



# HealthTALK

FALL 2018



## Health4Me®

Do you have the UnitedHealthcare **Health4Me**® mobile app? Health4Me has many of the same features as your secure member website, [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan). You can view your digital member ID card, search for network doctors and urgent care centers, see your benefits and more. Download Health4Me from the App Store or on Google Play™ today.

## 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'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 three things that 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 treatments they have prescribed for you. Also bring copies of results of any tests you have had.



UnitedHealthcare Community Plan  
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Salt Lake City, UT 84131-0449

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# Stay healthy.

## Preventive care is covered.

It's important for people of all ages to get regular preventive care. Preventive care aims to keep you healthy. It helps you avoid serious health problems later. Preventive care is 100 percent covered when you use a network provider. There is no cost to you. Covered services include:

- **Annual checkups for children and adults.**
- **Standard immunizations.**
- **Well-woman care.** This includes a yearly woman's health visit. Screenings include Pap tests and testing for sexually transmitted infections. Prenatal care is covered. Family planning services are also covered, even if received from an out-of-network provider.
- **Screenings.** For children, this includes standard newborn testing and lead testing. Obesity and developmental screenings are also covered. For adults, this may include blood pressure, cholesterol and diabetes screenings. Screenings for problems with tobacco, alcohol and depression are also covered.



**We've got you covered.** Many more preventive services are covered. Call Member Services toll-free at **1-866-270-5785, TTY 711**, to learn more.

## Know your drug benefits.

Visit our website 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.** You do not have copayments for prescriptions.



**Look it up.** Find information on your drug benefits at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan). Or, call Member Services toll-free at **1-866-270-5785, TTY 711**.



## Your partner in health.

Your primary care provider (PCP) provides or coordinates your health care. He or she is your partner in health. It's important for your PCP to be a good fit for you.

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 primary care provider 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.
- Qualifications.
- Specialty.
- Board certification.
- Languages they speak.
- Medical school and residency (by phone only).



### Check it out.

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 **1-866-270-5785, 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 will report how well we are doing. We are currently working on our goal to increase the number of children who receive yearly checkups. It is important for children to see their doctor every year for vaccines and screenings. In 2018 we want more of our members to get:

- Preventive screenings.
- Vaccinations.
- Physical exams.

We also plan to survey our members each year. We want to see how well we are meeting their needs. In the coming year, we will work on improving how members rate their doctors. We have given our doctors tip sheets on what members like so they can better serve them. As part of the Quality Improvement program activities, members will receive frequent notices to remind them of health services needed to access routine and preventive health services.

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 **Get it all.** Want more information on our Quality Improvement program? Call Member Services toll-free at **1-866-270-5785, TTY 711.**

# Your privacy is important.


We take your privacy seriously. We are very careful with your family's 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 have rules that tell us how we can keep PHI and FI safe. We don't want PHI or FI 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.

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 **It's no secret.** You may read our privacy policy in your Member Handbook. It's online at **myuhc.com/CommunityPlan**. You may also call Member Services toll-free at **1-866-270-5785, TTY 711**, to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.


# 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.

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 **Questions?** You can talk to our UM staff. TDD/TTY services and language assistance are available if you need them. Just call **1-866-270-5785, TTY 711**, toll-free.





# 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.

## Resource corner.

**Member Services:** Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).  
**1-866-270-5785, TTY 711**

**Our website and app:** Find a provider, read your Member Handbook or see your ID card, wherever you are.

**[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)**  
**Health4Me®**

**NurseLine<sup>SM</sup>:** Get 24/7 health advice from a nurse (toll-free).  
**1-866-270-5785, TTY 711**

**Text4baby:** Get FREE text messages on your cell phone each week to match your stage of pregnancy. Sign up by **texting the word BABY or BEBE to 511411**. Then enter the participant code HFS.

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

**Baby Blocks<sup>TM</sup>:** Get rewards for timely prenatal and well-baby care.  
**[UHCBabyBlocks.com](http://UHCBabyBlocks.com)**

**KidsHealth®:** Get reliable information on health topics for and about kids.  
**[uhc.com/kids](http://uhc.com/kids)**



**Get it all.** You can read the Member Handbook online at **[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)**. Or call Member Services toll-free at **1-866-270-5785, TTY 711**, to request a copy of the handbook.

## 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.
- Serious mental illness.
- Complex health problems.
- Other special needs.



**How can we help?** Take a Health Assessment at **[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)**. Or take it over the phone by calling Member Services toll-free at **1-866-270-5785, TTY 711**. This short survey will help find programs that are right for you.



