UnitedHealthcare® Community Plan

Q2, 2026

HealthTalk

Your journey to better health

Do you know what drugs are covered under your health plan?

See page 2 for details about your prescription drug benefits.

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, our plans offer transportation benefits to get you to appointments.

If you need to see a provider right away, we offer care after hours in urgent care centers. Many plans also offer Nurse Line that you can call anytime 24/7. Virtual visits are offered in most states. We want you to know these services are available to you as a plan member.

To find providers, learn about transportation benefits, or look for urgent care center locations, visit **myuhc.com** or use the **UnitedHealthcare app.**

UnitedHealthcare Community Plan
2717 North 118th Street, Suite 300
Omaha, NE 68164

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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**.

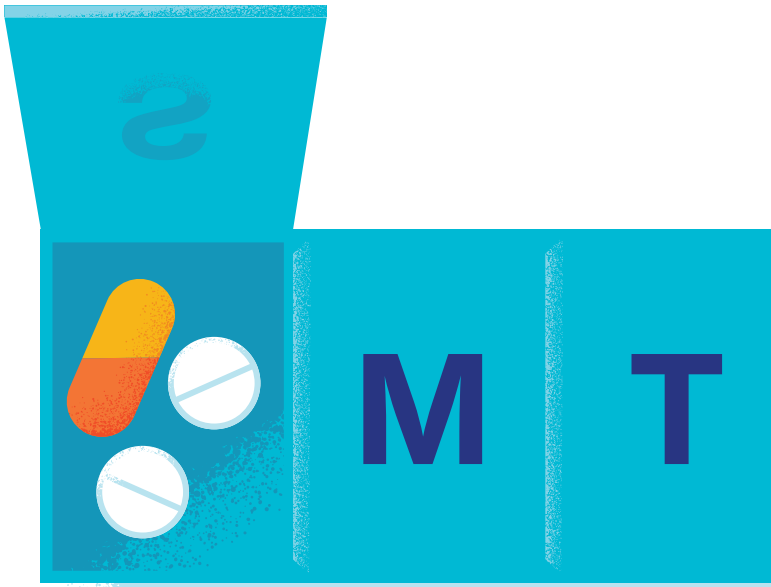
Plan benefits

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 can receive many available preferred brand name and generic drugs with no copay.

Look it up. Find information on your drug benefits at **myuhc.com/CommunityPlan**. Or, call Member Services toll-free at **1-800-641-1902,** TTY **711.**



Plan benefits

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 **1-800-641-1902,** TTY **711.**

Getting care

Take charge

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 had. 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 three things that you need help with.
2. Tell your provider about any drugs, vitamins or supplements 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.
4. If you were in the hospital or ER, see your provider as soon as possible after your discharge. Share your discharge instructions with them. Proper follow-up may prevent another admission or visit to the ER.

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? 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 **1-800-641-1902,** TTY **711,** toll-free.

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 **1-800-641-1902,** TTY **711,** to request a copy of the handbook and receive it in five business days.

