



# HealthTALK

SPRING 2019 | ¡VOLTEE PARA ESPAÑOL!



## 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 **1-877-542-8997, TTY 711**, toll-free.



UnitedHealthcare Community Plan  
P.O. Box 31349  
Salt Lake City, UT 84131

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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](https://myuhc.com/CommunityPlan)**.

Or call Member Services toll-free at **1-877-542-8997, TTY 711**, to request a copy of the handbook.



**Need a new doctor?** To find a new PCP, visit **[myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan)** or use the UnitedHealthcare **Health4Me®** app. Or call us toll-free at **1-877-542-8997, 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. Any costs to you.** There is no cost to you for covered drugs.

 **Look it up.** Find information on your drug benefits at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan). Or, call Member Services toll-free at **1-877-542-8997, 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 **1-877-542-8997, TTY 711**, for more information.





# Our websites.

## Find what you need.

Find what you need at **UHCCommunityPlan.com** or at our members-only site at **myuhc.com/CommunityPlan**. Or use the UnitedHealthcare **Health4Me**® app. When you use these resources, you don't need to worry about where to keep health plan documents. You will always know where to find them. Here's what you will find:

- **Member Handbook.** Includes details about your benefits and covered services.
- **Provider directory.** A list of in-network providers.
- **Preferred drug list.** The list of medications covered by your plan.

- **Health risk assessment.** A survey that helps us better understand your health care needs and get you the care you need.
- **Advance directives.** Legal forms that state your wishes about your future medical or mental health care if you become too ill to make decisions about your care.
- **Member rights, appeals and grievances.** Forms that explain your rights and responsibilities as a member. Also, forms that explain how to file an appeal or grievance.



**Prefer print?** Our Member Services team is ready to help. You can receive information in your preferred language or another format, such as large print, Braille audio tapes or other devices to assist the hearing impaired at no cost. This includes American Sign Language. Our interpreters are also ready to help you by phone. Call **1-877-542-8997, TTY 711**, Monday–Friday, 8 a.m.–5 p.m.

## Spring is here!

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.



# Fraud, waste and abuse.

## If you see something, say something.

Most Medicaid members and providers are honest. However, even a few dishonest people can cause big problems. If you know fraud, waste or abuse is taking place, you must tell someone. You don't have to give your name.

- Contact Member Services toll-free at **1-877-542-8997, TTY 711.**
- Report fraud to the state Health Care Authority by calling **1-800-562-3022, TTY 711.**

Fraud, waste and abuse by members includes:

- Letting someone else use your plan or state Medicaid card or number.
- Selling or giving your prescription medicine to anyone else.

Fraud, waste and abuse by providers includes:

- Billing for services that were never given.
- Billing twice for the same service.
- Ordering tests or services you don't need.

You can report fraud, waste and abuse in 1 of the following ways:

- Call the UnitedHealth Group Compliance Helpline at **1-800-455-4521.** You can call 24 hours a day, 7 days a week.



## Best practice.

UnitedHealthcare Community Plan has practice guidelines that help providers make good health care decisions. These guidelines come from nationally recognized sources. There are practice guidelines for conditions including:

- Asthma.
- Attention deficit hyperactivity disorder (ADHD).
- Bipolar disorder.
- Chronic obstructive pulmonary disease (COPD).
- Depression.
- Diabetes.
- Heart disease.
- Heart failure.
- High blood pressure.
- Obesity.
- Prenatal care.
- Pediatric preventive health care.
- Substance use disorders.
- Transplants.



### Good guidance.

Call Member Services to request a copy at

**1-877-542-8997, TTY 711.**

You can also find our practice guidelines at

**UHCCCommunityPlan.com.**





## Resource corner.

**Member Services:** Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).  
**1-877-542-8997, 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).  
**1-877-543-3409, TTY 711**

**Healthy First Steps®:** 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**

**March Vision:** Search for a vision care center near you online. (Member Services can also help by phone.)  
**MarchVisionCare.com**

**Help Quitting Smoking:** Get free help quitting smoking (toll-free).  
**1-866-QUIT-4-LIFE (1-866-784-8454)**  
**quitnow.net**

**Want to receive information electronically?** Call Member Services and give us your email address (toll-free).  
**1-877-542-8997, 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 **1-877-542-8997, 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 **1-877-542-8997,**

**TTY 711.** This short survey will help find programs that are right for you.

UnitedHealthcare Community Plan complies with all Federal civil rights laws that relate to healthcare services. UnitedHealthcare Community Plan offers healthcare services to all members without regard to race, color, national origin, age, disability, or sex. UnitedHealthcare Community Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. This includes gender identity, pregnancy and sex stereotyping.

UnitedHealthcare Community Plan also complies with applicable state laws and does not discriminate on the basis of creed, gender, gender expression or identity, sexual orientation, marital status, religion, honorably discharged veteran or military status, or the use of a trained dog guide or service animal by a person with a disability.

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 can call or write us about a complaint at any time. We will let you know we received your complaint within two business days. We will try to take care of your complaint right away. We will resolve your complaint within 45 calendar days and tell you how it was resolved.

If you need help with your complaint, please call **1-877-542-8997, TTY 711**, Monday through Friday, 8:00 a.m. to 5:00 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 **1-877-542-8997, TTY 711**.

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 **1-877-542-8997, TTY 711**, Monday through Friday, 8:00 a.m. to 5:00 p.m.



English:

If the enclosed information is not in your primary language, please call UnitedHealthcare Community Plan at **1-877-542-8997 (TTY: 711)**.

