Did you know?

According to the Centers for Disease Control and Prevention, some children aged 6 months to 8 years need 2 doses of the flu vaccine for it to work. Your child’s doctor can tell you if your child needs 2 doses this year.

Going home.

Have you been in the hospital or emergency room (ER)? If so, it is important to receive follow-up instructions before you go home. Make sure you understand what is being asked of you. Ask questions if you do not. You can have someone you trust listen to the instructions so they also understand what you are supposed to do.

Make an appointment with your doctor as soon as you get home from the hospital. Bring your follow-up instructions and medications with you and share them with your doctor. Proper follow-up may prevent another visit to the hospital or ER.
We care for you.

Voluntary 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. They can 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 doctor 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.

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.
- 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 grievance 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 1-866-292-0359, TTY 711, to request a free copy of the handbook.
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 provider’s orders for treating other allergy symptoms.

We can help. If you have asthma or another chronic condition, we can help. We offer disease management programs. They help you manage your condition with reminders about your care and advice from a nurse. To learn more, call Member Services toll-free at 1-866-292-0359, TTY 711.
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.
- Qualifications.
- Specialty.
- Board certification.
- Languages they speak.

COVID-19 guidance.

If you believe you may have been exposed to COVID-19, please contact your primary care provider (PCP) immediately for guidance. Diagnostic testing and supportive care will be covered under your health plan benefits.

Until there are more answers, you are advised to take preventive steps to help protect yourself from COVID-19. These include:

- Washing your hands frequently with soap and water for 20 seconds. Or using alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not available.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Clean and disinfect frequently touched surfaces, like your phone or computer.
- Cover your nose and mouth with a tissue when you cough or sneeze. Then throw it in the trash.
**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 receive. Here’s how you can take charge of your health care:

- **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.
- **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.
- **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.

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**Your best shot.**

Years ago, many children died from common diseases. Today, those illnesses are rare. This is because children now get vaccines to keep them from getting sick. It’s important for all children, from babies through teens, to get the right shots at the right time.

Your child will get all the vaccines they need at regular checkups. You have to get some shots more than once. There may be 3 or 4 shots in the series.

Your child should get a flu shot every year. They can start getting flu shots when they are 6 months old. Flu shots are even more important for kids with medical conditions or who spend a lot of time with other young children.

Keep a record of what shots your child gets and when. Share this list with any new providers you see. Make copies of this list so you can give them to child care, schools, camps or sports programs.

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**Keep track.** Follow the recommended immunization schedule for every member of your family. See your Member Handbook for more details.
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 for more of our adult members who have diabetes to get their HbA1c blood tests and retinal eye scans. We sent members information and reminders about how important it is to see their doctor regularly to help manage their diabetes. We found that overall in 2019 more members did have their HbA1c blood tests and eye exams.

Last year, another goal was to increase the number of children who received yearly checkups. We want to improve even more this year and have more children get lead screenings, vaccinations and yearly checkups. We also want to improve the percentage of members who have cervical cancer and breast cancer screenings in the coming year. We will be calling members with reminders.

We also survey our members each year. We want to see how well we are meeting their needs. Our 2019 surveys showed mostly higher scores in how members rated their doctors. In the coming year, we will continue to work on improving how members rate their doctors and their overall health care. We also want to make sure members get the care they need when they need it. We gave our doctors tip sheets on what members like so they can better serve them.

Member Services: Find a doctor, ask benefit questions or file a grievance, in any language (toll-free).
1-866-292-0359, TTY 711

Our website: Find a provider, read your Member Handbook or see your member ID card, wherever you are.
myuhc.com/CommunityPlan

NurseLine: Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).
1-866-351-6827, TTY 711

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

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

Get transportation at no cost to you to and from your doctor’s visits: Call Member Services to make a reservation. When asked why you are calling, say “transportation.”
1-866-292-0359, TTY 711
Monday–Friday, 8 a.m.–5 p.m.

Quality matters. Want more information on our Quality Improvement program? Call Member Services toll-free at 1-866-292-0359, TTY 711.
UnitedHealthcare Community Plan does not treat members differently because of race, color, national origin, sex, age or disability.

If you think you were not treated fairly due to race, color, national origin, sex, age or disability, you can file a grievance. File it with:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130
UHC_Civil_Rights@uhc.com
1-866-292-0359, TTY 711

You may file on the phone, in person or in writing.

If you need help with your grievance, call 1-866-292-0359, TTY 711. Hours are Monday to Friday, 8:00 a.m. to 5:00 p.m.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services.

Online:
https://ocrportal.hhs.gov/ocr/portal/lobby.jsf


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

We provide communication help at no cost for people with disabilities. This includes materials with large print. It includes audio, electronic and other formats. We also provide American sign language interpreters. If English is not your main language, you may ask for an interpreter. We also provide materials in other languages. To ask for help, call 1-866-292-0359, TTY 711. Hours are Monday to Friday, 8:00 a.m. to 5:00 p.m.
ATTENTION: If you do not speak English, language assistance services, at no cost to you, are available. Call 1-866-292-0359, TTY 711.

Spanish
ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-292-0359, 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 1-866-292-0359，TTY 711。

Vietnamese

Serbo- Croatian

German

Arabic
تنبيه: إذا كنت تتحدث العربية، تتوفر خدمات المساعدة اللغوية مجانًا. اتصل على الرقم 1-866-292-0359، الهاتف النصي 711.
Korean
참고: 한국어를 하시는 경우, 통역 서비스를 비용 부담 없이 이용하실 수 있습니다. 1-866-292-0359, TTY 711로 전화하십시오.

Russian
ВНИМАНИЕ: Если вы говорите по-русски, вы можете воспользоваться услугами переводчика, без каких-либо затрат. Звоните по тел 1-866-292-0359, TTY 711.

French
ATTENTION : Si vous parlez français, vous pouvez obtenir une assistance linguistique sans aucun frais.Appelez le 1-866-292-0359, TTY 711.

Tagalog
ATENSYON: Kung nagsasalita ka ng Tagalog, may magagamit na serbisyo ng pantulong sa wika, nang wala kang gagastusin. Tumawag sa 1-866-292-0359, TTY 711.

Pennsylvania Dutch

Farsi
توجه: اگریه زبان فارسی صحبت می کنید، خدمات ترجمه زبان به صورت رایگان به شما ارائه خواهد شد. لطفا با اشماره تلفن 999-359-296-866, TTY 711 تماس بگیرید.
Oromo

Portuguese

Amharic
አማርኛ፣ የሚነጆታት ያለው ከሆኔ ያርጉም እርዳታ ድርጅቶች፣ ምንም ወጪ ወያስችሉ የትርጉም እርዳታ ድርጅቶች፣ ወደ ሚከተለው ቁጥር ይደውሉ 1-866-292-0359, TTY 711::