



# Health Talk

Your journey to better health

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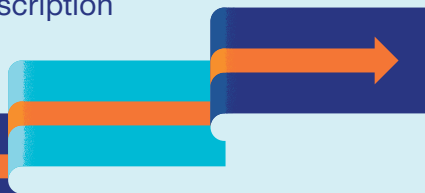


Spring 2024

United  
Healthcare  
Community Plan

## What's inside

Do you know what drugs are covered under your health plan? See Page 4 for details about your prescription drug benefits.



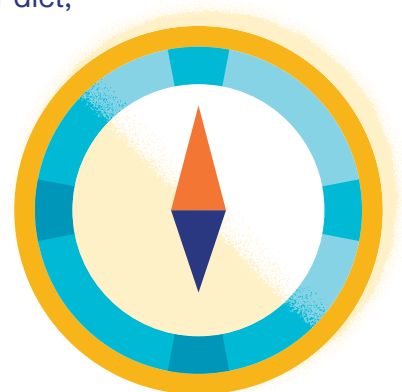
## Care guidelines

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





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## 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://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://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 medication 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 8 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 8 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 prescription medication benefits

## What you need to know

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

- 1. What medications are covered.** There is a list of covered medications. You may need to use a generic medication in place of a brand-name medication.
- 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 medications by mail.
- 3. Rules that may apply.** Some medications may only be covered in certain cases. For example, you might need to try a different medication first. (This is called step therapy.) Or you might need approval from UnitedHealthcare to use a medication. (This is called prior authorization.) There also might be limits to the amount you can get of certain medications.
- 4. Any costs to you.** You do not have copayments for prescriptions.



istock.com/kali9



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

Or call Member Services toll-free at the phone number on Page 8.



## 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 8. 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 8.

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## Primary care

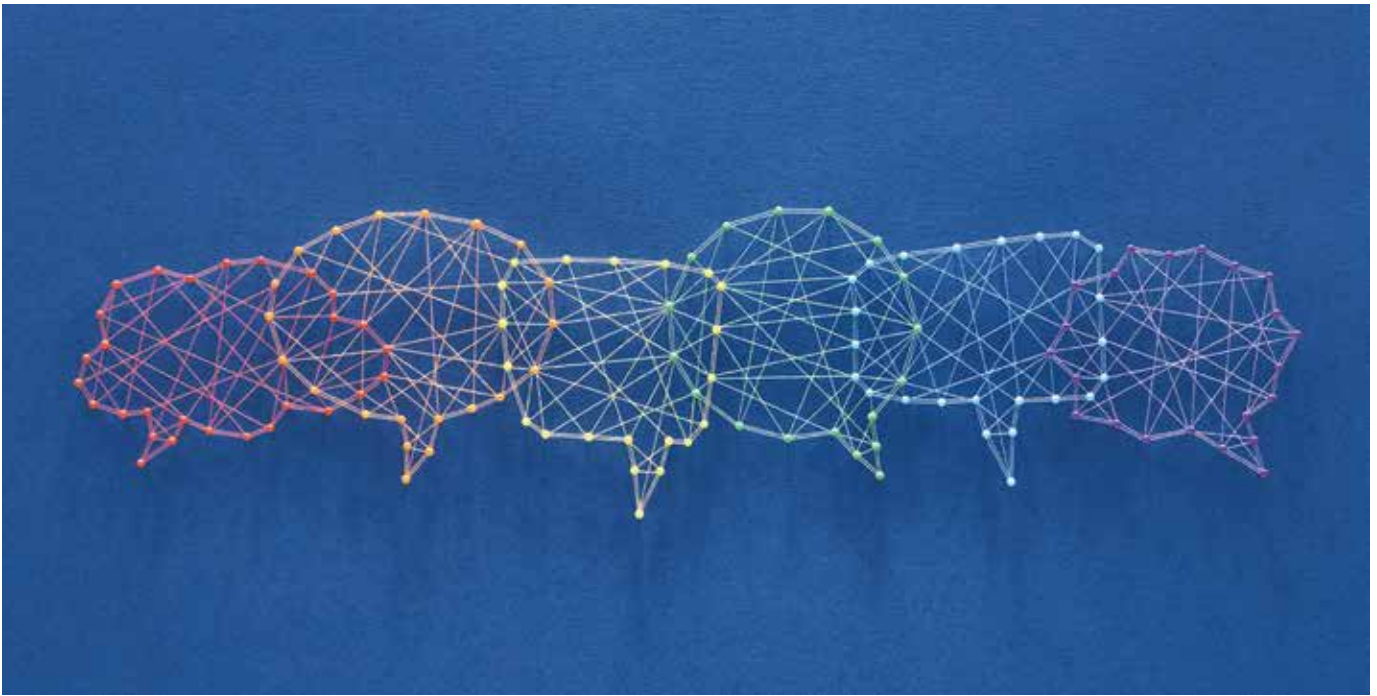
# Take charge

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 medications 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.



