

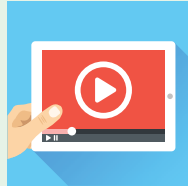


THE KEY TO A GOOD LIFE IS A GREAT PLAN HealthTALK



Watch and learn

Visit myuhc.com/CommunityPlan for videos about your health plan. They explain how to get the most out of your benefits. They are great for both new and long-time members.



Teen time

Teach teens about health care.

Teenagers can learn to take care of their own health care. Parents can teach their teens health care skills such as:

- Making medical and dental appointments
- Writing a list of questions to ask the doctor
- Talking with the doctor
- Filling out forms
- Knowing about their medications

Teens have different health care needs than children. Is your teen ready to leave the pediatrician? It may be time to switch to a primary care provider who treats adults. Your daughter may need a woman's health provider such as an OB/GYN.



SMMC APPROVED

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We can help. UnitedHealthcare Community Plan can help your teen choose the right provider. Visit myuhc.com/CommunityPlan or use the **Health4Me** app. Or call us toll-free at **1-888-718-8787, TTY 711.**



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:

- The benefits and services you have. The benefits and services you don't have.
- Copayments. Other costs you may have for health care.
- How to find out about in-network providers
- How to get prescription drugs and rules to follow
- What to do if you need care when you are out of town
- When and how you can see an out-of-network provider
- Where, when, and how to get:
 - Primary care
 - After-hours care
 - Behavioral health care
 - Dental care
 - Specialty care
 - Hospital care
 - Emergency care
- Your member rights and responsibilities
- Our privacy policy
- What to do if you get a bill
- How to voice a complaint. How to appeal a coverage decision.
- How to ask for an interpreter. How to get information in another language.
- 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

You can also get a copy by mail. Call toll-free at **1-888-718-8787, TTY 711.**



Your partner in health

See your PCP for a well visit.

See your primary care provider (PCP) for a checkup each year. This visit helps you and your PCP get to know each other. Well visits are also a good time for:

- Screenings and tests
- Shots
- Checking on chronic conditions
- Learning about a healthy lifestyle
- Talking about mental health, substance use, safety, and other topics

When you see your PCP, tell him or her about:

- Any drugs or vitamins you take
- Any other providers you see
- Any tests or treatments you have had
- Any mental health or substance use treatment you get



Call today. Well visits are covered at no cost to you. Has it been more than a year since your last well visit? Call your PCP to make an appointment today.

Need a doc?

You can change your PCP at any time. To find a new PCP, visit myuhc.com/CommunityPlan or use the **Health4Me** app. Or call us toll-free at **1-888-718-8787, TTY 711.**

You can also find out more about doctors online or by phone. This includes their:

- Address and phone number
- Qualifications
- Specialty
- Board certification
- Languages they speak
- Medical school
- Residency

Know your drug benefits

They are explained online.

Visit our website. It explains your prescription drug benefits. This includes:

- 1. What drugs are covered.** There is a list of covered drugs. Most generic drugs are covered. Some brand-name drugs are also covered. You may be given the generic version of a drug your doctor orders.
- 2. How to get your prescriptions filled.** There are many network pharmacies. You can find one near you. You do not have copays for prescription drugs.
- 3. Rules that may apply.** Some drugs may only be covered in certain cases. You might need to try a different drug first. (This is called step therapy.) Your doctor might need to call the plan for approval to use a drug. (This is called prior authorization.) There may also be limits to the amount or dose you can get of certain drugs.



Look it up. Visit myuhc.com/CommunityPlan or use the **Health4Me** app. Or, call us toll-free at **1-888-718-8787, TTY 711.**

Hello, nurse!

UnitedHealthcare has a 24/7 NurseLine. You can talk to a nurse, day or night. The nurse can help you decide the best place to get care. Call NurseLine 24/7 at **1-888-716-8787, TTY 711.**



We care

UnitedHealthcare Community Plan provides care management. This helps members with special needs such as:

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

We also have programs for members with some conditions. These include diabetes and pregnancy.

These programs work with the health plan and your doctor. They also work with other outside agencies. They help you get the care you need.



How can we help? Take a Health Assessment at myuhc.com/CommunityPlan. Or take it over the phone at **1-888-718-8787, TTY 711.** This short survey will help find programs that are right for you.



Get results

We have a quality improvement program. It works to give our members better care and services. Each year we report how we are doing.

Last year one of our goals was more testing for members with diabetes. We found that more members had these tests done:

- Eye exams
- HbA1c tests
- Kidney function tests

This year we also want better test results.


Another goal was for more women to see their doctor 3–8 weeks after having a baby. More of our patients had these visits. This year we will focus on earlier and more prenatal visits for the whole pregnancy.

In the coming year we want to increase the number of:

- Members who get dental checkups
- Children who have yearly checkups

We also do member surveys each year. They show how well we are meeting our members' needs. In 2016, surveys showed members rated their health care higher.

This year we will work on better satisfaction. We also want to we give our members better information. Our goal is for members to know how to use their health care benefits

 **Get it all.** Want to know more about our quality improvement program? Call us toll-free at **1-888-718-8787, TTY 711**. Or visit **myuhc.com/CommunityPlan**.

UnitedHealthcare does not discriminate on the basis of race, color, national origin, sex, age or disability in health programs and activities. 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, 8:00 a.m. to 8:00 p.m.


ATENCIÓN: Si habla español, hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al número de teléfono gratuito que aparece en su tarjeta de identificación.

Your privacy

We care about your privacy. We are very careful with your protected health information (PHI). We also guard your financial information (FI). We use PHI and FI to run our business. It helps us provide products, services, and information to you.

We protect oral, written, and electronic PHI and FI. We follow rules to keep it safe. We also have security in place to protect it. We don't want it to get lost or destroyed. We want to make sure no one misuses it. We use it carefully. We have policies that explain:

- How we may use PHI and FI
- When we may share PHI and FI with others
- What rights you have to your family's PHI and FI

 **It's no secret.** Our privacy policy is in your Member Handbook. It's online at **myuhc.com/CommunityPlan**. We can also mail you a copy. Call us toll-free at **1-888-718-8787, TTY 711**. If we make changes to it, we will tell you.


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 looks at requests for approval. Decisions are based on care and service as well as your benefits. We do not reward anyone for saying no to services. We do not pay anyone for providing less care.

If coverage is denied, you or your provider can appeal. The denial letter will tell you how.

 **Questions about UM?** Need language help? Need TDD/TTY services? Just call **1-888-718-8787, TTY 711**, toll-free. We are available 8 a.m.–8 p.m., Monday–Friday. If you need to leave a message, someone will call you back.