



Health Talk

Your journey to better health

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Spring 2023

¡Voltee para español!

United
Healthcare
Community Plan

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 8.

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.



UnitedHealthcare Community Plan
125 S. 84th Street Suite 400
Milwaukee, WI 53214

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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 find gaps in care
- 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.

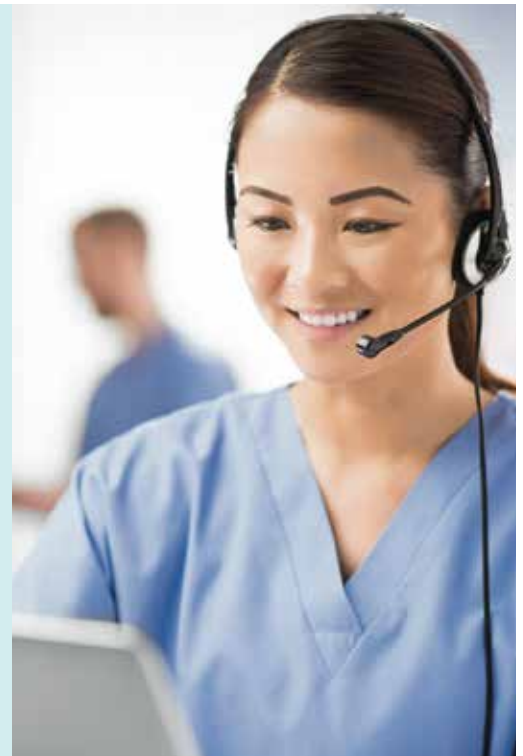
Plan Benefits

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 8 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.



istock.com/Koh Sze Kiat

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/benefitsandcvg. Or call Member Services toll-free at the phone number on Page 8 to request a copy.

Health Plan Goals

Top quality

We want the best for you

UnitedHealthcare Community Plan has a quality improvement program. It works to give members better health care and services. Each year we set goals. Then we measure how well we meet them.

Some of our goals focus on improving the number of services pregnant people and children receive. These include postpartum visits, lead screenings and immunizations. Other goals focus on making sure people with certain diseases — such as diabetes — get the tests they need to monitor their condition. We reach out to our members to encourage them to get these and other services. We do this because it helps them stay healthy and manage their conditions.

We also survey our members each year. We want to see how they feel about our health plan. We use your feedback to improve the services we provide.

Want more information on our quality improvement program and results? Call Member Services toll-free at the phone number on Page 8.



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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 8. TTY services and language assistance are available if you need them.

Language Help

Communication needs

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ကျွန်ုပ်တို့နှင့် ဆက်သွယ်ပြောဆိုနိုင်ရန်အတွက် သင့်အား အခမဲ့ ဝန်ဆောင်မှုများ စီစဉ်ပေးလျက်ရှိပါသည်။ အချက်အလက်များကို အင်္ဂလိပ်ဘာသာဖြင့် မဟုတ်ဘဲ အခြားဘာသာစကားများဖြင့်ဖြစ်စေ၊ စာလုံးကြီးကြီးဖြင့် ပုံနှိပ်၍ဖြစ်စေ သင့်ကို ပို့ပေးနိုင်ပါသည်။ သင့်အနေဖြင့် စကားပြန်တစ်ဦးကိုလည်း တောင်းဆိုနိုင်ပါသည်။ အကူအညီ တောင်းဆိုရန်အတွက် အခမဲ့ ဖုန်းခေါ်ဆိုနိုင်သော စာမျက်နှာ 8 ရှိ အဖွဲ့ဝင် ဝန်ဆောင်မှုဌာန၏ ဖုန်းနံပါတ်ထံ ဖုန်းခေါ်ပေးပါ။

我们提供免费的语言服务，帮助您与我们沟通。我们可以用英语之外的其他语言向您发送信息，也可以将字体调大。您可以申请一位译员。如需寻求帮助，请拨打第 8 页列出的免费电话，联系会员服务中心。

