



Health Talk



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Fall 2021

United
Healthcare®
Community Plan

Get connected

Download the UnitedHealthcare mobile app. It's designed for people on the go. Find it on the App Store or Google Play, or scan here.



We care for you

We give our providers tools, so they can best care for our members. These tools are called clinical practice guidelines. They tell 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.

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Healthy mind,
healthy body

Racism and mental health

Over the past year, the media has shared stories of police brutality, hate crimes and other forms of racial discrimination. Talking about the effects of racism isn't always easy. But let's start the conversation. If racism is taking a toll on your mental health, you're not alone. Help is available.

If you think you are experiencing race-based trauma or stress, you can get help from a multicultural or racial trauma-informed therapist. These therapists work to create an open, culturally affirming and empowering space for you to heal.

It's important to find a mental health provider you feel comfortable talking with and trust. This is important for preventive care, too. You should see your primary care provider every year for an annual wellness visit. This gives your provider a chance to catch problems early, when they are easier to treat.



Find a provider. We can help you find a mental health or primary care provider who is a good fit for you. Visit myuhc.com/communityplan.



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It's your choice

Make your wishes known

You have the right to make your own medical decisions. Your provider will explain your treatment choices to you. You have the right to say “no” to treatment. You may be asked to sign a form saying “yes” to treatment you want. This is called informed consent.

But what if you are too sick to give consent? An advance directive will make sure providers know what kind of treatment you want. Types of advance directives for medical care include:

- A living will — explains what kind of treatment you want
- A durable power of attorney — lets someone else make decisions for you (you can also have a durable power of attorney for mental health care)



Write it down. For a form to help you create an advance directive, visit uhccp.com/newslettersmd. Or call Member Services toll-free at **1-800-318-8821**, TTY **711**, Monday–Friday, 8 a.m.–7 p.m. ET. Give copies of the form to your providers and someone you trust. Keep one for yourself.



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Fight the flu

It's time for your annual flu vaccine

The Centers for Disease Control and Prevention (CDC) recommends that everyone 6 months and older get the flu vaccine each year. It is available in the fall and winter months. It is the first and most important step in protecting you and your family against the flu.

If you have not gotten the COVID-19 vaccine yet, talk to your provider about when you should get it. The FDA-authorized COVID-19 vaccines have been proven to be safe and effective for most people ages 12 and older.



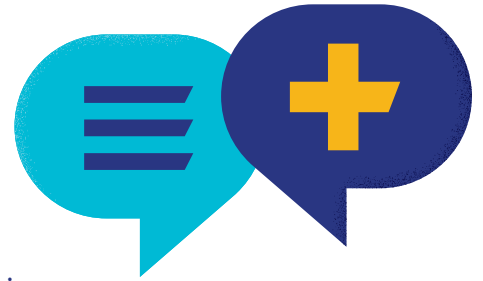
It's your best shot. There is no cost to you for the

flu or COVID-19 vaccines. You can get them at any clinic or pharmacy that accepts your plan. Visit myuhc.com/communityplan to find a location near you.

Fraud and abuse

How to identify and report it

If you know health care fraud or abuse is taking place, you must contact HealthChoice. Your privacy will be protected because you don't have to give your name.



Fraud and abuse for HealthChoice members can be things like:

- Providing false information or hiding facts to get or keep HealthChoice
- Letting someone else use your HealthChoice ID card
- Selling or giving your prescription medicines to anyone else

Fraud and abuse for HealthChoice providers can be things like:

- Billing UnitedHealthcare for services that were never given
- Billing UnitedHealthcare 2 or more times for the same service

How to report fraud and abuse:

Call the UnitedHealth Group fraud hotline at **1-866-242-7727**, TTY **711**

Call the HealthChoice fraud hotline at **1-866-770-7175**, TTY **711**

Call the Maryland Department of Health at **410-767-5784**

Email the Maryland Department of Health at mdh.oig@maryland.gov

Send the Maryland Department of Health a fax at **410-333-7194**

Go online to health.maryland.gov/oig/pages/report_Fraud.aspx and click on "Report Fraud"

Write to:
The Maryland Department of Health
Office of the Inspector General/Program Integrity
201 West Preston Street, Room 520
Baltimore, MD 21201



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Helping people live healthier lives

Quality is our business

You and your health are important to us. UnitedHealthcare Community Plan makes every effort to make sure you and your family get high-quality health care. We watch and report our findings on specific health areas. These include managing chronic conditions, such as diabetes, asthma and high blood pressure. We also keep an eye on preventive screening services, such as breast exams and childhood vaccines. Our quality team makes calls and sends reminder letters to help you make and keep your provider appointments. We also check on our health care providers to make sure you can get a timely appointment.