UnitedHealthcare Community Plan complies with Federal civil rights laws. UnitedHealthcare Community Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

UnitedHealthcare Community Plan:

- Provides free aids and services to people with disabilities to help you communicate with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose first language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, please call the toll-free member phone number listed on your member ID card.

If you believe that UnitedHealthcare Community Plan has not given you these services or treated you differently because of race, color, national origin, age, disability, or sex, you can file a grievance with Civil Rights Coordinator by:

- Mail: Civil Rights Coordinator  
UnitedHealthcare Civil Rights Grievance  
P.O. Box 30608  
Salt Lake City, UTAH 84130
- Email: **[UHC\\_Civil\\_Rights@uhc.com](mailto:UHC_Civil_Rights@uhc.com)**

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by:

- Web: Office for Civil Rights Complaint Portal at  
**<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**
- Mail: U.S. Dept. of Health and Human Services  
200 Independence Avenue SW  
Room 509F, HHH Building, Washington, D.C. 20201
- Phone: Toll-free **1-800-368-1019, 1-800-537-7697** (TDD).

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 on your health plan member ID card, TTY 711, Monday through Friday, 7:00 a.m. to 7:00 p.m.

## English

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call **1-866-270-5785, TTY: 711**.

## Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-866-270-5785, TTY 711**.

## Vietnamese

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 **1-866-270-5785, TTY 711**.

## Tagalog

ATENSYON: Kung nagsasalita ka ng Tagalog, may magagamit kang mga serbisyo ng pantulong sa wika, nang walang bayad. Tumawag sa **1-866-270-5785, TTY 711**.

## Korean

참고: 한국어를 하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. **1-866-270-5785, TTY 711** 로 전화하십시오.

## Traditional Chinese

注意：如果您說中文，您可獲得免費語言協助服務。請致電 **1-866-270-5785**，或聽障專線 **TTY 711**。

## Armenian

ՈՒՇԱԴՐՈՒԹՅՈՒՆ. Եթե հայերեն եք խոսում, Ձեզ տրամադրվում են անվճար թարգմանչական ծառայություններ: Չանգահարեք **1-866-270-5785** հեռախոսահամարով, **TTY. 711**.

## Russian

ВНИМАНИЕ: Если вы говорите по-русски, вы можете воспользоваться бесплатными услугами переводчика. Звоните по тел. **1-866-270-5785, TTY 711**.

## Farsi

توجه: اگر به فارسی صحبت می کنید، خدمات ترجمه به صورت رایگان در اختیارتان قرار می گیرد. با **1-866-270-5785 (TTY 711)** تماس بگیرید.

## Japanese

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 **1-866-270-5785**、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。

## Mon-Khmer

បំរុងប្រយ័ត្ន៖ ប្រសិនបើលោកអ្នកនិយាយភាសាខ្មែរ លោកអ្នកអាចរកបានសេវាកម្មជំនួយផ្នែកភាសាដោយឥតគិតថ្លៃបាន។ សូមទូរស័ព្ទមកលេខ **1-866-270-5785, TTY: 711** ។

## Hmong

CEEB TOOM: Yog koj hais Lus Hmoob, muaj kev pab txhais lus pub dawb rau koj. Thov hu rau **1-866-270-5785, TTY 711**.

## Punjabi

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹਨ। **1-866-270-5785, TTY: 711** ਤੇ ਕਾਲ ਕਰੋ।

## Arabic

تنبيه: إذا كنت تتحدث العربية، تتوفر لك خدمات المساعدة اللغوية مجانًا. اتصل على الرقم **1-866-270-5785**، الهاتف النصي **711**.

**Hindi**

ध्यान दें: यदि आप हिन्दी भाषा बोलते हैं तो भाषा सहायता सेवाएं आपके लिए निःशुल्क उपलब्ध हैं।  
कॉल करें **1-866-270-5785, TTY 711.**

**Thai**

โปรดทราบ: หากท่านพูดภาษาไทย จะมีบริการให้ความช่วยเหลือด้านภาษาแก่ท่านฟรีโดยไม่มีค่าใช้จ่าย  
โทร **1-866-270-5785, TTY: 711**

**Laotian**

ເຊີນຊາບ: ຖ້າທ່ານເວົ້າພາສາອັງກິດບໍ່ໄດ້, ພວກເຮົາມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໃຫ້  
ໂດຍບໍ່ໄດ້ເສຍຄ່າບໍລິການໃດໆ. ໂທຫາ **1-866-270-5785, TTY 711.**