我們提供免費服務，協助您與我們溝通。我們可以寄送英文以外的其他語言資訊或提供大字體。您可以要求安排口譯員。如需協助，請撥打列於第 8 頁的會員服務部免付費電話。

Peb muab kev pab dawb los pab kom koj sib tham nrog peb tau. Peb tuaj yeem xa cov ntaub ntawv ua lwm hom lus uas tsis yog lus As Kiv los sis muab nws luam tawm kom loj tuaj rau koj tau. Koj tuaj yeem thov ib tug kws txhais lus. Yuav thov kev pab, thov hu rau Feem Pab Cuam Tswv Cuab tus xov tooj hu dawb uas nyob Phab 8.

ພວກເຮົາໃຫ້ບໍລິການຟຣີເພື່ອຊ່ວຍທ່ານສື່ສານກັບພວກເຮົາ. ພວກເຮົາສາມາດສົ່ງຂໍ້ມູນໃຫ້ທ່ານເປັນພາສາອື່ນທີ່ບໍ່ແມ່ນພາສາອັງກິດ ຫຼື ເປັນຕົວພິມໃຫຍ່. ທ່ານສາມາດຂໍຜູ້ແປພາສາໄດ້. ເພື່ອຂໍຄວາມຊ່ວຍເຫຼືອ, ກະລຸນາໂທຫາເບີໂທຟຣີຂອງຝ່າຍບໍລິການສະມາຊິກທີ່ຢູ່ໜ້າທີ 8.

ي ف ك ت د ع ا س م ل ة ي ن ا ج م ت ا م د خ م د ق ن ا ت ا م ل و ل ع م ل ا س ر ا ا ن ن ك م ي . ا ن ع م ل ص ا و ت ل ا ط خ ب و ا ة ي ز ي ل ج ن ا ل ا غ ل ل ر ي غ ت ا غ ل ب ك ل ي ر و ف م ج ر ت م ب ل ط ك ن ك م ي . ر ي ب ك ي ع ا ب ط م ق ر ل ا ب ل ا ص ت ا ل ا ي ج ر ي ، ة د ع ا س م ل ا ب ل ط ل ف ت ا ه ل ا م ق ر ي ع ل ع ا ض ا ل ا ت ا م د خ ل ي ن ا ج م ل ا ل ة ح ف ص ل ا ي ف د و ج و م ل ا

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 número que aparece en la Página 8.

Chúng tôi cung cấp các dịch vụ miễn phí nhằm giúp quý vị giao tiếp với chúng tôi. Chúng tôi có thể gửi cho quý vị thông tin bằng các ngôn ngữ khác không phải là tiếng Anh hoặc bằng chữ in lớn. Quý vị có thể yêu cầu cung cấp dịch vụ phiên dịch viên. Để yêu cầu trợ giúp, hãy gọi điện cho bộ phận Dịch vụ thành viên theo số điện thoại trên Trang 8.

Waxaan bixinaa adeegyo bilaash ah si aan kaaga caawino inaad nala soo xiriirto. Waxaan kuugu soo gudbin karnaa macluumaad luuqado aan Ingiriis aheyn ama daabacaada farta waweyn. Waxaad dalban kartaa turjubaan. Si aad u dalbato caawin, fadlan ka soo wac khadka bilaashka ah ee Adeegyada Xubinta taleefon lambarka ku qoran Bogga 8-aad.

Wellness Visit

5 tips to make the most of your health care visits



Do you have a health care visit coming up? Here are 5 things to think about.

1. Find a provider who is right for you

Does your provider offer appointment times that work for you? Is their office easy to get to? Do they speak your language? If you need help finding a provider, call Member Services at the phone number on Page 8. We're happy to help.

It's common for routine and specialist visits to take up to 4 weeks to schedule. If you're sick, a visit should be available within 72 hours. Urgent care centers are available for care right away when your primary care provider (PCP) is not able to see you quickly. Only use the emergency room for true life-threatening emergencies.

2. Prepare for your visit

Before you go:

- Make a list of medications you take and the amounts.
- Gather notes about your past provider visits, including any visits to a hospital or urgent care center. Include any summaries from those other providers if you have them.
- Make a list of any questions you want to ask.
- Grab your insurance card and ID to bring to the appointment.

