



HealthTalk

Your journey to better health



We provide services to help you communicate with us, at no cost to you

- We can send you information in languages other than English or in large print
- You can ask for an interpreter
- To ask for help, please call Member Services toll-free at the phone number on page 6.

Plan benefits

Caring for you

Get the care you need, when you need it

The following services are available to you as a plan member:

- If you need help getting to your provider's office, our plans offer transportation benefits to get you to appointments.
- When you need to see a provider right away, we offer care after hours in urgent care centers.
- Many plans offer NurseLine that you can call anytime 24/7.
- Virtual visits are offered in most states.

Learn more about your benefits and services. Visit myuhc.com/communityplan or use the UnitedHealthcare app.

Plan benefits

We care

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 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.

You can find more information at **myuhc.com**. There you can learn more about the benefits, programs, and services offered to you. If you want to make a referral to our case management program, call Member Services at the phone number on page 6.

Follow-up care

Know what to do after a hospital visit

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 understand. 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 mental health provider or 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.



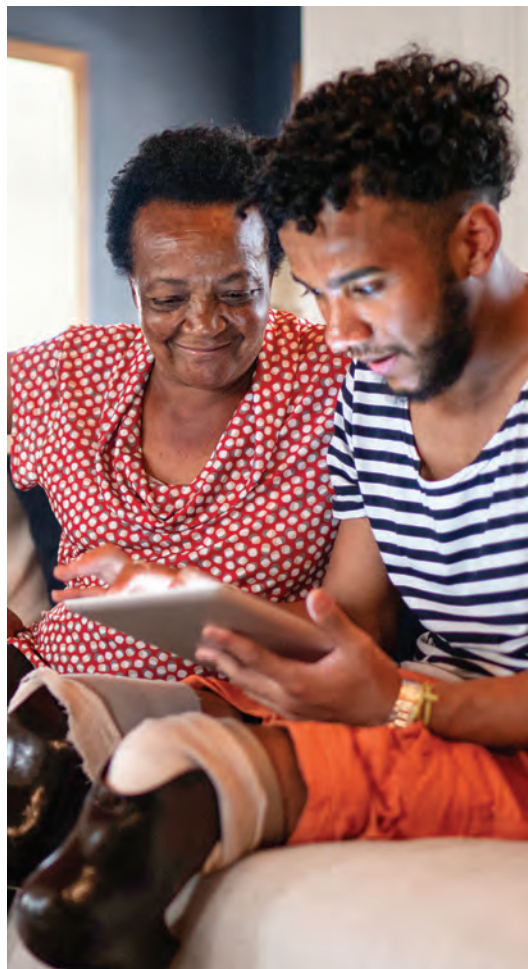
Top Quality

UnitedHealthcare Community Plan has a Quality Improvement program. It works to give members better healthcare and services. Each year we set goals and measure how we are doing.

Some of our goals focus on improving the number of services pregnant members and children receive. These include post-partum visits, well check-ups, and immunizations. Other goals focus on making sure people with certain diseases, such as diabetes, get the tests they need. Sometimes a member needs to go to the hospital or emergency room for a mental health issue. When this happens, our goal is that they see a mental health professional after they go home.

We also survey our members each year. We want to see how they feel our health plan is performing. We use this feedback to improve the services that we offer, including our provider network and customer service. This year we are working on improving member's digital experience.

Want more information on our Quality Improvement program and results? Call Member Services toll-free at the phone number on page 6.



Utilization management

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. They decide if the care and services are correct. The services must be covered under 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. A denial notice will tell you how to appeal.

Questions? Talk to our staff. They are available 8 hours a day during normal business hours. If you need to leave a message, someone will call you back. TDD/TTY services and language assistance are available if you need them. Call Member Services toll-free at the number on page 6.

Care guidelines

Top care

We give our providers tools so they can best care for our members. These tools are called clinical practice guidelines. They inform the providers about how to manage illnesses and promote wellness. The guidelines cover care for a variety of illnesses and conditions like diabetes, high blood pressure and depression. They also give information on how to stay well with proper diet, exercise, and recommended vaccines.



Learn more

For more information, visit uhcprovider.com/cpg.

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. Or call Member Services toll-free at the phone number on page 6 to request a printed copy of the handbook.



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, sexual orientation, and social needs. 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 in meeting your health care needs. Examples of how we may use it to improve the services we provide include:

- Finding gaps in care.
- Helping you in other languages.
- Creating programs that meet your needs.
- Telling your health care providers what language 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/privacy.

To learn more information on our health equity program visit uhccommunityandstate.com/healthequity.

Your privacy

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 throughout our business. We have rules and technology that 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 check to make sure we use PHI and FI 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

You may read of privacy policy in your Member Handbook. It's online at myuhc.com/communityplan. You may also call Member Services toll-free at the phone number on page 6 to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.

We're here to help

Member Services: 1-866-292-0359, TTY 711

Get help with your questions and concerns. Chat with an advocate through myuhc.com/communityplan or the UHC mobile app or call toll-free.

Our website: myuhc.com/communityplan

Our website keeps all your health information in one place.

UnitedHealthcare app: Download on the App Store® or Google Play™

Access your health plan information on-the-go.

NurseLine: 1-800-866-6827, TTY 711

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

UHC Doctor Chat:

Download the **UHC Doctor Chat app** or learn more at UHCDoctorChat.com. Connect to Primary Care Providers (PCPs) in seconds with the UHC Doctor Chat app. PCPs are available 24/7.

