Health Talk

Karin Dreyer via Getty Images

Spring 2021

United Healthcare® Community Plan

Strategies for coping

Learn ways to be mindful and keep your stress in check. Visit **LiveandWorkWell.com** for mental health resources.

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Take charge

Prepare to see your provider

Preparing for your annual wellness visit can help you get the most out of it. Here are 3 things you can do to take charge of your health.

1. **Think about what you want to get out of the visit before you go.** 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.
3. **Tell your provider about other providers you see.** Include behavioral health providers. Mention treatments they have prescribed. Bring copies of test results.

UnitedHealthcare Community Plan
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Richmond, VA 23235

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You're not alone

Did you know that more than 17 million American adults have depression? And women are about twice as likely to have depression as men. To learn more about the different treatment options for depression, visit **LiveandWorkWell.com**.

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Take a walk

Going outside for a walk each day is an easy way to improve your overall health. Exercise helps reduce your risk for chronic conditions like heart disease and diabetes. Getting fresh air and being out in nature have been shown to improve mental health, too.

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The right care

Utilization management (UM) helps make sure you receive the right care and services when you need them.

Our UM staff reviews the services that your provider asks for. They compare the care and services your provider requests against clinical guidelines. They also compare what is being asked for against the benefits you have.

When the care is not covered under your benefits or does not meet the guidelines, it may be denied. We do not pay or reward our providers or staff for denying service or approving less care. If care is denied, you and your provider have a right to appeal. The denial letter will tell you how.

Questions? Call Member Services toll-free at the phone number on the back of your member ID card. TDD/TTY services and language assistance are available if you need them.

We care

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. These are part of our programs to help manage your health. They may 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 provider and other outside agencies)

These programs are voluntary. They are offered as covered benefits. You can choose to stop any program at any time.

Take care. Visit **myuhc.com/CommunityPlan** to find more information about network providers and the benefits, programs and services offered to you. If you want to make a referral to our case management program, call Member Services toll-free at the phone number on the back of your member ID card.

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Know your drug benefits

Visit **myuhc.com/CommunityPlan** to learn about your prescription drug benefits. There is information about:

- **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.
- **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.
- **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.
- **Any costs to you.** You do not have copayments for prescriptions.

Look it up. Find information on your drug benefits at **myuhc.com/CommunityPlan**. Or call Member Services toll-free at the phone number on the back of your member ID card.

Follow-up care

Know what to do after going home from the hospital

It is important to receive follow-up instructions before you go home from the hospital or emergency room (ER). 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 when you go home.

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

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Your partner in health

Your primary care provider provides or coordinates your health care. You should see your provider every year for well visits, immunizations and important screenings.

You want to feel comfortable talking with your primary care provider. You need a provider with an office location and hours that work for you. You may want a provider who speaks your language or understands your culture. You might prefer a male or female provider. If your provider isn't right for you, you can switch at any time.

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

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 or residency (information available by phone only)

Choose your provider. To find a new provider, visit **myuhc.com/CommunityPlan**. Or, call Member Services toll-free at the phone number on the back of your member ID card.

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**. To request a print copy, call Member Services toll-free at the phone number on the back of your member ID card.

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Quitting smoking is hard

Most people who smoke cigarettes say they want to quit. In fact, more than half of adult smokers say they tried to quit in the past year. But only 7.5% were able to quit successfully.

Don't be discouraged if you weren't able to quit smoking the first time you tried. Try talking to your health care provider. Getting advice improves your chances of quitting smoking for good. Even a brief 3-minute conversation can make a difference.

You can do it. Don't give up on quitting smoking. Make an appointment to talk to your provider today.

Resource corner

Member Services: Find a provider, ask benefit questions or get help scheduling an appointment, in any language (toll-free).
1-844-752-9434, TTY **711**

Our website: Find a provider, view your benefits or see your 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).
1-800-842-3014, TTY **711**

Quit For Life®: Get help quitting smoking at no cost to you (toll-free).
1-866-784-8454, TTY **711**
quitnow.net

Healthy First Steps®: Get support throughout your pregnancy. Get rewards for timely prenatal and well-baby care (toll-free).
1-800-599-5985, TTY **711**
UHCHealthyFirstSteps.com

Live and Work Well: Find mental health and substance use resources.
LiveandWorkWell.com

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Protect against COVID-19

An important message from UnitedHealthcare

Your health and well-being are our No. 1 priority. That's why we want to make sure you stay informed about the coronavirus (COVID-19). We're working with and following the latest information from the Centers for Disease Control and Prevention (CDC). We're also in touch with state and local public health departments.

How can I protect myself from COVID-19?
The best way to prevent illness is to avoid being exposed to this virus. As with any potential illness, like the flu, it is important to follow good prevention practices, including:

- Hand-washing with soap and water for 20 seconds or use of alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not available
- Do not touch your eyes, nose and mouth with unwashed hands
- Try to stay away from people who might be sick
- Do not share cups or eating utensils with people who are sick
- Clean and disinfect surfaces that are touched often
- Cover your nose and mouth with a tissue when you cough or sneeze, and then throw the tissue in the trash

Stay informed. For the most up-to-date information and resources about COVID-19 prevention, coverage, care and support, please visit **UHCCommunityPlan.com/covid-19**.

