



# HealthTALK

SPRING 2019



## Register online!



You can get important information about your health plan anytime at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan). At this secure site, you can view your ID card, find a provider, take a health assessment, learn about your benefits and more. Go to [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan) to register today and start getting more from your benefits.

## 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. Decisions are based on care and service, as well as 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. The denial letter 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 **1-800-903-5253, TTY 711**, toll-free.



UnitedHealthcare Community Plan  
P.O. Box 30991  
Salt Lake City, UT 84130-0991

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# Your partner in health.

## How to choose the right PCP.

Your primary care provider (PCP) provides or coordinates your health care. You should see your PCP for well visits, immunizations and important screenings. Your PCP can help you lead a healthier lifestyle by providing tools to help you lose weight or quit smoking.

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

Teens have different health care needs than children. It may be time for your teen to switch to a doctor who treats adults. Your daughter may need a woman's health provider such as an OB/GYN.

If your PCP isn't right for you, you can switch at any time. You can learn more about plan providers online or by phone. Information available includes:

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

## 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/CommunityPlan.**

Or call Member Services toll-free at **1-800-903-5253, TTY 711**, to request a copy of the handbook.



**Need a new doctor?** To find a new PCP, visit **myuhc.com/CommunityPlan** or use the UnitedHealthcare **Health4Me®** app. Or call us toll-free at **1-800-903-5253, TTY 711**.




# Know your drug benefits.

## Find out more online.

Visit our website at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan) 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.** You do not have copayments for prescriptions.

 **Look it up.** Find information on your drug benefits at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan). Or, call Member Services toll-free at **1-800-903-5253, TTY 711**.

## 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. 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 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 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.

## Health equity.

We receive cultural data about you. This may include your race, ethnicity and the language you speak. We use this information to help us meet your health care needs. We may use it to improve the services we provide by:

- 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. We limit who can see your cultural data. We keep your race, ethnicity and language data safe and secure. Only those who need to use this data have access to it. We guard it using physical, technical and administrative means.

 **Learn more.** Want more information on our health equity programs? Visit [uhc.com/about-us/health-equity](http://uhc.com/about-us/health-equity). You may also call Member Services toll-free at **1-800-903-5253, TTY 711**, for more information.



# We speak your language.

If you speak a language other than English, language assistance services, free of charge, are available to you. We can send you information in other languages or in large print. You can ask for an interpreter. To ask for help, please call **1-800-903-5253, TTY 711**, toll-free. Voicemail is available 24 hours a day, 7 days a week.

Si usted habla otro idioma además del inglés, dispone de servicios de asistencia lingüística gratuitos. Podemos enviarle información en otros idiomas o en letra grande. Puede solicitar un intérprete. Para pedir ayuda, llame a la línea gratuita **1-800-903-5253, TTY 711**. El correo de voz está disponible las 24 horas del día, los 7 días de la semana.

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ةربك تا عوبطم وأ ىرخ

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যদি আপনি ইংরেজি ব্যতীত অন্য ভাষায় কথা বলেন তাহলে আপনার জন্য বিনামূল্যে ভাষা সহায়তা পরিষেবা উপলব্ধ। আমরা আপনাকে অন্যান্য ভাষায় বা বড় অক্ষরের মুদ্রণে তথ্য পাঠাতে পারব। আপনি একজন দোভাষীর জন্য অনুরোধ করতে পারেন। সাহায্যের জন্য অনুগ্রহ করে টোল ফ্রি **1-800-930-5253, TTY 711** নম্বরে কল করুন। ভয়েসমেল দিনে 24 ঘণ্টা, সপ্তাহের 7 দিন উপলব্ধ।



## Spring is here!

### Coping with seasonal allergies and asthma.

When trees get their leaves, grass grows and flowers bloom, they send pollen into the air. For many people, this means allergy and asthma symptoms get worse. You may have trouble breathing. You may have itchy eyes or a drippy nose. There are things you can do to feel better this spring.

- Check air quality. It's often reported with the weather. It can tell you levels of different kinds of pollens and pollution.
- If you play, garden or exercise outdoors, enjoy these activities in the morning or early afternoon. Springtime tree and grass pollen counts are lower at those times of day.
- After spending time outdoors, shower and change your clothes. This keeps pollen off your furniture and bedding.
- Keep windows closed in your home and car when possible.
- Take your medicine. If you have asthma, take your control medication as prescribed. Carry your quick-relief inhaler with you.

Follow your doctor's orders for treating other allergy symptoms.




# Prescribed an opioid?

## 5 questions to ask your doctor.

If your doctor or dentist prescribes a pain reliever, take charge of your health and find out exactly what you are getting. Common opioid brand names include Vicodin, Percocet and Oxycontin. Here are 5 questions to ask your provider:

- 1. Why do I need this medicine?** Ask your doctor for reasons why it is right for you.
- 2. Are there other options that can treat my pain?** Opioids are not the only option. Other options for treating pain could help you feel better. These include over-the-counter pain relievers or physical therapy.
- 3. What are my risks for addiction?** Some people may be more prone to addiction than others. Taking opioids over a period of time can increase the risk of dependence and addiction.
- 4. How does this medicine mix with other medicines I'm taking?** Opioids can be deadly when mixed with other drugs, especially those taken for treatment of anxiety, sleeping disorders and seizures. It's a bad idea to mix alcohol with an opioid pain reliever.
- 5. What are the expected side effects?** These vary. They might include feeling sick to your stomach, sleepiness, extreme excitement, itching and more. Talk with your doctor.

 **Need help?** If you are addicted to opioids, treatment for substance use disorders is a covered benefit. Call the Substance Abuse and Mental Health Services Administration's Treatment Referral Routing Service at **1-800-662-HELP (4357)** to begin recovery.




