



# HealthTalk

Your journey to better health



## We provide free services to help you communicate with us

- 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 7.

## 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](https://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 7.

## Plan benefits

# 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 may 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 page 7.



## 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 7.



## 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 7.

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](http://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](http://myuhc.com). Or call Member Services toll-free at the phone number on page 7 to request a printed copy of the handbook.





## Communication needs

We provide free services to help you communicate with us. 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 7.

Ofrecemos servicios gratuitos para ayudarle a comunicarse con nosotros. Podemos enviarle información en idiomas que no sea inglés o en letra grande. Puede solicitar un intérprete. Para pedir ayuda, llame a Servicios para Miembros al número de teléfono que aparece en la página 7.

Chúng tôi cung cấp các dịch vụ miễn phí để giúp quý vị giao tiếp với chúng tôi. Chúng tôi có thể gửi cho quý vị thông tin bằng các ngôn ngữ khác tiếng Anh hoặc dưới bản in cỡ lớn. Quý vị có thể yêu cầu một thông dịch viên. Để xin hỗ trợ, hãy gọi Dịch vụ Hội viên theo số trang 7.

我们提供免费服务，以帮助您与我们沟通。我们可以为您提供非英语或大字体的信息。您可以要求提供口译服务。如需帮助，请致电第7页上的会员服务电话。



# 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](https://uhc.com/privacy).

To learn more information on our health equity program visit

[uhccommunityandstate.com/healthequity](https://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](https://myuhc.com/communityplan). You may also call Member Services toll-free at the phone number on page 7 to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.

## Member resources

# We're here to help

### Member Services:

**STAR and CHIP: 1-888-887-9003, TTY 711**

**STAR Kids: 1-877-597-7799 TTY 711**

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).

### Our website: [myuhc.com/communityplan](https://myuhc.com/communityplan)

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.

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

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.

### NurseLine:

**STAR: 1-800-535-6714, TTY 711**

**CHIP: 1-800-850-1267, TTY 711**

**STAR Kids: 1-844-222-7326, 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**. Skip the waiting room and connect to Primary Care Providers (PCPs) in seconds with the UHC Doctor Chat app. PCPs are available 24 hours a day, 7 days a week and can answer questions, big or small.

### **Quit For Life:**

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

### **Transportation:**

**STAR and CHIP: 1-866-528-0441, TTY 711**  
**STAR Kids: 1-866-529-2117, TTY 711**  
8 a.m.–5 p.m., Monday–Friday  
Call the Reservation Hotline to ask about rides to and from your medical and pharmacy visits. To schedule a ride, call at least 2 business days before your appointment. You may be able to receive the cost of meals associated with a long-distance trip to obtain health care services.

### **Care Management:**

**STAR and CHIP: 1-888-887-9003, TTY 711**  
**STAR Kids: 1-877-597-7799, 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.

### **Assurance Wireless:**

**assurancewireless.com/buhc**  
Get 4.5GB of high-speed data, 3000 talk minutes and unlimited texts each month. Plus, the option to purchase a phone for \$20.

### **Go Digital:**

**myuhc.com/communityplan/preference**  
Sign up for email, text messages and digital files to receive your health information more quickly.

### **Community Resources:**

**uhc.care/HTCommConnector**  
UnitedHealthcare Community Resources has programs that can provide help with food, housing, paying utilities, and more, at reduced or no cost to you. Search to find help in your area.

### **Expressable: expressable.com/united**

Partner with a licensed speech therapist for 1-on-1 virtual sessions from the comfort of home - with weekly practice activities, education, and support to reach your goals faster.

### **Babyscripts: babyscripts.com**

Pregnant members who enroll in Babyscripts receive access to free educational content, resources and rewards for going to prenatal and postpartum visits.



**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, age, disability, creed, religious affiliation, political beliefs, sex, gender identity or expression, or sexual orientation.

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](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:

Online: **[hhs.gov/civil-rights/filing-a-complaint/index.html](https://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 using the toll-free number on your member identification card.

