



Health Talk

Your journey to better health

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Spring 2024

¡Voltee para español!

AHCCCS Complete Care

United
Healthcare
Community Plan

What's inside

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



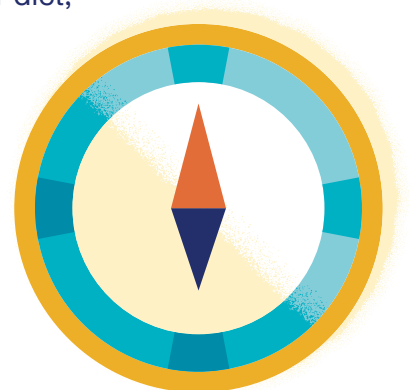
Care guidelines

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.





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Health equity

Safe and secure

How we use and protect language, cultural and social needs

At UnitedHealthcare®, we help coordinate your care across all of your health care providers. To do that, we receive and share important information about you. This may include your race, ethnicity, language you speak, gender identity, sexual orientation and social needs. 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/re-collection-and-use](https://www.uhc.com/about-us/re-collection-and-use). For more information on our health equity program, visit [unitedhealthgroup.com/what-we-do/health-equity.html](https://www.unitedhealthgroup.com/what-we-do/health-equity.html).

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 medication 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 uhc.care/az_handbook2024. Or call Member Services toll-free at the phone number on Page 10 to request a copy at no cost.



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 10 to learn more.

If you need to see a provider right away, you can get after-hours care at urgent care centers. We also have a NurseLine that you can call anytime — 24 hours a day, 7 days a week. Call **1-877-440-0255, TTY 711**.

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.

Your medication benefits

What you need to know

Visit our website to learn about your prescription medication benefits. It includes information on:

- 1. What medications are covered.** There is a list of covered medications. You may need to use a generic medication in place of a brand-name medication.
- 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 medications by mail.
- 3. Rules that may apply.** Some medications 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 medication. (This is called prior authorization.) There also might be limits to the amount you can get of certain medications.
- 4. Any costs to you.** You may have copayments for prescriptions.



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

Or call Member Services toll-free at the phone number on Page 10.



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 10. TTY services and language assistance are available if you need them.

Vaccines

Part D coverage

Except for vaccines covered under Medicare Part B (medical insurance), Medicare medication plans must cover all commercially available vaccines (like the shingles vaccine) when medically necessary to prevent illness.



Fat Camera/E+ via Getty Images

Data policies

Your privacy is important

How we keep your personal information safe

We take your privacy seriously. We are very careful with your family's protected health information (PHI). We also guard your financial information (FI). We use PHI and FI to run our business. It helps us provide products, services and information to you.

We protect oral, written and electronic PHI and FI throughout our business. We have rules and technology that keep PHI and FI safe. We don't want PHI or FI to get lost or destroyed. We want to make sure no one misuses it. We check to make sure we use PHI and FI carefully.

We have policies that explain:

- How we may use PHI and FI
- When we may share PHI and FI with others
- What rights you have to your family's PHI and FI

You may read our privacy policy in your Member Handbook. It's online at myuhc.com/communityplan/benefitsandcvg. You may also call Member Services toll-free at the phone number on Page 10 to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.





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 10.

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 medications 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 plan goals

Top quality

We want the best for you

UnitedHealthcare Community Plan has a quality improvement program. It works to give members better health care and services. Each year we set goals. Then we measure how well we meet them.

Some of our goals focus on improving the number of services pregnant members and children receive. These include postpartum visits, well checkups and immunizations. Other goals focus on making sure people with certain diseases — such as diabetes — get the tests they need. Sometimes a member needs to go to the hospital or emergency room for a mental health issue. When this happens, our goal

is that they see a mental health professional after they go home.

We also survey our members each year. We want to see how they feel about our health plan. We use your feedback to improve the services we offer, including our provider network

and customer service. This year we are working on improving our members' digital experience.

Want more information on our quality improvement program and results? Call Member Services toll-free at the phone number on Page 10.



Communication needs

We provide services at no cost 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 10.

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 10.

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 10.

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我們提供免費服務，協助您與我們溝通。我們可以寄送英文以外的其他語言資訊或提供大字體。您可以要求安排口譯員。如需協助，請撥打列於第10頁的會員服務部免付費電話。

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Substance use

Managing pain

Alternatives to opioids

Dealing with pain is not easy. You may be prescribed medication. It can help you manage your pain. This may include over-the-counter medications. Or it may be prescription painkillers, such as opioids. However, you may want to consider other options beyond medication. Here are some other ways you can manage pain.

Mind-body techniques

These may include activities like meditation, mindfulness or breathing exercises. There is often a mental part to pain. These techniques can help with that. Studies have shown that meditation can change how your brain processes pain.

Exercise

Exercise has a lot of health benefits. Managing pain is one of them. Walking,

swimming or stretching can be good options. Being inactive can lead to feeling pain. Exercise works against that. You can do exercise with mindfulness through activities like yoga or chair yoga.



STI testing

Are you free of HIV?

Get tested during pregnancy to be sure

Without treatment, 1 out of 4 pregnant people with HIV will give it to their babies. HIV is the virus that causes AIDS. Fortunately, there is a treatment that works very well. HIV treatment lowers the amount of HIV in the body. Treatment during pregnancy has 2 goals:

1. To protect your own health
2. To help prevent passing HIV to your baby

It's also important for women with HIV not to breastfeed their babies. This can help protect the babies from getting HIV. Today, because of prevention and treatment, only a small number of babies are born with HIV in the United States each year.



Planning to get pregnant? Make sure you get tested for HIV.

If testing is positive, counseling and treatment are available. Need a women's health care provider? Visit myuhc.com/communityplan.

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).

1-800-348-4058, 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).

1-877-440-0255, TTY 711

Arizona Smokers' Helpline (ASHLine): Get help quitting smoking (toll-free).

1-800-556-6222, TTY 711

ashline.org

Transportation: If you need a ride to an appointment and you are unable to provide, get or pay for your own transportation, we can help. Nonemergency transportation is provided for AHCCCS covered services. Call at least 72 hours before your health care visit. If you need a ride to urgent care or you are being discharged from a hospital, call anytime. If you prefer to use public transportation, this option is available as well.

1-888-700-6822 or 1-602-889-1777, TTY 711



istock.com/Mindful Media

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).

1-800-348-4058, TTY 711

Assurance Wireless: Get unlimited high-speed data, minutes and texts each month. Plus get an Android™ smartphone at no cost to you.

assurancewireless.com/partner/buhc

Suicide & Crisis Lifeline: 988

Crisis Lines for Help With Mental Health:

1-844-534-HOPE (4673), TTY 711

Office of Individual and Family Affairs (OIFA):

We're here to help. Call Member Services and ask to speak with OIFA (toll-free).

1-800-348-4058, TTY 711



Contract services are funded under contract with the State of Arizona. 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 calendar days of when you found out about it. A decision will be sent to you within 30 calendar days. If you disagree with the decision, you have 15 calendar days to ask us to look at it again.

If you need help with your complaint, please call Member Services at **1-800-348-4058**, TTY 711, 8 a.m. – 5 p.m., Monday – Friday.

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 **1-800-348-4058**, TTY 711.

Services to help you communicate with us are provided at no cost to members, such as other languages or large print. Or, you can ask for an interpreter. To ask for help, please call Member Services at **1-800-348-4058**, TTY 711, 8 a.m. – 5 p.m., Monday – Friday.