



# HealthTALK

WINTER 2019 | ¡VOLTEE PARA ESPAÑOL!



## What do you think?

In a few weeks, you may get a survey in the mail. It asks how happy you are with UnitedHealthcare Community Plan. If you get a survey, please fill it out and mail it back.

Your answers will be private. Your opinion helps us make the health plan better.



## 90-day supply benefit.



Your plan may now cover a 90-day supply of select medications. With a 90-day supply, you won't need to get a refill every month.

If you would like to participate:

- **Talk with your doctor to see if your medications qualify.** If so, your doctor can write you a new prescription for a 90-day supply.
- **Talk to your pharmacist.** Your pharmacist can call your doctor to get a new prescription for a 90-day supply.

Pharmacy benefit coverage rules still apply. Only covered drugs will be available for a 90-day supply. Please check your pharmacy coverage rules for more details. The CHIP plan is excluded from this 90-day supply benefit.



**We've got you covered.** To find out what medications are included, call Member Services toll-free at the number on the back of your member ID card.

UnitedHealthcare Community Plan  
14141 Southwest Freeway, Suite 800  
Sugar Land, TX 77478

## Test time.

Cervical cancer usually does not have any symptoms. The way to find out if you have it is with a Pap test. This is a quick and simple test that looks for early signs of cancer. Your doctor uses a brush or swab to collect some cells from your cervix. A lab looks at the cells under a microscope.

The American Cancer Society recommends Pap screening for women every 3 years between ages 21 and 29. Then Pap and HPV tests every 5 years between ages 30 and 65. Testing can end at age 65 for women with a history of normal Pap results.



**Get checked.** Is it time to schedule your screening? Talk to your doctor. Together, you can create the best cervical cancer screening schedule for you. Need to find a new doctor? Call Member Services toll-free at the number on the back of your member ID card. Or visit our member website at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan) or use the UnitedHealthcare **Health4Me**® app.



# Time to see your doctor?

## Get the help you need when you need it.

It's important to get medical care when you need it. Call your doctor's office to make an appointment. Tell them the reason for the visit. This will help them make the appointment within the right time frame.

- **Yearly physical checkup:** Within 60 days.
- **Wellness checkup for a newly enrolled child member:** This depends on the child's age and when the service is due, but usually fewer than 90 days.
- **The newborn well-baby checkup:** Within 14 days.
- **Routine care:** Within 14 days.
- **Mental health visit:** Within 14 days.
- **Prenatal care:** Within 14 days. High-risk pregnancies or new members who are more than 6 months pregnant will be seen within 5 days.
- **Urgent care:** Within 24 hours.
- **Emergency room or hospital discharge:** You need to follow up with your doctor within 7 days of discharge.

Need help fast? In an emergency, call **911** or go to the nearest emergency room.



**We're here to help.** Call your doctor first when you have a medical question or need help. You can even call at night or on weekends, when the office is closed. A message will tell you how to reach a doctor. You can also call our toll-free NurseLine<sup>SM</sup> at the number on the back of your member ID card. A nurse is available to give advice on your illness or injury 24 hours a day, 7 days a week. There's no cost to you.

# What is prior authorization?

Prior authorization is a decision by your health plan that a health care service, treatment plan, prescription drug or durable medical equipment (DME) is medically necessary.

Except for in an emergency, your health plan may require prior authorization for certain services before you receive them. Prior authorization isn't a promise your health plan will cover the cost.

These are the 5 steps that happen when prior authorization is requested.

1. Your health team identifies a need for an item, treatment or service. The team includes your primary care provider (PCP) and your health plan.
2. Your health team reviews the request to see if it's necessary.
3. If the request is accepted, your health team finds a service provider to fulfill the request. A service provider could be a doctor, pharmacy, DME provider or health service agency.
4. Your order is submitted.
5. The service provider requests prior authorization for services, treatment or equipment from your health plan.

If prior authorization is approved, your PCP will be notified. Once the authorization is approved, the service provider can complete the item, service or treatment. If prior authorization is denied, you and your PCP will receive notification of the denial. It will include the steps needed to appeal the denial.



**Questions?** We can help. Call Member Services toll-free at the number on the back of your member ID card.

# Talk to your doc.

## It's important to be open and honest.

You can play an active role in your health care by talking to your doctor. Be clear and honest with them. This can help you make smart choices about your health. It's important to be honest about what is bothering you, even if you feel embarrassed or shy. Ask questions to make sure you understand your diagnosis, treatment and road to recovery.

