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# HealthTALK

SUMMER 2020



## Need a new doctor?

To find a new PCP, visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan).  
Or call us toll-free at **1-877-542-9236, TTY 711.**



## 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.



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UnitedHealthcare Community Plan  
5900 Parkwood Place  
Dublin, OH 43016

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# 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.

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.
- Medical school or residency (by phone only).



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## 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](https://myuhc.com/CommunityPlan). Or call Member Services toll-free at **1-877-542-9236, TTY 711**, to request a free copy of the handbook.

# Know your drug benefits.

Visit our website at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan) 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.



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**Look it up.** Find information on your drug benefits at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan). Or, call Member Services toll-free at **1-877-542-9236, TTY 711**.



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## The right care.

### How we decide which services are covered.

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. Decisions are based on care and service as well as 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. The denial letter will tell you how to appeal.



**Questions?** You can 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. Just call **1-877-542-9236, TTY 711**, toll-free.

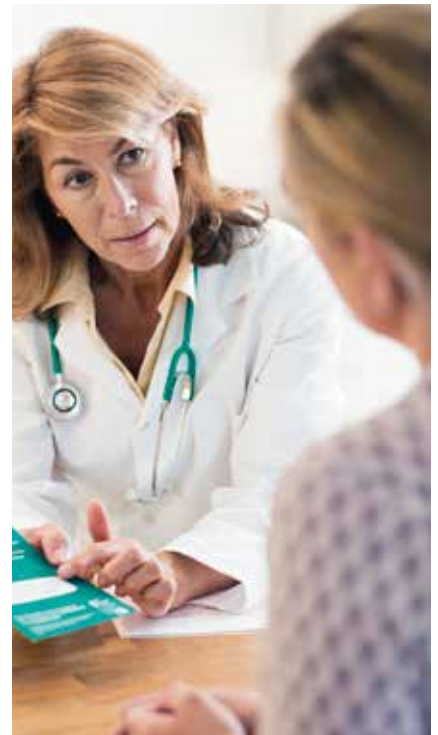
# We care for you.

## 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. 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.



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**Take care.** Visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan) to find more information about network doctors. You can also 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 toll-free at **1-877-542-9236, TTY 711**.

## Safe and secure.

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. We have rules that tell us how we can 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 use it 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.



**It's no secret.** You may read our 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 **1-877-542-9236, TTY 711**, to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.



## Health equity.

We receive cultural data about you. This may include your race, ethnicity and the language you speak. We use this information to help us meet your health care needs. We may use it to improve the services we provide by:

- 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. We limit who can see your cultural data. We keep your race, ethnicity and language data safe and secure. Only those who need to use this data have access to it. We guard it using physical, technical and administrative means.

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## We speak your language.

If you speak a language other than English, language assistance services, free of charge, are available to you. We can send you information in other languages or in large print. You can ask for an interpreter. To ask for help, please call **1-877-542-9236, TTY 711**, toll-free. Voicemail is available 24 hours a day, 7 days a week.

Proporcionamos servicios gratuitos para ayudarle a comunicarse con nosotros. Podemos enviarle información en idiomas distintos al inglés o en letra grande. Puede solicitar un intérprete. Para solicitar ayuda, llame a la línea gratuita de Servicios para miembros al **1-877-542-9236, TTY 711**.

हामी तपाईंलाई हामीसँग सञ्चार गर्नमा मद्दत गर्न निःशुल्क सेवाहरू उपलब्ध गराउँछौं। हामी तपाईंलाई अङ्ग्रेजी बाहेकका भाषाहरू वा ठूला प्रिन्टमा जानकारी पठाउन सक्छौं। तपाईं एक दोभाषेका लागि अनुरोध गर्न सक्नुहुन्छ। मद्दतको लागि अनुरोध गर्न, कृपया सदस्य सेवाहरूलाई टोल-फ्री **1-877-542-9236, TTY 711** मा फोन गर्नुहोस्।

نقدم خدمات مجانية لمساعدتك في التواصل معنا. يمكننا إرسال معلومات لك بلغات غير اللغة الإنجليزية أو بخط طباعي كبير. يمكنك طلب مترجم فوري. لطلب المساعدة، يُرجى الاتصال بالهاتف المجاني لخدمات الأعضاء على **1-877-542-9236**, الهاتف النصي **711**.

Waxaan bixinaa adeegyo bilaash ah oo kaa caawinaya inaad nala xiriirto. Waxaan kuugu soo gudbin karnaa macluumaad luqadaha aan Ingiriis aheyn ama daabacaada farta waweyn. Waxaad dalban kartaa turjubaan. Si aad u dalbato kaalmo, fadlan ka soo wac lambarka bilaashka ah ee Adeegyada Xubinta **1-877-542-9236, TTY 711**.