## Snack away.

### 8 ideas for easy low-calorie snacks.

Snacks can be a part of a healthy diet. The right snacks can even help you lose weight. But it's important not to overdo it and to make the right choices. It's best to stick with whole, natural foods. Being aware of serving sizes also helps keep calories in check. Here are some simple snacks that are less than 100 calories:

- 1 hard-boiled egg.
- 1 ounce of cheese.
- 1 cup of berries.
- 1 apple, banana or other medium-size whole fruit.
- 12 almonds.
- 3 tablespoons of hummus with celery.
- 1 cup plain fat-free Greek yogurt.
- 2 cups popcorn with 1 teaspoon butter.

 **Know your BMI.** Body mass index (BMI) is a number that tells you if your weight is healthy for your height. Your primary care provider can tell you what your BMI is. Or you can find a BMI calculator online at [cdc.gov/healthyweight/assessing/bmi](https://www.cdc.gov/healthyweight/assessing/bmi).



## Resource corner.

**Member Services:** Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).  
**1-800-903-5253, 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®**

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

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

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

**National Domestic Violence Hotline:** Get support, resources and advice 24 hours a day, 7 days a week (toll-free).  
**1-800-799-SAFE, TTY 1-800-787-3224**  
**thehotline.org**

**Want to receive information electronically?** Call Member Services and give us your email address (toll-free).  
**1-800-903-5253, TTY 711**

# Top quality.

## Our quality improvement results.

UnitedHealthcare Community Plan has a Quality Improvement program. It works to give members better care and services.

Each year we report how well we are doing. Last year, one of our goals was to increase the number of children who received yearly checkups. We sent members information about how important it is for their children to see their doctor every year for vaccines and screenings. We found that overall in 2018 more children did get these services.

We want to improve even more this year and have more children get lead screenings, vaccinations and yearly checkups. We also want more of our adult members who have diabetes to get their HgbA1c blood tests and retinal eye scans.

We also survey our members each year. We want to see how well we are meeting their needs. Last year we worked on improving how members rate their doctors. We gave our doctors tip sheets on what members like so they could serve them better. Our 2018 surveys showed higher scores in how members rate their doctors.

In the coming year we will continue to work on improving this. We will also work to decrease the time members have to wait when they need care right away. We will also continue to work with our Member Services team to provide members with all of the information they need.



**Quality matters.** Want more information on our Quality Improvement program? Call Member Services toll-free at **1-800-903-5253, TTY 711.**



## We care.

UnitedHealthcare Community Plan provides care management. Care management helps members with special needs get the services and care they need. Care managers work with the health plan, providers and outside agencies. They help people with:

- Physical disabilities.
- Complex health problems.
- Serious mental illness.
- Other special needs.



**How can we help?** Take a Health Assessment at **myuhc.com/CommunityPlan**. Or take it over the phone by calling Member Services toll-free at **1-800-903-5253, TTY 711**. This short survey will help find programs that are right for you.



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 the toll-free member phone number listed on your health plan member ID card, TTY 711, Monday through Friday, 8:30 a.m. to 5:30 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 or large print. Or, you can ask for an interpreter. To ask for help, please call the toll-free member phone number listed on your health plan member ID card, TTY 711, Monday through Friday, 8:30 a.m. to 5:30 p.m.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you.  
Call **1-800-903-5253, TTY 711.**

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.  
Llame al **1-800-903-5253, TTY 711.**

تنبيه: إذا كنت تتحدث العربية، تتوفر لك خدمات المساعدة اللغوية مجاناً. اتصل على الرقم **1-800-903-5253**، الهاتف النصي **711**.

注意: 如果您說中文，您可獲得免費語言協助服務。請致電**1-800-903-5253**或聽障專線 (TTY) **711**。

MADETA: en maswtat lishana Aturaya, eten tishmiishta d lishana qa hayarta quray. Makhber **1-800-903-5253, TTY 711.**

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 **1-800-903-5253, TTY 711.**

VËMENDJE: Nëse fllisni shqip, keni në dispozicion shërbime asistence gjuhësore pa pagesë. Telefono **1-800-903-5253, TTY 711.**

참고: 한국어를 하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. **1-800-903-5253, TTY 711**로 전화 하십시오.

ध्यान दें: यदि आप हिन्दी भाषा बोलते हैं तो भाषा सहायता सेवाएं आपके लिए निःशुल्क उपलब्ध हैं। कॉल करें **1-800-903-5253, TTY 711.**

UWAGA: jeżeli mówisz po polsku, możesz skorzystać z usługi bezpłatnej pomocy językowej pod numerem telefonu **1-800-903-5253, TTY 711.**

HINWEIS: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachendienste zur Verfügung. Wählen Sie **1-800-903-5253, TTY-Gerät 711.**

ATTENZIONE: se parla italiano, Le vengono messi gratuitamente a disposizione servizi di assistenza linguistica.  
Chiami il numero **1-800-903-5253, TTY 711.**

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 **1-800-903-5253**、または **TTY 711** (聴覚障害者・難聴者の方用) までご連絡ください。

ВНИМАНИЕ: Если вы говорите по-русски, вы можете воспользоваться бесплатными услугами переводчика.  
Звоните по тел. **1-800-903-5253, TTY 711.**

PAŽNJA: Ako govorite srpsko-hrvatski, možete dobiti besplatnu pomoć za usluge jezika. Pozovite **1-800-903-5253, TTY 711.**

ATENSYON: Kung nagsasalita ka ng Tagalog, may magagamit kang mga serbisyo ng pantulong sa wika, nang walang bayad. Tumawag sa **1-800-903-5253, TTY 711.**