Here are a few tips to help you talk to your doctor and make the most of your appointment.

- Write down a list of questions and concerns before your appointment.
  - What is my main problem?
  - What could have caused this problem?
  - What do I need to do?
  - Why is it important for me to do this?
  - How can I prevent this problem from coming back?

- Ask about how to stay healthy.
- Bring a close friend or family member with you.
- Take notes about what the doctor says, or ask a friend or family member to take notes for you.
- Tell your provider about any drugs or vitamins you take on a regular basis. Bring a written list, or bring the medicine itself with you.
- Tell your provider about other providers you may be seeing. Include behavioral health providers. Mention any medications or treatments they have prescribed for you. Also bring copies of results of any tests you have had.
- Ask for the doctor's contact information and the best way to reach them.



**Need a new doctor?** We can help. Call Member Services toll-free at the number on the back of your member ID card. Or visit our member website at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan) or use the **Health4Me** app.



## Resource corner.

**Member Services:** Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).  
**STAR and CHIP: 1-888-887-9003, TTY 711**  
**STAR Kids: 1-877-597-7799, TTY 711**

**Our website and app:** Find a provider, read your Member Handbook or see your ID card, wherever you are.  
**myuhc.com/CommunityPlan**  
**Health4Me®**

**NurseLine<sup>SM</sup>:** Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).  
**STAR: 1-800-535-6714, TTY 711**  
**CHIP: 1-800-850-1267, TTY 711**  
**STAR Kids: 1-844-222-7326, 711**

**MyHealthLine<sup>TM</sup>:** Don't have a mobile phone? Call Member Services to learn more about Lifeline, a no-cost federal phone program (toll-free).  
**STAR and CHIP: 1-888-887-9003, TTY 711**  
**STAR Kids: 1-877-597-7799, TTY 711**

**STAR Kids Service Coordination:** Get help for special needs of STAR Kids members (toll-free).  
**1-877-352-7798, TTY 711**

**Healthy First Steps<sup>®</sup>:** Get support throughout your pregnancy (toll-free).  
**1-800-599-5985, TTY 711**

**Baby Blocks<sup>TM</sup>:** Get rewards for timely prenatal and well-baby care.  
**UHCBabyBlocks.com**

**KidsHealth<sup>®</sup>:** Get reliable information on health topics for and about kids.  
**KidsHealth.org**

# 10 facts about depression.

## Things to know when you're feeling down.

- 1. Depression affects your thinking.** If you have thoughts of suicide, please call someone right away. You can call the National Suicide Prevention Lifeline at **1-800-273-TALK (8255)** or the National Hopeline Network phone at **1-800-SUICIDE (1-800-784-2433)**.
- 2. Depression makes it hard to give.** It's hard to think of other people when you're depressed.
- 3. Depression is often experienced as anxiety.** Make sure you get a correct diagnosis. This will help you get the best treatment for you.
- 4. Ongoing irritability can be a symptom of depression.**
- 5. Chronic pain can be another symptom of depression.** At the same time, being in continual discomfort can cause you to become depressed.
- 6. Alcohol is a depressant.** So are marijuana and many other recreational or street drugs. Using these substances could make you feel worse in the long run.
- 7. People don't choose to be depressed.** But they do make a choice about how to deal with it. Denying that you have a problem will not make you feel better.
- 8. Depression can be as hard on your loved ones as it is on you.** Those closest to you may start to feel unloved. Try to show your love in small ways you can manage.
- 9. Exercise is the easiest and least expensive cure for depression.** Walking just 30 minutes a day can help.
- 10. Sometimes talk therapy can work wonders.** Think about seeking counseling.

More information, tools and resources for depression can be found at the Live and Work Well website. To access Live and Work Well:

- Go to **LiveandWorkWell.com**.
- Click on "Enter."
- If you do not know your access code, click on "I don't know my access code."
- Go to the "Mind and Body" drop down.
- Select your health plan in the list of UnitedHealthcare Community Plan options.
- Select "Mental Health."
- Scroll down to select your topic. Topics include depression as well as other mental health conditions.



**Get help.** To learn more about your behavioral health benefits, call Member Services toll-free at the number on the back of your member ID card.



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 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again.

If you need help with your complaint, please call Member Services toll-free at **1-888-887-9003, TTY 711**, Monday through Friday, 8:00 a.m. to 8:00 p.m.