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UnitedHealthcare®
Community Plan

UnitedHealthcare Community Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. In other words, 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 communicate effectively 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 primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact UnitedHealthcare Community Plan at **1-844-752-9434, TTY 711**, 8 a.m. to 8 p.m. ET, Monday through Friday.

If you feel that UnitedHealthcare Community Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail or email:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130

UHC_Civil_Rights@uhc.com

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office of Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at **https://ocrportal.hhs.gov/ocr/portal/lobby.jsf** or by mail at:

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)

Complaint forms are available at
http://www.hhs.gov/ocr/office/file/index.html

English
ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Please call **1-844-752-9434, TTY 711.**

Spanish
ATENCIÓN: si habla **español (Spanish)**, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-844-752-9434, TTY 711.**

Korean
참고: **한국어(Korean)**를 하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다.
1-844-752-9434, TTY 711 로 전화하십시오.

Vietnamese
LƯU Ý: Nếu quý vị nói Tiếng **Việt (Vietnamese)**, chúng tôi có các dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Vui lòng gọi số **1-844-752-9434, TTY 711.**

Chinese
注意：如果您說**中文 (Chinese)**，您可獲得免費語言協助服務。請致電 **1-844-752-9434**，或聽障專線 **(TTY) 711**。

Arabic
تنبيه: إذا كنت تتحدث **العربية (Arabic)**، تتوفر لك خدمات المساعدة اللغوية مجانًا.
اتصل على الرقم **1-844-752-9434**، الهاتف النصي **711**.

Tagalog
ATENSYON: Kung nagsasalita ka ng **Tagalog (Tagalog)**, may magagamit kang mga serbisyo ng pantulong sa wika, nang walang bayad. Tumawag sa **1-844-752-9434, TTY 711.**

Persian (Farsi)

توجه: اگر به **فارسی (Farsi)** صحبت می کنید، خدمات ترجمه به صورت رایگان در اختیارتان قرار می گیرد. با **1-844-752-9434 (TTY 711)** تماس بگیرید.

Amharic

አማሪኛ (Amharic) ቋዋንቋ የሚናገሩ ከሆነ የቋንቋ ርዳታ ኣገልግሎት ከክፍያ ነጻ ይገኝሎታል። **1-844-752-9434, TTY 711** ይደዉሉ።

Urdu

اگر آپ **اردو (Urdu)** بولتے/بولتی ہیں، تو آپ کے لیے زبان سے متعلق اعانت کی خدمات، مفت دستیاب ہیں۔ کال کریں **1-844-752-9434**، ٹی ٹی وائی **711.**

French

ATTENTION : Si vous parlez **français (French)**, vous pouvez obtenir une assistance linguistique gratuite. Appelez le **1-844-752-9434, TTY 711.**

Russian

ВНИМАНИЕ: Если вы говорите по-**русски (Russian)**, вы можете воспользоваться бесплатными услугами переводчика. Звоните по тел **1-844-752-9434, TTY 711.**

Hindi

ध्यान दें: यदि आप **हिन्दी (Hindi)** भाषा बोलते हैं तो भाषा सहायता सेवाएं आपके लिए निःशुल्क उपलब्ध हैं। कॉल करें **1-844-752-9434, TTY 711.**

German

HINWEIS: Wenn Sie **Deutsch (German)** sprechen, stehen Ihnen kostenlose Sprachendienste zur Verfügung. Wählen Sie: **1-844-752-9434, TTY 711.**

Bengali
আপনি যদি **বাংলায় কথা (Bengali)** বলেন, তাহলে ভাষা সহায়তা পরিষেবাগুলি, আপনার জন্য বিনামূল্যে উপলব্ধ আছে। **1-844-752-9434, TTY 711** নম্বরে ফোন করুন।

Kru (Bassa)
TÒ ĐÙŬ NƆ̀ MƆ̀ DYÍIN CÁO: À ɓéɖé gbo-kpá-kpá **ɓó wuɖu (Kru (Bassa))**-dù kò-kò po-nyɔ̀ ɓě bìì nɔ̄ à gbo ɓó pídyi. M̀ dyi gbo-kpá-kpá mɔ́ ín, ɖá nɔ̀ ɓà nìà kɛ: **1-844-752-9434, TTY 711**.

Igbo
Ọ bụrụ na ị na asụ **Igbo (Igbo)**, ọrụ enyemaka asụsụ, n'efu dịịrị gị. Kpọọ **1-844-752-9434, TTY 711**.

Yoruba
Tí ó bá ń sọ **Yorùbá (Yoruba)**, ìrànlọ́wọ́ ìtumò èdè, wá fún ọ ní ọ̀fẹ́. Pe **1-844-752-9434, TTY 711**.