3. Share your information during the visit

When you get to the visit, fill out any required forms. Also share the information you collected earlier. Answer all questions openly and honestly. This will help your provider understand your health care needs.

4. Get answers and make future plans

Sometimes health care can be confusing. If there is something you do not understand, it is always OK to ask your provider to explain it in a different way. While you're at your appointment:

- Ask questions. Write down the answers so they're easier to remember.
- If you do not agree with your provider's recommendations, it is OK to say so. Talk about your concerns. Ask if there are other options.
- Ask for a visit summary. This is a printout that gives details about your visit and the provider's recommendations.
- If your provider recommends a follow-up visit, make the appointment before you leave.
- If any special tests are ordered, ask your provider if you need a prior authorization (an insurance approval).

5. Follow your provider's advice after the visit

After the visit, make an appointment for any lab work or other tests that may have been ordered. Call Member Services if you need help scheduling a test or if you aren't sure if you need prior authorization. Also remember to take your medicines as prescribed. You can use your pharmacy by mail benefit (90-day supply retail program) to have many of your medications shipped to you.



We're here to help. It's important to have a regular provider who can help you take charge of your health. If you don't have a provider or you'd like to see a different one, please call Member Services at the phone number on Page 8.

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/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 8.



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istock.com/vernonwiley

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).
1-800-504-9660, 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).
1-866-827-0806, TTY 711

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

Care Management: This program is for members with chronic conditions and complex needs. You can get phone calls, home visits, health education, referrals to community resources, appointment reminders, help with rides and more (toll-free).
1-800-980-5192, 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**



UnitedHealthcare Community Plan does not treat members differently because of sex, age, race, color, disability or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability or national origin, you can send a complaint to:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130
UHC_Civil_Rights@uhc.com

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 **1-800-504-9660**, TTY **711**. Representatives are available 7 a.m. – 7 p.m. CT, Monday – Friday.

You can also file a complaint within 180 days 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**, **1-800-537-7697** (TDD)

Mail:

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

If you need help with your complaint, please call the toll-free member phone number listed on your member ID card.

We provide free services to help you communicate with us. Such as, qualified sign language interpreters, written materials in large print, audio, electronic, or other formats, or letters in other languages. Or, you can ask for an interpreter. To ask for help, please call **1-800-504-9660**, TTY **711**. Representatives are available 7 a.m. – 7 p.m. CT, Monday – Friday.

Spanish:	Español
Para recibir ayuda para traducir o comprender esto, llame al 1-800-504-9660, TTY 711.	
Hmong:	Hmoob
Xav tau kev pab txais lus los yog pab qhia kom nkag siab txog qhov no, hu rau 1-800-504-9660, TTY 711.	
Traditional Chinese:	繁體中文
如需協助翻譯或瞭解此內容，請致電 1-800-504-9660，聽障專線 (TTY) 711。	
Simplified Chinese:	简体中文
如需协助翻译或了解此内容，请致电 1-800-504-9660，听障专线 (TTY) 711。	
Somali:	Soomaali
Wixii caawin ah ee lagu turjumayo ama lagu fahmayo midaan, fadlan soo wac 1-800-504-9660, TTY 711.	
Laotian:	ພາສາລາວ
ສໍາລັບການຊ່ວຍເຫຼືອໃນການແປພາສາຫຼືທໍາຄວາມເຂົ້າໃຈ, ກະລຸນາໂທໄປທີ່ເບີ 1-800-504-9660, TTY 711.	
Russian:	Русский
За помощью с переводом или разъяснением текста звоните по телефону 1-800-504-9660, телетайп 711.	
Burmese:	ဗမာ
ဤအရာကို ဘာသာပြန်ရန် သို့မဟုတ် နားလည်နိုင်ရန်အတွက် အကူအညီလိုအပ်ပါက 1-800-504-9660၊ TTY 711 သို့ ဖုန်းခေါ်ပေးပါ။	