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 the toll-free member phone number listed on your member ID card.

We provide free services to help you communicate with us such as letters in other languages, large print materials, auxiliary aids and services, materials in alternate formats, at your request. Or, you can ask for an interpreter. To ask for help, please call Member Services toll-free at **1-888-887-9003, TTY 711**, Monday through Friday, 8:00 a.m. to 8:00 p.m.



UnitedHealthcare Community Plan no da un tratamiento diferente a sus miembros en base a su sexo, edad, raza, color, discapacidad u origen nacional.

Si usted piensa que ha sido tratado injustamente por razones como su sexo, edad, raza, color, discapacidad u origen nacional, puede enviar una queja a:

Civil Rights Coordinator  
UnitedHealthcare Civil Rights Grievance  
P.O. Box 30608  
Salt Lake City, UTAH 84130  
**UHC\_Civil\_Rights@uhc.com**

Usted tiene que enviar la queja dentro de los 60 días de la fecha cuando se enteró de ella. Se le enviará la decisión en un plazo de 30 días. Si no está de acuerdo con la decisión, tiene 15 días para solicitar que la consideremos de nuevo.

Si usted necesita ayuda con su queja, por favor llame gratis a Servicios para Miembros al **1-888-887-9003, TTY 711**, de lunes a viernes, de 8:00 a.m. a 8:00 p.m.

Usted también puede presentar una queja con el Departamento de Salud y Servicios Humanos de los Estados Unidos.

**Internet:**

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Formas para las quejas se encuentran disponibles en:

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

**Teléfono:**

Llamada gratuita, **1-800-368-1019, 1-800-537-7697** (TDD)

**Correo:**

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

Si necesita ayuda para presentar su queja, por favor llame al número gratuito para miembros anotado en su tarjeta de identificación como miembro.

Ofrecemos servicios gratuitos para ayudarle a comunicarse con nosotros, tales como cartas en otros idiomas, materiales en letra grande, ayudas y servicios auxiliares, y materiales en formatos alternativos, a su solicitud. O bien, puede solicitar un intérprete. Para pedir ayuda, por favor llame gratis a Servicios para Miembros al **1-888-887-9003, TTY 711**, de lunes a viernes, de 8:00 a.m. a 8:00 p.m.

Spanish	Ofrecemos servicios gratuitos para ayudarle a que se comunique con nosotros. Por ejemplo, cartas en otros idiomas o en letra grande. O bien, usted puede pedir un intérprete. Para pedir ayuda, llame al número de teléfono gratuito para miembros que se encuentra en su tarjeta de ID.
Vietnamese	Chúng tôi cung cấp nhiều dịch vụ miễn phí để giúp quý vị liên lạc với chúng tôi. Thí dụ như thư viết bằng những ngôn ngữ khác hoặc in với khổ chữ lớn. Hoặc, quý vị cũng có thể yêu cầu được thông dịch viên giúp quý vị. Để được giúp đỡ, xin quý vị vui lòng gọi số điện thoại miễn phí dành cho hội viên ghi trên thẻ ID hội viên của quý vị.
Chinese	我們提供免費服務幫助您與我們溝通。例如，其他語言版本或大字體信函。或者，您可要求口譯員。如欲要求協助，請撥打會員卡上所列的免付費會員電話。
Korean	저희는 귀하가 의사소통을 할 수 있도록 도와드리기 위해 무료 서비스를 제공합니다. 예를 들면, 다른 언어 또는 대형 활자로 작성된 서신과 같은 것입니다. 또한 귀하는 통역사를 요청할 수 있습니다. 도움이 필요하신 경우, 귀하의 신분증 카드에 기재된 무료 회원 전화번호로 문의하십시오.
Arabic	نقدم لك خدمات مجانية لمساعدتك على التواصل معنا. مثل الخطابات باللغات الأخرى، أو الطباعة بأحرف كبيرة. أو يمكنك طلب مترجم فوري. لطلب المساعدة، برجاء الاتصال برقم الهاتف المجاني المُدرج على بطاقة هويتك.
Urdu	ہم سے بات چیت کے لئے ہم مفت میں خدمات دستیاب کراتے ہیں۔ جیسے دوسری زبانوں میں حروف یا بڑے پرنٹ، یا آپ مترجم کی خدمات حاصل کرسکتے ہیں۔ مدد طلب کرنے کے لئے برائے کرم آپ کے آئی ڈی میں درج شدہ ممبر کے ٹال فری نمبر پرکال کریں۔
Tagalog	Nagbibigay kami ng mga libheng serbisyo upang matulungan kang makipag-ugnayan sa amin. Gaya ng mga liham na nakasulat sa iba pang wika o sa malalaking titik. Maaari ka ring humiling ng tagasaling-wika. Upang humingi ng tulong, tumawag sa toll-free na numero ng telepono para sa miyembro na nakalista sa iyong ID card.

