Health Talk

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Spring 2022

United Healthcare® Community Plan

Protect your health

For the latest information on the COVID-19 vaccine, visit **uhccommunityplan.com/covid-19/vaccine**.

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We care

We give our providers tools, so they can best care for our members. These tools are called clinical practice guidelines. They inform providers about best practices 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. To see the guidelines, visit **uhcprovider.com/cpg**.

UnitedHealthcare Community Plan
9020 Stony Point Parkway, Building II
Richmond, VA 23235

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Are you getting enough sleep?

There are many things you can do to try to live a healthier life. Getting enough sleep is one of them. According to the Centers for Disease Control and Prevention (CDC), lack of sleep is linked to some chronic conditions, including:

- Depression
- Heart disease
- Obesity
- Type 2 diabetes

If you have trouble falling asleep at night, here are 3 tips for getting a good night's rest:

1. Go to bed and get up at the same time each day
2. Be active during the day, so you feel tired at night
3. Keep TVs, laptops, tablets and phones out of the bedroom

Learn more about good sleep habits at **cdc.gov/sleep**.

By the numbers

- Kids ages 6 to 12 need 9 to 12 hours of sleep a night
- Teens ages 13 to 18 need 8 to 10 hours of sleep a night
- Adults need at least 7 hours of sleep a night

Healthy routine

Tips for a healthier day

Living a healthy life is not always easy. Big changes in your diet or activity can be difficult to stick to in the long term. Studies show that making small changes to your daily routine can help. Slowly adding healthy actions to your day makes it more likely you will keep doing them.

Looking for ideas? Here are 3 small steps you can take to make your daily routine healthier:

1. **Take the long way.** Do you regularly use an elevator? Take the stairs instead. Or park in a far spot when you go to work or run errands. This extra exercise adds up.
2. **Try a soda alternative.** Soda contains a lot of sugar. Studies suggest diet sodas can cause cravings. Sparkling water without artificial sweeteners can scratch the soda itch. Another tasty option is fruit-infused water.
3. **Don't skip breakfast.** According to the Cleveland Clinic, a healthy breakfast helps fuel your body for the day, improves heart health, lowers diabetes risk and reduces brain fog. Oatmeal, a whole-grain breakfast wrap and cottage cheese with fruit or nuts are all healthy breakfast options. Make what works best with your busy schedule.

Take care. It's important to make time to take care of yourself. Visit **healthtalkselfcare.myuhc.com** to download a self-care BINGO card. Do a different self-care activity each day until you score BINGO.

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Know your drug benefits

Visit **myuhc.com/communityplan/pharmaciesandrx** to learn about your prescription drug benefits. It includes information on:

1. **Which 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 may need to try a different drug first. (This is called step therapy.) Or you may 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 do not have copayments for prescriptions.

Look it up. Find information about your drug benefits at **myuhc.com/communityplan/pharmaciesandrx**. Or call Member Services toll-free at the phone number listed in the resource corner on page 6 of this newsletter.

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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 programs. 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. You can find more information about our programs and services at **myuhc.com/communityplan/healthwellness**.

If you want to make a referral to our case management program, call Member Services toll-free at the phone number listed in the resource corner on page 6 of this newsletter.

Getting care

Know who to see and where to go

Your primary care provider coordinates your health care. They should see you for all of your preventive care needs, such as well visits, immunizations and screenings. They should also care for you when you are sick. Your primary care provider can provide tools to help you lose weight, quit smoking or lead a healthier lifestyle.

You want to feel comfortable talking with your provider. You may want a provider with an office location and hours that work for you. You may want a provider who speaks your language or understands your culture. You may prefer a male or female provider.

If your provider isn't right for you, you may switch at any time. You can learn about plan providers. Information available includes:

- Address and phone number
- Qualifications
- Specialty
- Board certification
- Languages they speak
- Medical school or residency (available by phone only)

If you need to see a provider right away, after-hours care is available at urgent care centers. Or ask your provider if they offer virtual visits.

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To find a new provider or look for urgent care center locations near you, visit **connect.werally.com/state-plan-selection/uhc.medicaid/state**. Or call Member Services toll-free at the phone number listed in the resource corner on page 6 of this newsletter.

Did you know?

You can call NurseLine to get health advice from a nurse 24 hours a day, 7 days a week. The phone number is listed in the resource corner on page 6 of this newsletter.

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 that your provider asks for. They compare the care and services your provider requests against clinical practice guidelines. They also compare what is being asked for against the benefits you have.

When the care is not covered under your benefits or does not meet the guidelines, it may be denied. 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.

Questions? Call Member Services toll-free at the phone number listed in the resource corner on page 6 of this newsletter. TDD/TTY services and language assistance are available if you need them.

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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 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 on a regular basis.** 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 discharge.** Share your discharge instructions with them. Proper follow-up may prevent another hospital admission or visit to the ER.

By the book

Have you read your Member Handbook? It is a great source of information. It tells you how to use your health 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**. To request a copy of the handbook, call Member Services toll-free at the phone number listed in the resource corner on page 6 of this newsletter.