We use a vendor to assist members with scheduling their provider appointments. This includes telemedicine appointments. It also includes scheduling transportation if needed for an on-site appointment.

In 2021, UnitedHealthcare Community Plan focused on specific preventive health areas:

- Adolescent vaccines (12 to 20 years old)
- Well-care visits in the first 15 months of life
- Controlling blood pressure
- Complete diabetes care — hemoglobin A1c testing
- Complete diabetes care — blood pressure control
- Statin therapy for patients with diabetes
- Statin therapy for patients with cardiovascular disease
- Asthma medication ratio

In 2022, UnitedHealthcare Community Plan will focus on these areas to promote good health and well-being:

- Ambulatory care visits for supplemental security income (SSI) adults
- Ambulatory care visits for SSI children
- Asthma medication ratio
- Complete diabetes care — HbA1c poor control (>9.0%)
- Lead screening measures
- Timeliness of prenatal and postpartum care



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Know your risk

Breast cancer and cervical cancer are 2 of the most common types of cancer in women. Here are some factors that may put you at an increased risk for getting them.

Resource corner

Member Services:
1-800-318-8821, TTY 711

Our website:
myuhc.com/communityplan

NurseLine:
1-877-440-0251, TTY 711

Healthy First Steps®:
1-800-599-5985, TTY 711
uhchealthyfirststeps.com

Public Behavioral Health System: 1-800-888-1965, TTY 711

Special Needs Unit:
1-800-460-5689, TTY 711

Maryland Medicaid HealthChoice Help Line:
1-800-284-4510, TTY 711

Maryland Healthy Smiles Dental Program:
1-855-934-9812, TTY 711

UnitedHealth Group Customer Care Fraud Hotline: 1-866-242-7727, TTY 711

Interpretation Services: Call Member Services to request interpretation services for your medical visits.

Breast cancer risk factors	Cervical cancer risk factors
Are age 50 or older	Have been infected with human papillomavirus (HPV)
Started your period before age 12 or started menopause after age 55	Have had other sexually transmitted infections (STIs)
Have a mother, sister or daughter who has had breast cancer	Have a mother, sister or daughter who has had cervical cancer
Are not physically active	Have had many sexual partners
Drink alcohol or smoke	Smoke

It's important for all women to get screened for these cancers as recommended by the Centers for Disease Control and Prevention (CDC). Screenings can help catch them in their early stages, when they are easier to treat.

Breast cancer screening guidelines	Cervical cancer screening guidelines
Mammograms, which are an X-ray of the breast, should be done every 1 to 2 years for women age 50 or older.	Women between the ages of 21 and 29 should get a Pap smear every 3 years, then Pap and HPV tests every 5 years between the ages of 30 and 65. Testing can end at age 65 for women with a history of normal results.



Make a screening plan.

Talk to your provider about screening for breast cancer and cervical cancer. If you need to find a provider, we can help. Call Member Services toll-free at the phone number listed in the resource corner to the left. Or visit myuhc.com/communityplan.



We provide services at no cost to help you communicate with us. Such as, letters in other languages or large print, auxiliary aids and services, or you can ask for an interpreter. To ask for help, please call **1-800-318-8821**, TTY **711** from 8 a.m. to 7 p.m. EST.

Brindamos servicios sin costo para ayudarlo a comunicarse con nosotros. Tales como cartas en otros idiomas o en letra grande, ayudas y servicios auxiliares, o puede solicitar un intérprete. Para pedir ayuda, llame al **1-800-318-8821**, TTY **711**, de 8 a.m. a 7 p.m. EST.

نحن نقدم لك خدمات مجانية لمساعدتك على التواصل معنا. مثل، توفير الخطابات بلغات أخرى أو بحروف كبيرة، أو المساعدات والخدمات المساعدة، أو يمكن لك أن تطلب الاستعانة بمترجم فوري. لطلب المساعدة، اتصل على الرقم **1-800-318-8821**، الهاتف النصي **711** من الساعة 8:00 صباحًا حتى 7:00 مساءً بالتوقيت الشرقي القياسي.