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istock.com: FatCamera

## 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.



# 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.

## Resource corner.

**Member Services:** Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).  
**1-877-542-9236, TTY 711**

**Our website:** Find a provider, read your Member Handbook or see your ID card, wherever you are.  
**[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)**

**NurseLine:** Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).  
**1-800-542-8630, TTY 711**

**Quit For Life®:** Get free help quitting smoking.  
**[quitnow.net](http://quitnow.net)**  
**1-800-QUITNOW (1-800-784-8669), TTY 711**

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**Quality matters.** Want more information on our Quality Improvement program? Call Member Services toll-free at **1-877-542-9236, TTY 711.**

# COVID-19



## Important Message from UnitedHealthcare on Coronavirus (COVID-19)

Your health and wellbeing is our number one priority. That's why we want to make sure you stay informed about 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. For the most up-to-date information and resources about prevention, coverage, care and support please visit [UHCCommunityPlan.com/covid-19](https://UHCCommunityPlan.com/covid-19).

## 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 often touched surfaces.
- Cover your nose and mouth with a tissue when you cough or sneeze, and then throw the tissue in the trash.
- While a flu shot does not stop COVID-19, it's still good to protect yourself against the flu. Contact your primary care provider and schedule your flu shot.

## Stay informed on the latest advice:

- For the most updated information about COVID-19, visit the CDC's COVID-19 page [cdc.gov/coronavirus/2019-ncov](https://cdc.gov/coronavirus/2019-ncov)



## Five steps to wash your hands the right way

Handwashing is one of the best ways to protect yourself and your family from getting sick. During the COVID-19 pandemic, keeping hands clean is especially important to help prevent the virus from spreading.

Washing your hands is easy, and it's one of the most effective ways to prevent the spread of germs. Clean hands can stop germs from spreading from one person to another and throughout an entire community—from your home and workplace to childcare facilities and hospitals.

### Follow these five steps every time

1. Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
3. Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
4. Rinse your hands well under clean, running water.
5. Dry your hands using a clean towel or air dry them.

Learn more about regular handwashing at [cdc.gov/handwashing](https://www.cdc.gov/handwashing).



**UnitedHealthcare Community Plan of Ohio, Inc. does not discriminate because of sex, age, race, color, disability or national origin.**

If you believe that we have failed to provide these services or discriminated in another way on the basis of sex, age, race, color, disability or national origin, you can send a complaint to the Civil Rights Coordinator.

- **Online:** UHC\_Civil\_Rights@uhc.com
- **Mail:** Civil Rights Coordinator. UnitedHealthcare Civil Rights Grievance. P.O. Box 30608, Salt Lake City, UT 84130

You must send the complaint within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again. If you need help with your complaint, please call 1-877-542-9236 (TTY 711) from 8 a.m. to 8 p.m. Monday through Friday (voicemail available 24 hours a day/7 days a week).

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

- **Online:** <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
- Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.
- **Phone:** Toll-free 1-800-368-1019, 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 free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call 1-877-542-9236 (TTY 711) from 8 a.m. to 8 p.m. Monday through Friday (voicemail available 24 hours a day/7 days a week).

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ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Please call 1-877-542-9236, TTY 711.

ATENCIÓN: si habla **español (Spanish)**, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-542-9236, TTY 711.

請注意：如果您說**中文 (Chinese)**，我們免費為您提供語言協助服務。請致電：1-877-542-9236 (TTY) 711。

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 1-877-542-9236, TTY 711.

참고: **한국어(Korean)**를 하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. 1-877-542-9236, TTY 711 로 전화하십시오.

ATENSYON: Kung nagsasalita ka ng **Tagalog (Tagalog)**, may magagamit kang mga serbisyo ng pantulong sa wika, nang walang bayad. Tumawag sa 1-877-542-9236, TTY 711.

ВНИМАНИЕ: Если вы говорите по-**русском (Russian)**, вы можете воспользоваться бесплатными услугами переводчика. Звоните по тел 1-877-542-9236, TTY 711.

تنبيه: إذا كنت تتحدث العربية **(Arabic)**، تتوفر لك خدمات المساعدة اللغوية مجاناً. اتصل على الرقم 1-877-542-9236، الهاتف النصي 711.

ATANSYON: Si w pale **Kreyòl ayisyen (Haitian Creole)**, ou kapab benefisye sèvis ki gratis pou ede w nan lang pa w. Tanpri rele nan 1-877-542-9236, TTY 711.