**English:** ATTENTION: Translation and other language assistance services are available at no cost to you. If you need help, please call the toll-free number on your member identification card.

**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 gratuito que aparece en su tarjeta de identificación de miembro.

**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 đến số điện thoại miễn phí trên thẻ nhận dạng thành viên của quý vị.

**Arabic:** تنبيه: تتوفر خدمات الترجمة وخدمات المساعدة اللغوية الأخرى لك مجاناً. إذا كنت بحاجة إلى المساعدة، فرجاء الاتصال بالرقم المجاني المدون على بطاقة هوية عضويتك.

**Farsi:** توجه: خدمات ترجمه و سایر کمک‌های زبانی به صورت رایگان در اختیار شما قرار دارد. اگر به کمک نیاز دارید، لطفاً با شماره رایگان موجود در کارت شناسایی عضو، تماس بگیرید.

**Burmese:** “သတိပူရန်- သင့်အတွက် အခကြေးငွေကုန်ကျမှုမရှိဘဲ ဘာသာပြန်ခြင်းနှင့် အခြားဘာသာစကား အကူအညီ ဝန်ဆောင်မှုများကို ရယူနိုင်ပါသည်။ အကူအညီလိုအပ်ပါက သင်၏အဖွဲ့ဝင် မှတ်ပုံတင်ကတ်တွင် အမဲနံပါတ်ကို ခေါ်ဆိုပါ။”

**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 gratuit figurant sur votre carte d'identification de membres.

**Chinese:** 请注意：您可以免费获得翻译和其他语言帮助服务。如果您需要帮助，请拨打您会员卡上的免费电话号码。

**Somali:** DIGNIIN: Turjumaada iyo adeegyada kale ee kaalmada luuqadda waxaad ku heleysaa lacag la'aan. Haddii aad u baahan tahay caawimaad, fadlan wac lambarka wicitaanka bilaashka ah ee kaadhkaaga aqoonsiga xubinta dusheeda ku yaal.

**Nepali:** ध्यान दिनुहोस्: तपाईंका लागि अनुवाद र अन्य भाषा सहायता सेवाहरू निःशुल्क उपलब्ध छन्। यदि तपाईंलाई मद्दत चाहिन्छ भने कृपया माथिको नम्बर फोन गर्नुहोस्।

**Swahili:** ANGALIA: Tafsiri na huduma zingine za usaidizi wa lugha zinapatikana bila gharama kwako. Ikiwa unahitaji msaada, tafadhali piga simu ya bila malipo iliyo kwenye kitambulisho chako cha mwanachama.

**Hindi:** यान दें: अनुवाद और अन्य भाषा सहायता सेवाएँ आपके लिए निःशुल्क उपलब्ध हैं। यदि आपको सहायता की आवश्यकता है, तो कृपया आपके सदस्य पहचान पत्र पर दिए गए टोल-फ्री नंबर पर कॉल करें।

**Korean:** 참고: 번역 및 기타 언어 지원 서비스를 무료로 제공해 드립니다. 도움이 필요하시면 회원 ID 카드에 있는 수신자 부담 전화번호로 전화해 주십시오.

**Urdu:** توجه فرمائیں: ترجمہ اور زبان سے متعلق دیگر امدادی خدمات آپ کے لیے بغیر کسی قیمت کے دستیاب ہیں۔ اگر آپ کو مدد کی ضرورت ہے، تو براہ کرم اپنے ممبر شناختی کارڈ پر موجود ٹول فری نمبر پر کال کریں۔

**Russian:** ВНИМАНИЕ! Услуги перевода, а также другие услуги языковой поддержки предоставляются бесплатно. Если вам требуется помощь, пожалуйста, позвоните по бесплатному номеру, указанному на вашей идентификационной карте участника.

**Tagalog:** ATENSYON: Ang pagsasalin at iba pang mga serbisyong tulong sa wika ay magagamit mo nang walang bayad. Kung kailangan mo ng tulong, pakitawagan ang walang bayad na numero sa iyong kard ng pagkakakilanlan bilang miyembro.