Language help

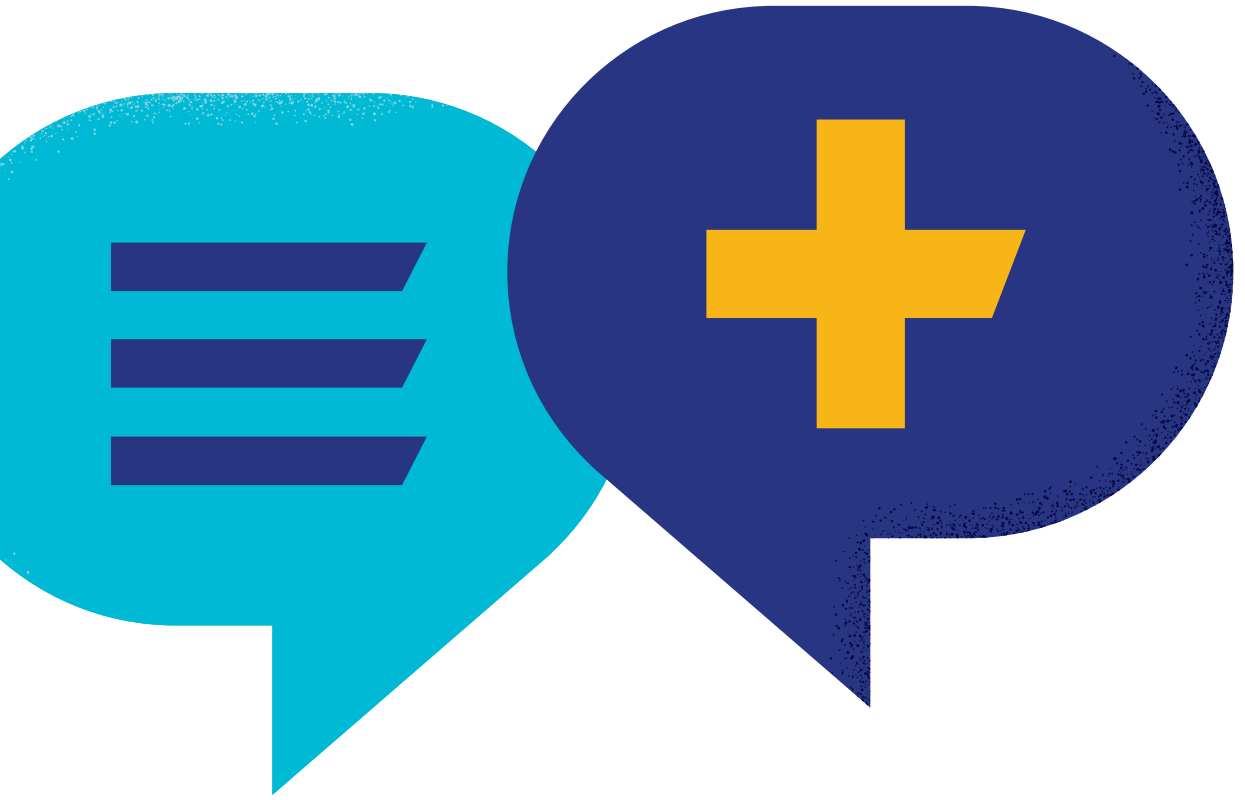
Communication needs

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 at the phone number on page 9.

Ofrecemos servicios gratuitos para ayudarle a comunicarse con nosotros. Podemos enviarle información en otro idioma que no sea inglés o en letra grande. También puede solicitar un intérprete. Para pedir ayuda, llame a Servicios para Miembros al número de teléfono que aparece en la página 9.

نحن نقدم لك خدمات مجانية لمساعدتك على التواصل معنا؛ يمكننا أن نرسل لك المعلومات بلغات أخرى غير اللغة الإنجليزية أو بحروف كبيرة. يمكنك أن تطلب الاستعانة بمترجم فوري. لطلب المساعدة، يُرجى الاتصال بقسم خدمات الأعضاء على رقم الهاتف الموجود في الصفحة 9.

Chúng tôi cung cấp các dịch vụ miễn phí để giúp quý vị giao tiếp với chúng tôi. Chúng tôi có thể gửi cho quý vị thông tin bằng các ngôn ngữ khác tiếng Anh hoặc dưới bản in cỡ lớn. Quý vị có thể yêu cầu một thông dịch viên. Để xin hỗ trợ, hãy gọi Dịch vụ Hội viên theo số trang 9.



Mental health

Calm Health

Support your mental health with the Calm Health app. This no-cost app features digital programs designed to help you care for your well-being. Get started by downloading the **UnitedHealthcare® app** and finding Calm Health on the Coverage & Benefits page.

Plan benefits

Top quality

UnitedHealthcare Community Plan has a Quality Improvement program. It works to give members better health care 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 postpartum 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 members' digital experience.

Want more information on our Quality Improvement program and results?
Call Member Services toll-free at **1-800-641-1902,** TTY **711.**

Healthy equity

How we use and protect your personal language and cultural data

We receive information about you. This may include your race, ethnicity, language you speak, sexual orientation, social needs, and disability. 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 information about you: **uhc.com/privacy** and **uhc.com/content/dam/uhcdotcom/en/npp/NPP-UHC-CS-Medical-EN.pdf**.

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 our privacy policy in your Member Handbook. It's online at **myuhc.com/CommunityPlan**. You may also call Member Services toll-free at **1-800-641-1902,** TTY **711** to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.

