



Health Talk

Your journey to better health



Spring 2023

United
Healthcare
Community Plan

We value your ideas

You can help develop policies that best serve our members by joining our Quarterly Quality and Member Access Committee (QMAC) Meetings. Members can receive \$50 per meeting for participation. To get involved or for more information, call Member Services toll-free at the phone number on Page 6.

Care Guidelines

The best care

Tools for better health

We give our providers tools, so they can best care for our members. These tools are called clinical practice guidelines. They share best practices on how to manage illnesses and promote wellness.

The guidelines cover care for many illnesses and conditions like diabetes, high blood pressure and depression. They also give advice on how to stay well with proper diet, exercise and vaccines. For more information, visit uhcprovider.com/cpg.



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Health Equity

Safe and secure

How we use and protect language and cultural data

We receive information about you. This may include your race, ethnicity, language you speak, gender identity and sexual orientation. This data and other personal information about you is protected health information (PHI). We may share this information with your health care providers as part of treatment, payment and operations. This helps us meet your health care needs.

Examples of how we may use this information to improve our services include:

- To identify your treatment needs
- To help you in languages other than English
- To create programs that meet your needs
- To tell your health care providers which language(s) you speak

We do not use this data to deny coverage or limit benefits. We protect this information in the same way we protect all other PHI. Access is restricted to those employees who need to use it. Our buildings and computers are secured. Computer passwords and other system protections keep your data safe.

To find out more about how we protect your cultural data, visit uhc.com/about-us/rel-collection-and-use. For more information on our health equity program, visit unitedhealthgroup.com/what-we-do/health-equity.html.

Dental + Vision Benefits

We have you covered

It's important to get the care you need, when you need it. Did you know that your health plan has dental and vision benefits?

Vision care includes services provided by ophthalmologists and optometrists. This includes routine eye exams and medically necessary lenses.

For dental care, we have a large choice of in-network dental providers. We can help you find one that fits your needs.



Find a provider. For more information or to locate a vision provider or dentist, please visit myuhc.com/communityplan. Then click “Find a Vision Provider” or “Find a Dentist.” Or call Member Services toll-free at the phone number on Page 6.



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Plan Benefits

Caring for you

We want to make sure you get the care you need when you need it. If you need help getting to your provider's office, we can help. Call Member Services at the phone number on Page 6 to learn more.

If you need to see a provider right away, you can get after-hours care at urgent care centers. We also have a NurseLine that you can call anytime — 24 hours a day, 7 days a week. Virtual visits also are available.

To find a provider or look for urgent care center locations near you, visit connect.werally.com/state-plan-selection/uhc.medicaid/state. Or use the UnitedHealthcare app.



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Member Handbook

All about your health plan

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/benefitsandcvgv. Or call Member Services toll-free at the phone number on Page 6 to request a copy.

Prescriptions

Your drug benefits

What you need to know

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 MedImpact to use a drug. (This is called prior authorization.) There also might be limits to the amount you can get of certain drugs.
- 4. Any costs to you.** You do not have copayments for prescriptions.



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Look it up. Find information on your drug benefits at **kyportal.medimpact.com**. Or call the MedImpact Member Call Center toll-free at **1-800-210-7628**.



Utilization Management

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 your provider asks for. They compare the care and services your provider asks for against clinical practice guidelines. They also compare what is being asked for against your benefits.

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

If you have any questions, call Member Services toll-free at the phone number on Page 6. TTY services and language assistance are available if you need them.

Take Care: Preventive care to keep you healthy

Primary Care

Take charge

Preparing for your provider visit can help you get the most out of it. So can making sure your provider knows about all the care you get. Here are 4 ways you can take charge of your health care:

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.** Bring a written list.

Or bring the actual medicines. Mention who prescribed them for you.

3. **Tell your provider about other providers you see.** Include behavioral health providers. Bring copies of any test results or treatment plans from other providers.
4. **If you were in the hospital or emergency room (ER), see your provider as soon as possible after you go home.** Share your discharge instructions with them. Proper follow-up may prevent another hospital admission or visit to the ER.

Health Tools

Stay well

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 population health program. 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 at no cost to you. You can choose to stop any program at any time.



Learn more. You can find more information about our programs and services at [myuhc.com/](https://myuhc.com/communityplan/healthwellness)

[communityplan/healthwellness](https://myuhc.com/communityplan/healthwellness). If you want to make a referral to our care management program, call Member Services toll-free at the phone number on Page 6.



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Member Resources

Here for you

We want to make it as easy as possible for you to get the most out of your health plan. As our member, you have many services and benefits available to you.

