



# Health Talk

Your journey to better health

iStock.com/AsaVision



Spring 2024

¡Voltee para español!

United  
Healthcare  
Community Plan



## 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 6.

### 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](http://uhcprovider.com/cpg).



UnitedHealthcare Community Plan  
9020 Stony Point Parkway  
Building II, Suite 350  
Richmond, VA 23235

UNHC-114-VA-CAID  
CSVA24MD0169810\_000



istock.com/VioletaStoimenova

## 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 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](https://myuhc.com/communityplan/benefitsandcvg). Or call Member Services toll-free at the phone number on Page 6 to request a copy.



## 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 6 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. 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](https://connect.werally.com/state-plan-selection/uhc.medicaid/state). Or use the UnitedHealthcare app.

# Your drug benefits

## What you need to know

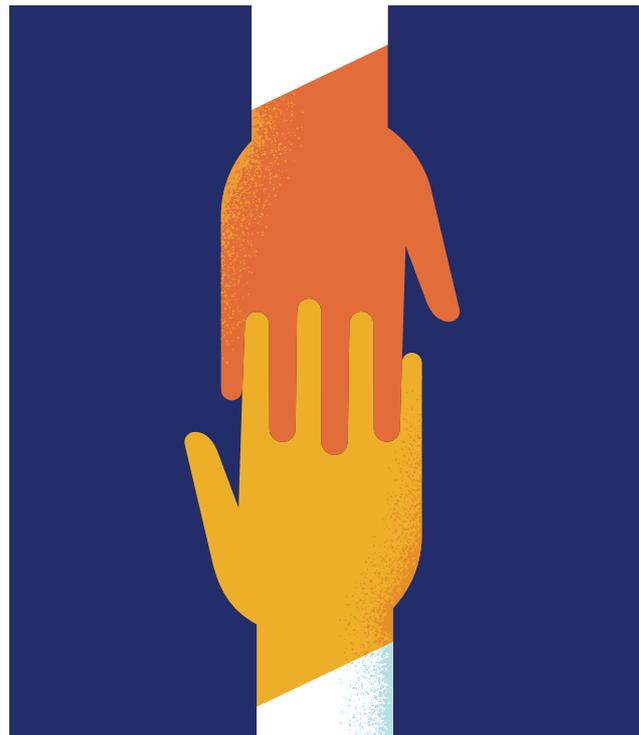
Visit our website to learn about your prescription drug benefits. It includes information on:

- 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.** You may have copayments for prescriptions. Prescription drugs are medicine your provider orders (“prescribes”) for you. Usually, UnitedHealthcare Community Plan will cover (“pay for”) your drugs if your primary care provider (PCP) or another provider writes you a prescription and your prescription is on the preferred drug list. If you are new to UnitedHealthcare Community Plan, you can keep getting the drugs you are already taking for a minimum of 30 days. If a prescription you need is not on the preferred drug list, you can still get it if it is medically necessary.



**Look it up.** Find information on your drug benefits at [myuhc.com/communityplan/pharmaciesandrx](https://myuhc.com/communityplan/pharmaciesandrx).

Or call Member Services toll-free at the phone number on Page 6.



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

# 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](https://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 6.

iStock.com/Mevo Studio



## 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.

## 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).

**1-844-752-9434, 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](https://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).

**1-800-842-3014, 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)**

### UnitedHealthcare Community Plan's

**Transportation Services:** To schedule a ride, call **1-833-215-3884, TTY 1-844-488-9724**, 7 a.m.–7 p.m., Monday–Friday. To check on the status of a scheduled ride, please call Ride Assist at **1-833-215-3885**.

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

**[liveandworkwell.com](https://liveandworkwell.com)**



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).

**1-844-752-9434, TTY 711**

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

**[assurancewireless.com/partner/buhc](https://assurancewireless.com/partner/buhc)**

**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](https://uhchealthyfirststeps.com)**

**Doula:** Doulas are nonclinical support workers who provide continued emotional, informational and physical support for individuals before, during and after labor. All Virginia Cardinal Care birthing members are eligible for this benefit.

**Postpartum:** The postpartum period is defined as 12 months following birth. Virginia Cardinal Care members are eligible for a continuation of their benefits during this postpartum period. This includes primary care, dental, vision and mental health services.