Member handbook

Membership, benefits and plan details

Your member handbook is updated annually. Find it on **myuhc.com/communityplan**. It includes our Notice of Privacy Practices and Notice of Non-Discrimination. They may also be found online at **uhc.com/privacy** and **uhc.com/legal**.

Want a printed copy?
Call Member Services toll-free at **1-800-641-1902,** TTY **711** to ask for the member handbook to be mailed to you in five business days.

Member resources

We're here to help

Access your plan 24/7
Find the information and support you need when and where you need it.

UnitedHealthcare App:
Download on the App Store® or Google Play™

Our member website:
myuhc.com/communityplan

Member Services:
Toll-free **1-800-641-1902,** TTY **711**
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.

NurseLine: 1-877-543-4293, TTY **711**
Get health advice from a nurse 24 hours a day, 7 days a week, at no cost to you (toll-free).

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

Care Management:
1-800-641-1902, 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).

Member resources

Transportation Services: To schedule a ride call MTM: **1-888-777-6924,** TTY **711** or visit **memberportal.net**
MTM can assist you with rides to and from your medical and dental appointments including rides to the pharmacy to pick up your prescription. To schedule a ride, call at least 3 business days before your appointment. We cover trips for Nebraska Medicaid coverable services within a 20-mile radius of your home in Nebraska.

Additionally, rides within a 10-mile radius from your home are available to WIC, prenatal and parenting classes, place of worship, grocery/retail store, food pantry, employment preparation, community center and support group meetings as a value-added service. Rides are limited to a total of 48 one-way trips per year.

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

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).

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/HTCommResources
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.

United Healthcare Community Plan | HERITAGE HEALTH

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Notice of nondiscrimination

Our Companies comply with applicable civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity). We do not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

We provide free aids and services to help you communicate with us, including qualified American Sign Language interpreters. You can ask for interpreters and/or for communications in other languages or formats such as large print. We also provide reasonable modifications for persons with disabilities.

If you need these services, call Member Services at **1-800-641-1902,** TTY **711.**

If you believe that we failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can send a complaint to the Civil Rights Coordinator:

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

UHC_Civil_Rights@uhc.com

Optum Civil Rights Coordinator
1 Optum Circle
Eden Prairie, MN 55344

Optum_Civil_Rights@Optum.com

If you need help filing a complaint, call Member Services at **1-800-641-1902,** TTY **711.**

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

Online: **https://ocrportal.hhs.gov/ocr/portal/lobby.jsf**

Phone: **1-800-368-1019, 800-537-7697** (TDD)

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

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

This notice is available at: **https://www.uhc.com/nondiscrimination-med**
https://www.optum.com/en/language-assistance-nondiscrimination.html

Notice of availability of language assistance services and alternate formats

ATTENTION: Free language assistance services and free communications in other formats, such as large print, are available to you. Call Member Services 1-800-641-1902, TTY 711.

ATENCIÓN: Si habla **español** (**Spanish**), tiene acceso a servicios gratuitos de asistencia lingüística y a materiales gratuitos en otros formatos, como letra grande. Llame a Servicios para Miembros al 1-800-641-1902, TTY 711.

注意：如果您說**中文** (**Chinese**)，您可以獲得免費語言協助服務和其他格式（例如大字版）的免費通訊。請致電 1-800-641-1902（聽障專線 (TTY) 711）與會員服務部聯絡。

참고: 귀하가 **한국어**(**Korean**)를 구사하시는 경우, 무료 언어 지원 서비스와 다른 형식의 무료 커뮤니케이션(예, 큰 활자체로 된 정보)을 이용하실 수 있습니다 가입자 서비스부에 1-800-641-1902, TTY 711번으로 전화하십시오.

ဟ်သူဉ်ဟ်သး– နမ့ၢ်ကတိၤ **ကျိာ်** (**Karen**) နၢ်ဉ် ကျိာ်တၢ်တိစၢၤမၤစၢၤတ လာ်ဘူးလဲဒီး တၢ်ဆဲးကျၢဆဲးကျိုး လၢတလာ်ဘူးလဲ လၢသနိုအဂုၤဂၤ တဖၣ် ဒ်အမ့ၢ် တၢ်စဲးကျုံးလံာ်လၢအလံာ်ဖျၢဉ်အဒိဉ် အိဉ်လၢနဂီၢ်နၢ်ဉ်လီၤ. ကိုး Member Services ဖဲ 1-800-641-1902, TTY 711 တက့ၢ်.