Hmong:

Yog cov ntaub ntauv muab tuaj hauv no tsis yog sau ua koj hom lus, thov hu rau UnitedHealthcare Community Plan ntwam 1-877-542-8997 (TTY: 711).

Samoaan:

Afai o fa'amatalaga ua tuuina atu e le'o tusia i lau gagana masani, fa'amolemole fa'afesoota'i mai le vaega a le United Healthcare Community Plan ile telefoni 1-877-542-8997. (TTY:711).

Russian:

Если прилагаемая информация представлена не на Вашем родном языке, позвоните представителю UnitedHealthcare Community Plan по тел. 1-877-542-8997 (телетайп: 711).

Ukrainian:

Якщо інформація, що додається, подана не на Вашій рідній мові, зателефонуйте до UnitedHealthcare Community Plan 1-877-542-8997 (для осіб з порушеннями слуху: 711).

Korean:

동봉한 안내 자료가 귀하의 모국어로 준비되어 있지 않으면 1-877-542-8997(TTY: 711)로 UnitedHealthcare Community Plan에 전화하십시오.

Romanian:

Dacă informațiile alăturate nu sunt în limba dumneavoastră principală, vă rugăm să sunați la UnitedHealthcare Community Plan, la numărul 1-877-542-8997 (TTY: 711).

Amharic:

ተያይዞ ያለው መረጃ በቋንቋዎ ካልሆነ፤ እባክዎን በሚከተለው ስልክ ቁጥር ወደ UnitedHealthcare Community Plan ይደውሉ፡፡ 1-877-542-8997 (መስማት ስተሳናቸው/ TTY: 711)፡፡

Tigrinya:

ተተሓሔዙ ዘሎ ሓበሬታ ብቋንቋኹም ተዘይኮይኑ፤ ብኹብረትኩም በዚ ዝስዕብ ቁጥር ስልኪ ናብ UnitedHealthcare Community Plan ደውሉ፡፡ 1-877-542-8997 (ምስማዕ ንተጸገሙ/ TTY: 711)፡፡

Spanish:

Si la información adjunta no está en su lengua materna, llame a UnitedHealthcare Community Plan al 1-877-542-8997 (TTY: 711).

Lao:

ຖ້າຂໍ້ມູນທີ່ຕິດຄັດມານີ້ ບໍ່ແມ່ນພາສາຕົ້ນຕໍຂອງທ່ານ, ກະລຸນາໂທຫາ UnitedHealthcare Community Plan ທີ່ເບີ 1-877-542-8997 (TTY: 711).

Vietnamese:

Nếu ngôn ngữ trong thông tin đính kèm này không phải là ngôn ngữ chính của quý vị, xin gọi cho UnitedHealthcare Community Plan theo số 1-877-542-8997 (TTY: 711).

Traditional Chinese:

若隨附資訊的語言不屬於您主要使用語言，請致電 UnitedHealthcare Community Plan，電話號碼為 1-877-542-8997（聽障專線 (TTY)：711）。

Khmer:

ប្រសិនបើព័ត៌មានដែលភ្ជាប់មកនេះមិនមែនជាភាសាដើមរបស់អ្នកទេ សូមទូរស័ព្ទមកកាន់ UnitedHealthcare Community Plan លេខ 1-877-542-8997 (ស្រមោមអ្នកឆ្ងង់ [TTY]: 711)។

Tagalog:

Kung ang nakalakip na impormasyon ay wala sa iyong pangunahing wika, mangyaring tumawag sa UnitedHealthcare Community Plan sa 1-877-542-8997 (TTY: 711).

Farsi:

در صورت اینکه اطلاعات پیوست به زبان اولیه شما نمیباشد، لطفاً با United Healthcare Community Plan با شماره 1-877-542-8997 تماس حاصل نمایید (وسیله ارتباطی برای ناشنویان - TTY: 711) .





UnitedHealthcare Community Plan cumple con todos los requisitos de las leyes Federales de los derechos civiles relativas a los servicios de los cuidados para la salud. UnitedHealthcare Community Plan ofrece servicios para los cuidados de salud a todos los miembros sin distinción de su raza, color, origen nacional, edad, discapacidad o sexo. UnitedHealthcare Community Plan no excluye a personas ni les da un tratamiento diferente basado en su raza, color, origen nacional, edad, discapacidad o sexo. Esto incluye su identificación de sexo, su estado de embarazo o el estereotipo sexual que tengan.

UnitedHealthcare Community Plan también cumple con los requisitos de las leyes estatales pertinentes y no discrimina en base a sus creencias, sexo, expresión de sexo o identidad, orientación sexual, estado civil, religión, veterano dado de alta honorablemente o por su actual condición militar o por el empleo de perros o animales entrenados como guías o para servicios necesarios para una persona con una discapacidad.

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 puede llamarnos o escribirnos sobre una queja en cualquier momento. Le informaremos que recibimos su queja dentro de dos días hábiles. Trataremos de atender su queja de inmediato. Resolveremos su queja dentro de 45 días calendario y le informaremos cómo se resolvió.

Si usted necesita ayuda con su queja, por favor llame al **1-877-542-8997, TTY 711**, de lunes a viernes de 8:00 a.m. a 5:00 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 **1-877-542-8997, TTY 711**.

Ofrecemos servicios gratuitos para ayudarle a comunicarse con nosotros. Tales como, cartas en otros idiomas o en letra grande. O bien, puede solicitar un intérprete. Para pedir ayuda, por favor llame al **1-877-542-8997, TTY 711**, de lunes a viernes, 8:00 a.m. – 5:00 p.m.