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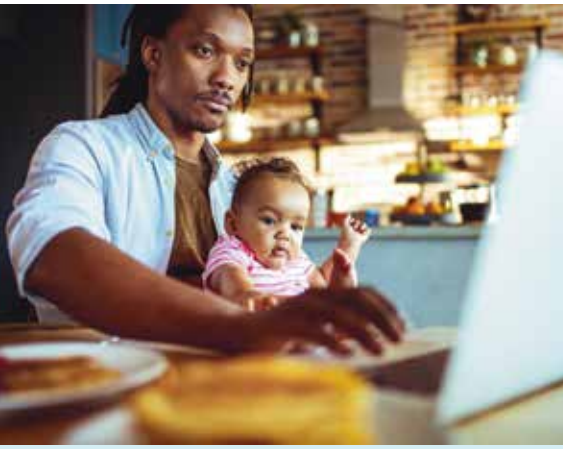

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Resource corner

Member Services: Find a provider, ask benefit questions or get help scheduling an appointment, in any language (toll-free).
1-844-752-9434, TTY **711**

Our website: Find a provider, view your benefits or see your member ID card, wherever you are.
myuhc.com/communityplan

NurseLine: Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).
1-800-842-3014, TTY **711**

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

Healthy First Steps®: Get support throughout your pregnancy. Get rewards for timely prenatal and well-baby care (toll-free).
1-800-599-5985, TTY **711**
uhchealthyfirststeps.com

Live and Work Well: Find articles, self-care tools, caring providers, and mental health and substance use resources.
liveandworkwell.com

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 in meeting your health care needs.

Examples of how we may use PHI to improve the services we provide include:

- Finding gaps in care
- Helping you in languages other than English
- Creating programs that meet your needs
- Telling 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 the 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**. To get more information on our health equity program, visit **unitedhealthgroup.com/what-we-do/health-equity.html**.

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UnitedHealthcare Community Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. In other words, UnitedHealthcare Community Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

UnitedHealthcare Community Plan:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats
- Provides 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, contact UnitedHealthcare Community Plan at **1-844-752-9434**, TTY **711**, 8 a.m. – 8 p.m. ET, Monday – Friday.

If you feel that UnitedHealthcare Community Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail or email:

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

UHC_Civil_Rights@uhc.com

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office of Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at **https://ocrportal.hhs.gov/ocr/portal/lobby.jsf** or by mail at:

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

Phone:
Toll-free **1-800-368-1019, 1-800-537-7697** (TDD)

Complaint forms are available at
http://www.hhs.gov/ocr/office/file/index.html

English

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Please call **1-844-752-9434, TTY 711.**

Spanish

ATENCIÓN: si habla **español (Spanish)**, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-844-752-9434, TTY 711.**

Korean

참고: **한국어(Korean)**를 하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. **1-844-752-9434, TTY 711** 로 전화하십시오.

Vietnamese

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 **1-844-752-9434, TTY 711.**

Chinese

注意:如果您說**中文(Chinese)**，您可獲得免費語言協助服務。請致電 1-844-752-9434，或聽障專線(TTY)711。

Arabic

تنبيه: إذا كنت تتحدث اللغة **العربية (Arabic)** ، تتوفر لك خدمات المساعدة اللغوية مجانًا. اتصل بالرقم **1-844-752-9434، الهاتف النصي 711.**

Tagalog

ATENSYON: Kung nagsasalita ka ng **Tagalog (Tagalog)**, may magagamit kang mga serbisyo ng pantulong sa wika, nang walang bayad. Tumawag sa **1-844-752-9434, TTY 711**.

Persian (Farsi)

توجه: اگر به **فارسی** (Farsi) صحبت می کنید، خدمات ترجمه به صورت رایگان در اختیارتان قرار می گیرد. با **1-844-752-9434 (TTY 711)** تماس بگیرید.

Amharic

የሚናገሩት ቋንቋ **አማርኛ** (Amharic) ከሆነ የቋንቋ እርዳታ አገልግሎት ከክፍያ ነጻ አለልዎት። ወደ **1-844-752-9434,TTY 711** ይደውሉ።

Urdu

توجہ فرمائیں: اگر آپ کی زبان **اردو (Urdu)** ہے تو آپ کے لیے لسانی خدمات مفت دستیاب ہیں۔ **1-844-752-9434 (TTY 711)** پر کال کریں۔

French

ATTENTION: Si vous parlez **français (French),** vous pouvez obtenir une assistance linguistique gratuite. Appelez le **1-844-752-9434,TTY 711.**

Russian

ВНИМАНИЕ: Если вы говорите по-**русски (Russian)**, вы можете воспользоваться бесплатными услугами переводчика. Звоните по тел **1-844-752-9434, TTY 711.**

Hindi

ध्यान दें: यदि आप **हिंदी** (Hindi) भाषा बोलते हैं तो भाषा सहायता सेवाएं आपके लिए निःशुल्क उपलब्ध हैं। कॉल करें **1-844-752-9434**, TTY 711.

German

HINWEIS: Wenn Sie **Deutsch (German)** sprechen, stehen Ihnen kostenlose Sprachdienste zur Verfügung. Wählen Sie: **1-844-752-9434, TTY 711.**

Bengali

আপনি যদি **বাংলায় কথা (Bengali)** বলেন, তাহলে ভাষা সহায়তা পরিষেবাগুলি, আপনার জন্য বিনামূল্যে উপলব্ধ আছে। **1-844-752-9434, TTY 711** নম্বরে ফোন করুন।

Kru (Bassa)

TÒ ĐÙŬ NƆ̀ MƆ̀ DYÍIN CÁO: À ɓéɖé gbo-kpá-kpá **ɓó wuɖu (Kru (Bassa))**-dù kò-kò po-nyɔ̀ ɓě bìì nɔ̄ à gbo ɓó pídyi. M̀ dyi gbo-kpá-kpá mɔ́ ín, ɖá nɔ̀ ɓà nìà kɛ: **1-844-752-9434, TTY 711**.

Igbo

Ọ bụrụ na ị na asụ **Igbo (Igbo),** ọrụ enyemaka asụsụ, n'efu dịịrị gị. Kpọọ **1-844-752-9434, TTY 711**.

Yoruba

Tí ó bá ń s **Yorùbá (Yoruba)**, ìrànlọ́wọ́ ìtum èdè, wà fún ní ọ̀fẹ́. Pe **1-844-752-9434, TTY 711.**