تنبيه: إذا كنت تتحدث اللغة **العربية** (**Arabic**)، فتتوفر لك خدمات مساعدة لغوية مجانًا ووسائل تواصل مجانية بتنسيقات أخرى، مثل الطباعة بحجم كبير. اتصل بخدمات الأعضاء على الرقم 1-800-641-1902، الهاتف النصي 711.

ATTENTION : si vous parlez **français** (**French**), des services d'assistance linguistique gratuits et des communications gratuites dans d'autres formats, tels que du texte en gros caractères, sont à votre disposition. Appelez le Service membres au 1-800-641-1902, ATS 711.

FIIRO GAAR AH: Haddii aad ku hadasho **Somaali** (**Somali**), adeegyada kaalmada luqadda oo bilaash ah iyo adeegyada wada-xiriirka oo bilaash ah oo ah qaabab kale, sida far waaweyn, ayaad heli kartaa. Ka wac Adeegyada Xubnaha telefoonka 1-800-641-1902, TTY 711.

HINWEIS: Wenn Sie **Deutsch** (**German**) sprechen, stehen Ihnen kostenlose Sprachdienste und kostenlose Mitteilungen in anderen Formaten, beispielsweise in Großdruck, zur Verfügung. Rufen Sie den Mitgliederservice unter 1-800-641-1902, TTY 711 an.

ध्यान दिनुहोस्: यदि तपाईं **नेपाली** (**Nepali**) बोल्नुहुन्छ भने, तपाईंलाई निःशुल्क भाषिक सहायता सेवा दिइने छ र ठूलो अक्षरमा प्रिन्ट जस्ता अन्य ढाँचामा पनि सूचना आदानप्रदान गराइने छ। सदस्य सेवा कार्यालयलाई 1-800-641-1902, TTY 711 मा कल गर्नुहोस्।

ВНИМАНИЕ: Если Вы говорите по-**русски** (**Russian**), Вы можете бесплатно воспользоваться помощью переводчика и информационными материалами в альтернативных форматах, например крупным шрифтом. Обращайтесь в отдел обслуживания участников по телефону 1-800-641-1902, TTY 711.

ເຊີນຊາບ: ຖ້າທ່ານເວົ້າ **ພາສາລາວ** (**Lao**), ພວກເຮົາມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ ຟຣີ ແລະ ມີການສື່ສານຟຣີໃນຮູບແບບອື່ນ, ເຊັ່ນ ຕົວພິມໃຫຍ່, ໃຫ້ທ່ານ. ໂທຫາສູນ ບໍລິການສະມາຊິກ ທີ່ 1-800-641-1902, TTY 711.

Têbînî: Heke tu bi Zimanê **Kurdî** (**Kurdish**) diaxivî, xizmetên zimanî yên belaş û danûstandinên belaş di formên din Ên weke çapa mezin ji bo te tê dabînkirin. Digel Xizmetên Endaman bi hejmara 1-800-641-1902, TTY 711 têkilî dayîne.

توجه: اگر به **فارسی** (**Persian**) صحبت نمی‌کنید، خدمات رایگان کمکی زبان و مطالب رایگان در قالب‌های دیگر، مانند پرینت درشت، برای شما فراهم است. با خدمات اعضاء به شماره 1-800-641-1902 (TTY 711) تماس بگیرید.

注意：日本語（**Japanese**）を話される場合は、無料の言語支援サービスや、大きな活字などの他の形式での無料コミュニケーションをご利用いただけます。次のメンバーサービスにお電話ください：1-800-641-1902, TTY 711。

LƯU Ý: Nếu quý vị nói **tiếng Việt** (**Vietnamese**), quý vị sẽ nhận được các dịch vụ hỗ trợ ngôn ngữ miễn phí và các hình thức giao tiếp miễn phí khác, chẳng hạn như bản in chữ lớn. Gọi cho bộ phận Dịch vụ Hội viên theo số 1-800-641-1902, TTY 711