? Amo kang mahatagan ug libre nga maghuhubad. Tawag sa **1-888-980-8728** aron magpahibalo kung unsa ang imong sinulti-han. (TTY: **711**).