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

**[myuhc.com/communityplan/preference](https://myuhc.com/communityplan/preference)**



UnitedHealthcare Community Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. In other words, UnitedHealthcare Community Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or 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)
- 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 UnitedHealthcare Community Plan at **1-844-752-9434**, TTY **711**, 8 a.m. – 8 p.m. ET, Monday – Friday.

If you feel that UnitedHealthcare Community Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail or email:

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

**UHC\_Civil\_Rights@uhc.com**

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

**Mail:**

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

**Phone:**

Toll-free **1-800-368-1019**, **1-800-537-7697** (TDD)

Complaint forms are available at

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

## English

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Please call **1-844-752-9434, TTY 711.**

## Spanish

ATENCIÓN: si habla español (Spanish), tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-844-752-9434, TTY 711.**

## Korean

참고: 한국어(Korean)를 하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. **1-844-752-9434, TTY 711** 로 전화하십시오.

## Vietnamese

LƯU Ý: Nếu quý vị nói Tiếng Việt (Vietnamese), chúng tôi có các dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Vui lòng gọi số **1-844-752-9434, TTY 711.**

## Chinese

注意:如果您說中文(Chinese), 您可獲得免費語言協助服務。請致電 **1-844-752-9434, 或聽障專線(TTY)711。**

## Arabic

تنبيه: إذا كنت تتحدث اللغة العربية (Arabic) ، تتوفر لك خدمات المساعدة اللغوية مجاناً. اتصل بالرقم **1-844-752-9434، الهاتف النصي 711.**

## Tagalog

ATENSYON: Kung nagsasalita ka ng Tagalog (Tagalog), may magagamit kang mga serbisyo ng pantulong sa wika, nang walang bayad. Tumawag sa **1-844-752-9434, TTY 711.**

## Persian (Farsi)

توجه: اگر به فارسی (Farsi) صحبت می کنید، خدمات ترجمه به صورت رایگان در اختیارتان قرار می گیرد. با 1-844-752-9434 (TTY 711) تماس بگیرید.

## Amharic

የሚናገሩት ቋንቋ አማርኛ (Amharic) ከሆነ የቋንቋ እርዳታ አገልግሎት ከክፍያ ነጻ አለልዎት። ወደ 1-844-752-9434, TTY 711 ይደውሉ።

## Urdu

توجه فرمائیں: اگر آپ کی زبان اردو (Urdu) ہے تو آپ کے لیے لسانی خدمات مفت دستیاب ہیں۔ 1-844-752-9434 (TTY 711) پر کال کریں۔

## French

ATTENTION: Si vous parlez français (French), vous pouvez obtenir une assistance linguistique gratuite. Appelez le 1-844-752-9434, TTY 711.

## Russian

ВНИМАНИЕ: Если вы говорите по-русски (Russian), вы можете воспользоваться бесплатными услугами переводчика. Звоните по тел 1-844-752-9434, TTY 711.

## Hindi

ध्यान दे: यदि आप हिंदी (Hindi) भाषा बोलते हैं तो भाषा सहायता सेवाएं आपके लिए निःशुल्क उपलब्ध हैं। कॉल करें 1-844-752-9434, TTY 711.

## German

HINWEIS: Wenn Sie Deutsch (German) sprechen, stehen Ihnen kostenlose Sprachdienste zur Verfügung. Wählen Sie: 1-844-752-9434, TTY 711.

## Bengali

আপনি যদি **বাংলায় কথা (Bengali)** বলেন, তাহলে ভাষা সহায়তা পরিষেবাগুলি, আপনার জন্য বিনামূল্যে উপলব্ধ আছে।

**1-844-752-9434, TTY 711** নম্বরে ফোন করুন।

## Kru (Bassa)

**TÒ ÌDÙŪ NÒ MÒ DYÍIN CÁO: À bédé gbo-kpá-kpá bó wuḍu (Kru (Bassa))-dù kò-kò po-nyò bě bìlì n̄ à gbo bó pídyi. M̄ dyi gbo-kpá-kpá m̄ ó ín, d̄á n̄ò b̄à n̄ià k̄e: 1-844-752-9434, TTY 7 1 1.**

## Igbo

Ọ bụrụ na ị na asụ Igbo (Igbo), ọrụ enyemaka asụsụ, n'efu dijiri gi. Kpọọ **1-844-752-9434, TTY 711.**

## Yoruba

Tí ó bá ń s Yorùbá (Yoruba), ìrànṣẹ́wọ́ ìtum èdè, wà fún ní ọfẹ́. Pe **1-844-752-9434, TTY 711.**