Transportation: 1-866-292-0359, TTY 711

Benefits at no cost for eligible members to and from your doctor visits and gas mileage reimbursement.

Care Management: 1-866-292-0359, TTY 711

Members with chronic conditions and complex needs can get phone calls, home visits, health education, referrals to community resources, appointment reminders, help with rides and more (toll-free).

Live and Work Well: liveandworkwell.com

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

One Pass: rallyhealth.com/onepass-uhcmo

Members 18+ can access more than 300 fitness centers across Missouri, including YMCAs, Planet Fitness, Anytime Fitness and many small local gyms.

YMCA Membership: ymca.net/find-your-y

Members up to 17 years old can join their local Y and participate in programs.

Quit For Life:**1-866-784-8454, TTY 711 | quitnow.net**

Get help quitting smoking at no cost to you (toll-free).

Healthy First Steps®:**1-800-599-5985, TTY 711**

As part of Healthy First Steps, the Babyscripts program rewards you for going to your prenatal and postpartum visits. To sign up, visit the Apple App Store® or Google Play™ store on your smartphone. Download the Babyscripts **myJourney app**. It's that simple.

Self Care by AbleTo: ableto.com/begin

This Self Care app gives you emotional health tools like meditations, breathing exercises, videos, and more at no cost.

Go Digital:**myuhc.com/communityplan/preference**

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

Member Rights and Responsibilities:

To see member rights and responsibilities, please refer to member resources at uhccommunityplan.com/mo/medicaid/mo-health-net.

Discrimination is against the law. The company complies with applicable federal civil rights laws and does not discriminate, exclude people, or treat them differently based on race, color, national origin, ancestry, genetic information, sex (including pregnancy and gender identity), sexual orientation, age, disability, religion, or veteran status.

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by us. You can file a complaint and ask for help filing a complaint in person or by mail, phone, fax, or email at:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UT 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:

Online: **hhs.gov/civil-rights/filing-a-complaint/index.html**

By mail: U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, D.C. 20201

By phone: **1-800-368-1019** (TDD **1-800-537-7697**)

We provide free auxiliary aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified American Sign Language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

We also provide 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, please call Member Services at **1-866-292-0359**, TTY **711**. Hours are 8 a.m.–5 p.m., Central Time, Monday–Friday.

1-866-292-0359, TTY 711

Spanish: ATENCIÓN: La traducción y los servicios de asistencia de otros idiomas se encuentran disponibles sin costo alguno para usted. Si necesita ayuda, llame al número que se indica arriba.

Chinese: 注意：您可以免費獲得翻譯及其他語言協助服務。如果您需要協助，請致電上列電話號碼。

Vietnamese: CHÚ Ý: Dịch vụ dịch thuật và hỗ trợ ngôn ngữ khác được cung cấp cho quý vị miễn phí. Nếu quý vị cần trợ giúp, vui lòng gọi số ở trên.

Serbian: PAŽNJA: Usluge prevodjenja i druge jezičke usluge dostupne su vam besplatno. Ako vam je potrebna pomoć, pozovite gore navedeni broj.

German: HINWEIS: Übersetzungs- und andere Sprachdienste stehen Ihnen kostenlos zur Verfügung. Wenn Sie Hilfe benötigen, rufen Sie bitte die obige Nummer an.

Arabic: تنبيه: تتوفر خدمات الترجمة وخدمات المساعدة اللغوية الأخرى لك مجاناً. إذا كنت بحاجة إلى المساعدة،
يُرجى الاتصال بالرقم أعلاه.

Korean: 참고: 번역 및 기타 언어 지원 서비스를 무료로 제공해 드립니다. 도움이 필요하시면 위에 명시된 번호로 전화해 주십시오.

Russian: ВНИМАНИЕ! Услуги перевода, а также другие услуги языковой поддержки предоставляются бесплатно. Если вам требуется помощь, пожалуйста, позвоните по указанному выше номеру.

French: ATTENTION : la traduction et d'autres services d'assistance linguistique sont disponibles sans frais pour vous. Si vous avez besoin d'aide, veuillez appeler le numéro ci-dessus.

Tagalog: ATENSYON: Ang pagsasalin at iba pang mga serbisyong tulong sa wika ay magagamit mo nang walang bayad. Kung kailangan mo ng tulong, mangyaring tawagan ang numero sa itaas.

Pennsylvanian Dutch: WICHDICH: Mir kenne dich en Translator griege wann du Hilf mit die Schprooch brauchscht, unni as es dich ennich eppes koschte zellt. Wann du Hilf witt, please duh der Nummer do owwe draa uffrufe.

Persian: توجه: خدمات ترجمه و سایر کمک‌های زبانی به صورت رایگان در اختیار شما قرار دارد. اگر به کمک نیاز دارید، با شماره بالا تماس بگیرید.

Cushite: XIYYEEFFANNAA: Tajaajila hiikkaa fi gargaarsa afaanii biroo kaffaltii tokko malee isiniif kennama. Gargaarsa yoo barbaaddan, lakkoofsa armaan olii kanaan bilbilaa.

Portuguese: ATENÇÃO: a tradução e outros serviços de assistência linguística estão disponíveis sem qualquer custo para si. Se precisar de ajuda, contacte o número indicado acima.

Amharic: ማሳሰቢያ፡- የትርጉም እና ሌሎች የቋንቋ ድጋፍ አገልግሎቶችን ያለ ምንም ወጪ ማግኘት ይቻላል። እርዳታ ከፈለጉ እባክዎ ከላይ ባለው ቁጥር ይደውሉ።