HealthTalk

Your journey to better health

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.

Plan benefits

Caring for you

Get the care you need, when you need it

The following services are available to you as a plan member:

- If you need help getting to your provider's office, our plans offer transportation benefits to get you to appointments.
- When you need to see a provider right away, we offer care after hours in urgent care centers.
- Many plans offer NurseLine that you can call anytime 24/7.
- Virtual visits are offered in most states.

Learn more about your benefits and services. Visit **myuhc.com/communityplan** or use the UnitedHealthcare app.

UnitedHealthcare Community Plan
795 Woodlands Pkwy, Suite 301
Ridgeland, MS 39157

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We care

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 can 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 doctor 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.

You can find more information at **myuhc.com**. There you can learn more about the benefits, programs, and services offered to you. If you want to make a referral to our case management program, call Member Services at the phone number on page 6.

Know your drug benefits

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 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 the phone number on page 6.

Top Quality

UnitedHealthcare Community Plan has a Quality Improvement program. It works to give members better healthcare and services. Each year we set goals and measure how we are doing.

Some of our goals focus on improving the number of services pregnant members and children receive. These include post-partum visits, well check-ups, 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 our health plan is performing. We use this feedback to improve the services that we offer, including our provider network and customer service. This year we are working on improving member's digital experience.

Want more information on our Quality Improvement program and results? Call Member Services toll-free at the phone number on page 6.

Utilization management

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. They decide if the care and services are correct. The services must be covered under 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. A denial notice will tell you how to appeal.

Questions? 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. Call Member Services toll-free at the number on page 6.

Care guidelines

Top care

We give our providers tools so they can best care for our members. These tools are called clinical practice guidelines. They inform the providers about how to manage illnesses and promote wellness. The guidelines cover care for a variety of illnesses and conditions like diabetes, high blood pressure and depression. They also give information on how to stay well with proper diet, exercise, and recommended vaccines.

Learn more
For more information, visit **uhcprovider.com/cpg.**

Member handbook

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.** Or call Member Services toll-free at the phone number on page 6 to request a printed copy of the handbook.

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, 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 in meeting your health care needs. Examples of how we may use it to improve the services we provide include:

- 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 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/privacy.** To learn more information on our health equity program visit **uhccommunityandstate.com/healthequity.**

Your privacy

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 of privacy policy in your Member Handbook. It's online at **myuhc.com/communityplan**. You may also call Member Services toll-free at the phone number on page 6 to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.

Member resources

We're here to help

Member Services: 1-800-992-9940, TTY **711**
Get help with your questions and concerns. Chat with an advocate through **myuhc.com/communityplan** or the UHC mobile app or call toll-free.

Our website: myuhc.com/communityplan
Our website keeps all your health information in one place.

UnitedHealthcare app: Download on the App Store® or Google Play™
Access your health plan information on-the-go.

NurseLine: 1-877-410-0184, TTY **711**
Get health advice from a nurse 24 hours a day, 7 days a week, at no cost to you (toll-free).

UHC Doctor Chat:
Download the **UHC Doctor Chat app** or learn more at **UHCDoctorChat.com.** Skip the waiting room and connect to Primary Care Providers (PCPs) in seconds with the UHC Doctor Chat app. PCPs are available 24 hours a day, 7 days a week and can answer questions, big or small.

Care Management:
1-800-992-9940, TTY **711**
Members with chronic conditions and complex needs can get phone calls, home visits, health education, referrals to community resources, appointment reminders, help with rides and more (toll-free).

Behavioral Health Hotline:
1-800-435-7486, TTY **711**
Get help for mental health and substance use issues (toll-free).

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

Quit For Life:
1-866-784-8454, TTY **711** | **quitnow.net**
Get help quitting smoking at no cost to you (toll-free).

Healthy First Steps®:
1-800-599-5985, TTY **711**
uhchealthyfirststeps.com
Get support throughout your pregnancy and rewards for timely prenatal and well-baby care (toll-free).

Self Care by AbleTo: ableto.com/begin
This Self Care app gives you emotional health tools like meditations, breathing exercises, videos, and more at no cost.

Go Digital:
myuhc.com/communityplan/preference
Sign up for email, text messages and digital files to receive your health information more quickly.

