



Health Talk



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2022 Issue

**United
Healthcare®**
Community Plan



Protect your health

For the latest information on the COVID-19 vaccine, visit uhccommunityplan.com/covid-19/vaccine.

We care

We give our providers tools, so they can best care for our members.

These tools are called clinical practice guidelines. They inform providers about best practices 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. To see the guidelines, visit uhcprovider.com/cpg.



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Follow-up care

Know what to do after going home from the hospital

It is important to receive follow-up instructions before you go home from the hospital or emergency room (ER). Make sure you understand what is being asked of you. Ask questions if you do not. You can have someone you trust listen to the instructions, so they also understand what you are supposed to do when you go home.

Make an appointment with your primary care provider as soon as you get home from the hospital. Bring your follow-up instructions and medications with you, and share them with your provider. Proper follow-up may prevent another visit to the hospital or ER.

Take a walk

Going outside for a walk each day is an easy way to improve your overall health. Exercise helps reduce your risk for chronic conditions like heart disease and diabetes. Getting fresh air and being out in nature have been shown to improve mental health, too.

Quit smoking

Quitting smoking is hard

Most people who smoke cigarettes say they want to quit. In fact, more than half of adult smokers say they tried to quit in the past year. But only 7.5% were able to quit successfully. Don't be discouraged if you weren't able to quit smoking the first time you tried. Try talking to your health care provider. Getting advice improves your chances of quitting smoking for good. Even a brief, 3-minute conversation can make a difference.

Our Smoking Cessation Program is designed to help people quit smoking and stay smoke free. It includes a personalized health coach who will support you. Your health coach will provide education on the health benefits of quitting smoking. Your coach will also give you information on covered medications that will help you quit and make a plan of care to outline lifestyle changes you need to make. Your coach will also identify triggers and your support system, plus other programs and community resources to support you along the way. When you decrease your smoking and ultimately quit you will receive incentives for choosing this healthy behavior. To enroll in this program, contact **1-800-825-8792**, TTY **711**.



Know your drug benefits

Visit myuhc.com/communityplan/pharmaciesandrx to learn about your prescription drug benefits. It includes information on:

- 1. Which 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 may need to try a different drug first. (This is called step therapy.) Or you may 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 about your drug benefits at myuhc.com/communityplan/pharmaciesandrx. Or call Member Services toll-free at the phone number listed in the resource corner on page 8 of this newsletter.



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 programs. 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. You can find more information about our programs and services at myuhc.com/communityplan/healthwellness.

If you want to make a referral to our case management program, call Member Services toll-free at the phone number listed in the resource corner on page 8 of this newsletter.

Getting care

Know who to see and where to go

Your primary care provider coordinates your health care. They should see you for all of your preventive care needs, such as well visits, immunizations and screenings. They should also care for you when you are sick. Your primary care provider can provide tools to help you lose weight, quit smoking or lead a healthier lifestyle.

You want to feel comfortable talking with your provider. You may want a provider with an office location and hours that work for you. You may want a provider who speaks your language or understands your culture. You may prefer a male or female provider.

If your provider isn't right for you, you may switch at any time. You can learn about plan providers. Information available includes:

- Address and phone number
- Languages they speak
- Qualifications
- Medical school or residency (available by phone only)
- Specialty
- Board certification

If you need to see a provider right away, after-hours care is available at urgent care centers. Or ask your provider if they offer virtual visits.



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To find a new provider or look for urgent care center locations near you, visit connect.werally.com/state-plan-selection/uhc.medicaid/state. Or call Member Services toll-free at the phone number listed in the resource corner on page 8 of this newsletter.

Did you know?

You can call NurseLine to get health advice from a nurse 24 hours a day, 7 days a week. The phone number is listed in the resource corner on page 8 of this newsletter.

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 that your provider asks for. They compare the care and services your provider requests against clinical practice guidelines. They also compare what is being asked for against the benefits you have.

When the care is not covered under your benefits or does not meet the guidelines, it may be denied. 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.



Questions? Call Member Services toll-free at the phone number listed in the resource corner on page 8 of this newsletter. TDD/TTY services and language assistance are available if you need them.



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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 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 on a regular basis.** 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 discharge.** Share your discharge instructions with them. Proper follow-up may prevent another hospital admission or visit to the ER.

By the book

Have you read your Member Handbook? It is a great source of information. It tells you how to use your health 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.

To request a copy of the handbook, call Member Services toll-free at the phone number listed in the resource corner on page 8 of this newsletter.



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Top quality

UnitedHealthcare Community Plan has a Quality Improvement program. It works to give members better healthcare and services. Each year we report how well we are doing. Here is how we are doing in 3 important categories:

Diabetes care

Last year, we set a goal for more of our adult members who have diabetes to get the A1C blood tests and retinal eye exams. A1C is a blood test that detects blood sugar levels over a 2-to-3-month period. It's different than testing blood sugar at home. The A1C test requires a blood sample, so it's typically done at a provider's office or lab. People with diabetes also need to get a diabetes eye exam at least once a year. This exam includes putting drops in your eyes to make your pupils bigger. This helps the vision care provider see if there's damage to the retina at the back of the eye.