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## 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 toll-free at the phone number on Page 8.

我們提供免費服務，協助您與我們溝通。我們可以寄送英文以外的其他語言資訊或提供大字體。您可以要求安排口譯員。如需協助，請撥打列於第 8 頁的會員服務部免付費電話。

我们提供免费的语言服务，帮助您与我们沟通。我们可以用英语之外的其他语言向您发送信息，也可以将字体调大。您可以申请一位译员。如需寻求帮助，请拨打第 8 页列出的免费电话，联系会员服务中心。

Mangipaay kami kadagiti libre nga serbisio tapno matulungan daka nga makikatungtong kadakami. Mabalindaka a patulodan ti impormasion iti sabali nga lenguahe nga haan nga Ingles wenno dakkal a naiyemprenta. Mabalina ka agkiddaw iti tagaipatarus. Tapno agkiddaw ti tulong, maidawat nga awagan ti Dagiti Serbisio para kadagiti Miembro toll-free ayan iti numero ti telepono iti Panid 8.

저희와 대화할 수 있도록 무료 서비스를 제공해 드립니다. 저희는 영어 이외의 다른 언어로 또는 큰 활자체로 정보를 제공할 수 있습니다. 통역사를 요청할 수 있습니다. 도움을 요청하시려면 8 페이지에 있는 전화 번호를 통해 회원 서비스에 전화하십시오(수신자 부담 전화).

Chúng tôi cung cấp các dịch vụ miễn phí nhằm giúp quý vị giao tiếp với chúng tôi. Chúng tôi có thể gửi cho quý vị thông tin bằng các ngôn ngữ khác không phải là tiếng Anh hoặc bằng chữ in lớn. Quý vị có thể yêu cầu cung cấp dịch vụ phiên dịch viên. Để yêu cầu trợ giúp, hãy gọi điện cho bộ phận Dịch vụ thành viên theo số điện thoại trên Trang 8.

Nagbibigay kami ng mga libreng serbisyo para tulungan kang makipag-ugnayan sa amin. Maaari kaming magpadala sa iyo ng impormasyon sa mga wikang hindi Ingles o sa malaking print. Maaari kang humiling ng interpreter. Para humingi ng tulong, pakisuyong tumawag sa Mga Serbisyo sa Miyembro nang walang bayad sa numero ng telepono sa Pahina 8.



Our website

# Just for you

## Get personalized health plan information

When you sign up to use our member website, you'll get tools to help you use your plan. You can:

- See your member ID card at any time
- Get help with using your benefits
- Find a provider or pharmacy near you
- Update your preferences to get messages the way you want, including texts and emails



**Sign up today.** It only takes a few minutes. Then you can log in anytime. To get started, visit [myuhc.com/communityplan](https://myuhc.com/communityplan).



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### Member app

## Get connected

With the no-cost UnitedHealthcare app, you can access your plan information on the go. You can:

- Find urgent care centers near you
- Search for providers in your area
- Access plan documents, including your member ID card, health history and claims
- Access prescriptions
- See plan programs and services



**Download today.** Find the UnitedHealthcare app on the App Store® or Google Play™.

## 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).

**1-888-980-8728, TTY 711**  
7:45 a.m.–4:30 p.m. HST,  
Monday–Friday

**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).

**1-888-980-8728, TTY 711**



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**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)**

**Transportation:** You may be able to get rides to and from your medical and pharmacy visits. To schedule a ride, call Modivcare at least 2 business days before your appointment (toll-free).

**1-866-475-5746,**  
**TTY 1-866-288-3133**

**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).

**1-888-980-8728, TTY 711**

**Live and Work Well:** Find articles, self-care tools, caring providers, and mental health and substance use resources.  
**[liveandworkwell.com](https://liveandworkwell.com)**

**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)**

**Want a printed copy?** Call Member Services toll-free to request the newsletter and/or Member Handbook be mailed to you at no cost.  
**1-888-980-8728, TTY 711**  
7:45 a.m.–4:30 p.m. HST,  
Monday–Friday





UnitedHealthcare Community Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of:

- Race
- Disability
- Age
- National Origin
- Color
- Sex/gender (expression or identity)

### **English**

Do you need help in another language? We will get you a free interpreter. Call **1-888-980-8728**, TTY **711**, to tell us which language you speak.

### **Ilocano**

PAKDAAR: Nu saritaem ti Ilocano, ti serbisyo para ti baddang ti lengguahe nga awanan bayadna, ket sidadaan para kenyam. Awagan ti **1-888-980-8728**, TTY **711**.

### **Traditional Chinese**

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-888-980-8728**, TTY **711**。

### **Korean**

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-888-980-8728**, TTY **711**번으로 전화해 주십시오.

### **Vietnamese**

CHÚ Ý: Nếu bạn nói tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-888-980-8728**, TTY **711**.