Community Resources:
uhc.care/HTCommConnector
UnitedHealthcare Community Resources has programs that can provide help with food, housing, paying utilities, and more, at reduced or no cost to you. Search to find help in your area.

Medicaid Program Integrity:
1-800-880-5920, TTY **711** (toll-free)
601-576-4162 (local)
Report suspected fraud and abuse by providers or members to the state.

United Healthcare Community Plan

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Discrimination is against the law. The company complies with applicable federal civil rights laws and does not discriminate, exclude people, or treat them differently based on race, color, national origin, age, disability, or sex (including gender identity and sexual orientation).

You have the right to file a complaint if you believe you were treated in a discriminatory way by us. You can file a complaint or ask for help filing a complaint by mail, phone, or email at:

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 for Civil Rights:

Online: **https://www.hhs.gov/civil-rights/filing-a-complaint/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

We provide free auxiliary aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified American Sign Language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

We also provide 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, please call Member Services at **1-800-992-9940**, TTY **711**, 7:30 a.m.–5:30 p.m. CT, Monday–Friday (and 7:30 a.m.–8 p.m. CT on Wednesday). We are also available 8 a.m.–5 p.m. CT the first Saturday and Sunday of each month.

English
ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call **1-800-992-9940, TTY 711**

Spanish
ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-992-9940, TTY 711**.

Vietnamese
LƯU Ý: Nếu quý vị nói Tiếng Việt, chúng tôi có các dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Vui lòng gọi số **1-800-992-9940, TTY 711**.

Traditional Chinese
注意：如果您說中文，您可獲得免費語言協助服務。請致電 **1-800-992-9940**，或**聽障專線 TTY 711**。

French
ATTENTION: Si vous parlez français, vous pouvez obtenir une assistance linguistique gratuite. Appelez le **1-800-992-9940, TTY 711**.

Arabic
تنبيه: إذا كنت تتحدث العربية، تتوفر لك خدمات المساعدة اللغوية مجانًا. اتصل على الرقم **1-800-992-9940**، **الهاتف النصي 711**.

Chocktaw
Pisa: Chahta anumpa ish anumpuli hokma, anumpa tohsholi yvt peh pilla ho chi apela hinla. I paya **1-800-992-9940, TTY 711**.

Tagalog
ATENSYON: Kung nagsasalita ka ng Tagalog, may magagamit kang mga serbisyo ng pantulong sa wika, nang walang bayad. Tumawag sa **1-800-992-9940, TTY 711**.

German
HINWEIS: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachendienste zur Verfügung. Wählen Sie: **1-800-992-9940, TTY 711**.

Korean
참고: 한국어를 하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. **1-800-992-9940, TTY 711**로 전화하십시오.

Gujarati
ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો તમારા માટે વિના મૂલ્યે ભાષાકીય સહાયતા સેવાઓ ઉપલબ્ધ છે. કૉલ કરો **1-800-992-9940, TTY 711**.

Japanese
ご注意：日本語をお話しになる場合は、言語支援サービスを無料でご利用いただけます。電話番号**1-800-992-9940**、または**TTY 711**。

Russian
ВНИМАНИЕ: Если вы говорите по-русски, вы можете воспользоваться бесплатными услугами переводчика. Звоните по тел **1-800-992-9940, TTY 711**.

Punjabi
ਸਾਵਧਾਨ: ਜੇਕਰ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਤੁਹਾਡੇ ਲਈ, ਮੁਫ਼ਤ ਵਿੱਚ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੀ ਹੈਲਥ ਪਲਾਨ ਟੀਮ ਨੂੰ ਸੰਪਰਕ ਕਰੋ। **1-800-992-9940, TTY 711** ਤੇ ਕਾਲ ਕਰੋ।

Italian
ATTENZIONE: se parla italiano, Le vengono messi gratuitamente a disposizione servizi di assistenza linguistica. Chiami il numero **1-800-992-9940, TTY 711**.

Hindi
ध्यान दे: यदि आप हिन्दी भाषा बोलते हैं, तो भाषा सहायता सेवाएं आपके लिए निःशुल्क उपलब्ध हैं। कॉल करें **1-800-992-9940, TTY 711**.