ATTENTION : Si vous parlez **français (French)**, vous pouvez obtenir une assistance linguistique gratuite. Appelez le 1-877-542-9236, TTY 711.

UWAGA: Jeżeli mówisz po **polsku (Polish)**, udostępniłiśmy darmowe usługi tłumacza. Prosimy zadzwonić pod numer 1-877-542-9236, TTY 711.

ATENÇÃO: Se fala **português (Portuguese)**, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-877-542-9236, TTY 711.

ATTENZIONE: se parla **italiano (Italian)**, Le vengono messi gratuitamente a disposizione servizi di assistenza linguistica. Chiami il numero 1-877-542-9236, TTY 711.

HINWEIS: Wenn Sie **Deutsch (German)** sprechen, stehen Ihnen kostenlose Sprachendienste zur Verfügung. Wählen Sie: 1-877-542-9236, TTY 711.

ご注意: 日本語 **(Japanese)** をお話しになる場合は、言語支援サービスを無料でご利用いただけます。電話番号1-877-542-9236、またはTTY 711 (聴覚障害者・難聴者の方用)までご連絡ください。

توجه: اگر زبان شما فارسی **(Farsi)** است، خدمات امداد زبانی به طور رایگان در اختیار شما می باشد. 1-877-542-9236 تماس بگیرید، TTY 711.

ध्यान दें: यदि आप **हिन्दी (Hindi)** भाषा बोलते हैं तो भाषा सहायता सेवाएं आपके लिए निःशुल्क उपलब्ध हैं। कॉल करें 1-877-542-9236, TTY 711.

CEEB TOOM: Yog koj hais Lus **Hmoob (Hmong)**, muaj kev pab txhais lus pub dawb rau koj. Thov hu rau 1-877-542-9236, TTY 711.

ចំណាប់អារម្មណ៍: បើសិនអ្នកនិយាយ **ភាសាខ្មែរ (Khmer)** សេវាជំនួយភាសាដោយឥតគិតថ្លៃ គឺមានសំរាប់អ្នក។ សូមទូរស័ព្ទទៅលេខ 1-877-542-9236។ TTY 711។

PAKDAAR: Nu saritaem ti **Ilocano (Ilocano)**, ti serbisyo para ti baddang ti lengguahe nga awanan bayadna, ket sidadaan para kaniam. Maidawat nga awagan iti 1-877-542-9236, TTY 711.

Díí baa akó nínízin: Díí saad bee yáníłti'go **Diné (Navajo)** Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiiik'eh, éí ná hólq, kojí' hódííłnih 1-877-542-9236, TTY 711.

OGOW: Haddii aad ku hadasho **Soomaali (Somali)**, adeegyada taageerada luqadda, oo bilaash ah, ayaad heli kartaa. Fadlan wac 1-877-542-9236, TTY 711.

ध्यान दिनुहोस्: यदि तपाईं नेपाली (Nepali) भाषा बोल्नुहुन्छ भने तपाईंको लागि निःशुल्क भाषा सहायता सेवाहरू उपलब्ध छन्। कृपया 1-877-542-9236, TTY 711, मा फोन गर्नुहोस्।

XIYYEEFFANNOO: Afaan **Kushaitii (Cushite)** dubbattu yoo ta'e, tajaajilli gargaarsa afaanii, kanfaltii malee isiniif ni argama. Maaloo lak. 1-877-542-9236 n TTY 711 n bilbila'a.

LET OP: Als u **Nederlands (Dutch)** spreekt, kunt u gratis gebruikmaken van taalhulpdiensten. Bel 1-877-542-9236, TTY 711.

WICHTIG: Wann du **Deutsch schwetzscht (Pennsylvania Dutch)** un Hilf witt mit Englisch, kenne mer dich helfe, unni as es dich ennich ebbes koschte zellt. Ruf 1-877-542-9236, TTY 711 aa.

ATENȚIE: Dacă vorbiți limba **română (Romanian)**, aveți la dispoziție servicii de asistență lingvistică gratuite. Sunați la 1-877-542-9236, TTY 711.

УВАГА: Якщо ви не говорите **українською (Ukrainian)** мовою, ви можете скористатися безкоштовними послугами перекладача. Телефонуйте за номером 1-877-542-9236, TTY 711.

သတိမူရန် - သင်သည် မြန်မာ (Burmese) စကားပြောတတ်လျှင်၊ ဘာသာစကားအကူအညီအား အခမဲ့ရယူနိုင်ပါသည်။ ကျေးဇူးပြုပြီး 1-877-542-9236၊ TTY 711 သို့ ခေါ်ဆိုပါ။