We sent members information about how important these screenings are to help manage

their diabetes. Our results showed there is still more work to be done to ensure our members are getting the care they need. We will continue to encourage these services to help our members live their healthiest lives. If you have diabetes and are due for an A1C blood test or retinal eye exam, make an appointment with your provider today.

You're not alone

Did you know that more than 40 million American adults have an anxiety disorder? That makes up over 18% of the U.S. population. Also, more than half of adults with a mental illness are not being treated for it. And women are about twice as likely to have depression as men. To learn more about the different treatment options for anxiety disorders, visit [liveandworkwell.com](https://www.liveandworkwell.com).

Prenatal care

It was also important for us to improve maternal care last year. We wanted more of our pregnant members to go for their prenatal visits. Prenatal care helps keep expectant mothers healthy. It also makes sure babies are growing healthy and strong. If you are pregnant, you should make an appointment to see your provider:

- As soon as you think you are pregnant
- Once a month during weeks 4 to 28 of your pregnancy
- Every 2 weeks from weeks 28 to 36
- Every week for the last month of pregnancy

You will get your weight, blood pressure and urine checked at each visit. You will also get to listen to your baby's heartbeat.

Healthy First Steps® is a program offered through your health plan, UnitedHealthcare Community Plan. We are your special source for help during your pregnancy. We work with you and your health care provider to help you have the best pregnancy experience possible. And we'll help you take healthy steps all along the way. Call **1-800-599-5985**, TTY **711**, or visit uhhealthyfirststeps.com for more information.



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Strategies for coping

Learn ways to be mindful and keep your stress in check. Visit liveandworkwell.com for mental health resources.



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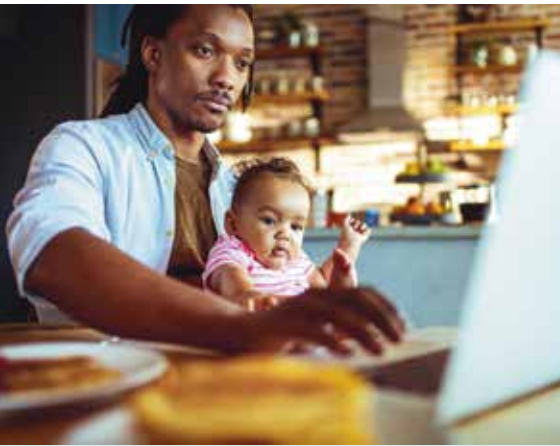
Preventive care

Another goal last year was for more children to go for their checkups and get lead screenings. We also wanted more children to get vaccines to protect against serious diseases. Regular checkups help make sure your child is developing properly. The provider can look at your child's movement, language, emotions, behavior and thinking. Kids should get tested for lead before they turn 2 because lead poisoning can cause slow growth and development problems.

We still want to improve in these areas and will be reaching out to members with reminders. If your child has fallen behind schedule on their checkups, screenings, or vaccines, it is not too late to make them up. Schedule an appointment with their provider today.



Quality care. Want more information on our quality improvement program? Call Member Services toll-free at the phone number listed in the resource corner on page 8 of this newsletter.



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Safe and secure

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 and sexual orientation. 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 PHI to improve the services we provide include:

- Finding gaps in care
- Helping you in languages other than English
- Creating programs that meet your needs
- Telling 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 the 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/rel-collection-and-use. To get more information on our health equity program, visit unitedhealthgroup.com/what-we-do/health-equity.html.

Resource corner

Member Services: Find a provider, ask benefit questions or get help scheduling an appointment, in any language (toll-free).
1-888-716-8787, TTY 711

Our website: Find a provider, view your benefits or see your member ID card, wherever you are.
myuhc.com/communityplan

NurseLine: Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).
1-877-552-8105, TTY 711

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

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

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



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UnitedHealthcare does not discriminate on the basis of race, color, national origin, sex, age or disability in health programs and activities.

This information is available for free in other languages. Please contact our customer service number at **1-888-716-8787**, TTY/TTD **711**, 8 a.m.–7 p.m., Monday–Friday.

Spanish

Esta información está disponible de forma gratuita en otros idiomas. Por favor, póngase en contacto con nuestro número de servicio al cliente en **1-888-716-8787**, TTY/TTD **711**, de 8 a.m. a 7 p.m. de lunes a viernes.

Haitian Creole

Enfòmasyon sa a ki disponib pou gratis nan lòt lang. Souple kontakte nimewo sèvis Kliyantèl nou nan **1-888-716-8787**, **711** TTY/TTD, 8 a.m. rive 7 p.m., Lendi rive Vandredi.