Member Services: Get help with your questions and concerns. Find a health care provider or urgent care center, ask benefit questions or get help scheduling an appointment, in any language (toll-free).

1-866-293-1796, TTY 711

Our website: Our website keeps all your health information in one place. You can find a health care provider, view your benefits or see your member ID card, wherever you are.

myuhc.com/communityplan

UnitedHealthcare app: Access your health plan information on-the-go. View your coverage and benefits. Find nearby network providers. View your member ID card, get directions to your provider's office and much more.

Download on the App Store or Google Play

NurseLine: Get health advice from a nurse 24 hours a day, 7 days a week, at no cost to you (toll-free).

1-800-985-3856, TTY 711

Quit Now Kentucky: Get help quitting smoking at no cost to you (toll-free).

1-800-QUIT-NOW, TTY 711
quitnowkentucky.org



istock.com/vernonwiley

Transportation: Call Member Services to ask about rides to and from your medical and pharmacy visits. To schedule a ride, you must talk to the transportation broker in your county. If you are enrolled in care management, your care manager can help (toll-free).

1-866-293-1796, TTY 711

Care Management: This program is for members with chronic conditions, complex needs or assistance with behavioral health and substance use disorders (toll-free).

1-866-293-1796, TTY 711

Live and Work Well: Find articles, self-care tools, caring providers, and mental health and substance use resources.

liveandworkwell.com

Assurance Wireless: Get unlimited high-speed data, minutes and texts each month. Plus an Android smartphone at no cost to you.

assurancewireless.com/partner/buhc

Healthy First Steps®: Get support throughout your pregnancy and rewards for timely prenatal and well-baby care (toll-free).

1-800-599-5985, TTY 711
uhchealthyfirststeps.com

Sanvello: This health and well-being app has resources like guided journeys, coping tools and community support. Download the app. Create an account. Choose “upgrade through insurance.” Search for and select UnitedHealthcare. Enter the information on your member ID card.

sanvello.com

Go digital: Sign up for email, text messages and digital files to receive your health information more quickly.

myuhc.com/communityplan/preference

MedImpact: Call to find a pharmacy or medications, 24 hours a day, 7 days a week (toll-free).

1-800-210-7628, TTY 711
kyportal.medimpact.com

Behavioral Health Crisis Line: Get help 24 hours a day, 7 days a week (toll-free).

1-855-789-1977, TTY 711

You can get this material and other plan information in large print for free. To get materials in large print, call Member Services at **1-866-293-1796, TTY 711**.

If English is not your first language, we can help. Call Member Services at **1-866-293-1796, TTY 711**. You can ask us for the information in this material in your language. We have access to interpreter services and can help answer your questions in your language.

Spanish: Si el inglés no es su lengua materna, podemos ayudarle. Llame a Servicios para Miembros al **1-866-293-1796, TTY 711**. Puede solicitarnos la información de este material en su idioma. Tenemos acceso a servicios de intérpretes y podemos ayudar a responder sus preguntas en su idioma.

Chinese: 如果英文不是您的母語，我們可以提供協助。請致電 **1-866-293-1796、聽障專線 711** 與會員服務部聯絡。您可以要求我們以您的母語提供本資料中的資訊。我們有提供口譯員服務且我們可以使用您的母語協助您解答疑問。

Vietnamese: Nếu tiếng Anh không phải là ngôn ngữ chính của quý vị, chúng tôi có thể trợ giúp. Xin gọi cho Dịch vụ Hội viên theo số **1-866-293-1796, TTY 711**. Quý vị có thể yêu cầu chúng tôi cung cấp thông tin trong tài liệu này bằng ngôn ngữ của quý vị. Chúng tôi có dịch vụ thông dịch và có thể giúp giải đáp các thắc mắc bằng ngôn ngữ của quý vị.

Korean: 영어가 모국어가 아닌 경우 저희가 도와드릴 수 있습니다. 가입자 서비스부에 **1-866-293-1796, TTY 711**번으로 전화하십시오. 본 자료에 있는 정보를 귀하의 언어로 요청하실 수 있습니다. 저희는 통역 서비스를 이용할 수 있으며 귀하의 언어로 질문에 답변하는데 도움을 드릴 수 있습니다.

French: Si l'anglais n'est pas votre langue maternelle, nous pouvons vous aider. Appelez le Service membres au **1-866-293-1796, ATS 711**. Vous pouvez nous demander de vous fournir, dans votre langue, les informations contenues dans ce document. Nous avons accès à des services d'interprétariat et pouvons vous aider à obtenir des réponses à vos questions dans votre langue.