French	Nous proposons des services gratuits pour vous aider à communiquer avec nous, notamment des lettres dans d'autres langues ou en gros caractères. Vous pouvez aussi demander l'aide d'un interprète. Pour demander de l'aide, veuillez appeler le numéro de téléphone sans frais imprimé sur votre carte d'affilié.
Hindi	हमारे साथ संपर्क करने के लिए हम आपको मुफ्त सेवाएं उपलब्ध करवाते हैं। जैसे कि, दूसरी भाषाओं में पत्र या बड़े प्रिंट। या, आप एक व्याख्याकार के लिए निवेदन कर सकते हैं। मदद मांगने के लिए, कृपया अपने पहिचान-पत्र की सूची में दिए गए टोल फ्री सदस्य फोन नंबर पर कॉल करें।
Persian	ما خدمات رایگانی را برای به کمک به شما در برقراری ارتباط با ما ارائه می کنیم. از قبیل نامه ها به سایر زبان ها یا چاپ درشت. یا می توانید برای مترجم شفاهی درخواست کنید. جهت درخواست برای کمک و راهنمایی، لطفاً با شماره تلفن رایگانی که بر روی کارت شناسایی شما قید شده تماس بگیرید.
German	Um Ihnen die Kommunikation mit uns zu erleichtern, stellen wir Ihnen kostenlose Dienste zur Verfügung. Hierzu zählen u. a. Schreiben in anderen Sprachen oder Großdruck und die Möglichkeit, einen Dolmetscher anzufordern. Bitte wenden Sie sich für Unterstützung an die gebührenfreie Rufnummer auf Ihrem Mitgliedsausweis.
Gujarati	અમારી સાથે માહિતીનું આદાન પ્રદાન કરવા માટે તમને મદદ કરવા માટે અમે નિ:શુલ્ક સેવાઓ પૂરી પાડીએ છીએ. જેવી કે અન્ય ભાષાઓમાં પત્રો કે મોટું છાપકામ. અથવા તમે એક દુભાષિયાની માંગ કરી શકો છો. મદદ માંગવા માટે, તમારા આઈડી કાર્ડ ઉપર નોંધવામાં આવેલા સભ્ય ટોલ ફ્રી ફોન નંબર ને કોલ કરવા વિનંતી. તમારા આઈ ડી કાર્ડ ઉપર નોંધાયેલા ટોલ-ફ્રી સભ્ય ફોન નંબર ને કોલ કરવા વિનંતી.



Russian	Мы предоставляем бесплатные услуги перевода для того чтобы помочь вам свободно общаться с нами. Например, мы переводим письма на другие языки или предоставляем информацию, напечатанную крупным шрифтом. Либо вы можете подать запрос о предоставлении вам услуг устного переводчика. Для того чтобы обратиться за помощью, вам необходимо позвонить по бесплатному для участников номеру, указанному на вашей идентификационной карте.
Japanese	お客様のコミュニケーションをお手伝いする無料のサービスをご用意しています。これには他の言語や大きな文字での書簡などが含まれ、通訳もご利用いただけます。サービスやお手伝いをご希望の方は、IDカードに記載されているメンバー用フリーダイヤルにお電話ください。
Laotian	ພວກເຮົາມີການບໍລິການຊ່ວຍໃຫ້ທ່ານຕິດຕໍ່ກັບພວກເຮົາເຊັ່ນ, ຈົດ ຫມາຍໃນພາສາອື່ນຫຼືການພິມຂະໜາດໃຫຍ່ຫຼື, ທ່ານສາມາດຮ້ອງຂໍໃຫ້ມີນາຍພາສາ. ຂໍຄວາມຊ່ວຍເຫຼືອ, ກະລຸນາໂທຫາເບີໂທລະສັບຂອງສະມາຊິກໂທພຣີທີລະບຸໄວ້ໃນບັດປະ ຈໍາຕົວຂອງທ່ານ.