Arabic:

إذا لم تكن اللغة الانجليزية هي لغتك الأولى، فيمكننا تقديم المساعدة. اتصل بقسم خدمات الأعضاء على الرقم **1-866-293-1796**، أو عبر الهاتف النصي على الرقم **711**. يمكنك أن تطلب منا المعلومات الواردة في هذه المادة بلغتك. يمكننا الحصول على خدمات الترجمة الفورية والمساعدة في الإجابة عن أسئلتك بلغتك.

Russian: Если английский язык не является Вашим родным языком, мы можем помочь Вам. Обращайтесь в отдел обслуживания участников по телефону **1-866-293-1796, TTY 711**. Вы можете попросить нас предоставить Вам информацию, излагаемую в данном материале, на Вашем родном языке. У нас есть возможность воспользоваться услугами переводчика, и мы поможем Вам получить ответы на вопросы на Вашем родном языке.

Tagalog: Kung hindi English ang una mong wika, makakatulong kami. Tawagan ang Member Services sa **1-866-293-1796, TTY 711**. Maaari mong hilingin ang impormasyong nasa materyal na ito sa iyong wika. Makakakuha kami ng mga serbisyo ng interpreter at makakatulong kaming sagutin ang iyong mga tanong gamit ang iyong wika.

German: Wenn Englisch nicht deine Muttersprache ist, können wir helfen. Rufe den Mitgliederservice unter: **1-866-293-1796, TTY 711** an. Du kannst uns nach den Informationen in diesem Material in deiner Sprache fragen. Wir haben Zugang zu Dolmetscherdiensten und können dir helfen, deine Fragen in deiner Sprache zu beantworten.

Japanese: 英語がわからなくてもお手伝いいたします。次のメンバーサービスにお電話ください: **1-866-293-1796, TTY 711**。本資料の内容についてご質問がございましたら、ご自身の言語でお尋ねください。私たちの方で通訳サービスを利用し、ご質問いただいた言語でお答えします。

Somali: Haddii Ingiriisigu uusan ahayn luqaddaada koowaad, waan ku caawin karnaa. Ka wac Adeegyada Xubnaha telefoonka **1-866-293-1796, TTY 711**. Waad na weydiin kartaa macluumaadka ku jira agabkan oo ku qoran luqaddaada. Waxaan heli karnaa adeegyo turjubaan ee naga caawin kara inaan kaaga jawaabno su'aalahaaga luqaddaada.

Swahili: Ikiwa Kiingereza sio lugha yako ya kwanza, tunaweza kukusaidia. Pigia simu Huduma za Mamba kwa **1-866-293-1796, TTY 711**. Unaweza kutuuliza kuhusu maelezo yaliyo kwenye hati hii kwa lugha yako. Tunaweza kupata huduma za mkalimani na tunaweza kujibu maswali yako kwa lugha yako.

Pennsylvania Dutch: Wann du net comfortable bischt English yuuse, kenne mer dich helfe. Ruf Member Services uff an die **1-866-293-1796, TTY 711**. Du kannscht uns frooge fer die Information as do hin is in Deitsch griege. Mir hen Leit as Deitsch interprete kenne un dich helfe kenne fer dei Questions gaensert griege in Deitsch.

Croatian: Ako engleski jezik nije vaš prvi jezik, možemo vam pomoći. Nazovite Službu za članove na broj **1-866-293-1796, odnosno 711** za osobe sa poteškoćama u govoru i sluhu (TTY). Možete zatražiti informacije sadržane u ovim materijalima na vašem jeziku. Imamo pristup uslugama prevoditelja i možemo vam pomoći tako da odgovorimo na vaša pitanja na vašem jeziku.

Nepali: यदि अंग्रेजी तपाईंको पहिलो भाषा होइन भने, हामी मद्दत गर्न सक्छौं। सदस्य सेवाहरूको लागि **1-866-293-1796, TTY 711** मा फोन गर्नुहोस्। तपाईंले यस विषय बारे जानकारीका लागि हामीलाई आफ्नो भाषामा सोध्न सक्नुहुन्छ। हामीसँग दोभाषे सेवाहरूमा पहुँच छ र तपाईंको भाषामा तपाईंका प्रश्नहरूको जवाफ दिन मद्दत गर्न सक्छौं।

Serbian: Ako engleski nije vaš maternji jezik, možemo da vam pomognemo. Pozovite korisničku podršku na broj **1-866-293-1796, TTY 711**. Možete nam postaviti pitanja vezana za ovaj materijal na vašem jeziku. Imamo pristup prevodilačkim uslugama i na vaša pitanja možemo da vam odgovorimo na vašem jeziku.

Notice of non-discrimination

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

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).