



# HealthTALK

SPRING 2018



## Health4Me™

Do you have the UnitedHealthcare **Health4Me™** mobile app? **Health4Me** has many of the same features as your secure member website, [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan). You can view your digital member ID card, search for network doctors and urgent care centers, see your benefits and more. Download **Health4Me** from the App Store or Google Play today.

## 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's how you can take charge of your health care:

1. Think about what you want to get out of the visit before you go. Try to focus on the top three things that 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 medicine itself with you.
3. Tell your provider about other providers you may be seeing. Include behavioral health providers. Mention any medications or treatments they have prescribed for you. Also bring copies of results of any tests you have had.



UnitedHealthcare Community Plan  
475 Kivert Street  
Warwick, RI 02886

AMC-046-RI-CAID

# Snack away.



## 8 ideas for easy low-calorie snacks.

Snacks can be a part of a healthy diet. But it's important not to overdo it and to make the right choices. It's best to stick with whole, natural foods. Being aware of serving sizes also helps keep calories in check. Here are some simple snacks that are less than 100 calories:

- 1 hard-boiled egg.
- 1 ounce of cheese.
- 1 cup of berries.
- 1 apple, banana or other medium-sized whole fruit.
- 12 almonds.
- 3 tablespoons hummus with celery.
- 1 cup plain fat-free Greek yogurt.
- 2 cups popcorn with 1 teaspoon butter.



**Know your BMI.** Body mass index (BMI) is a number that tells you if your weight is healthy for your height. Your primary care provider can tell you what your BMI is. Or you can find a BMI calculator online.

## 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 do not have copayments for prescriptions.



**Look it up.** Find information on your drug benefits at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan). Or, call Member Services toll-free at **1-800-587-5187, TTY 711**.



## Your partner in health.

Your primary care provider (PCP) provides or coordinates your health care. He or she is your partner in health. It's important for your PCP to be a good fit for you.

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.

Teens have different health care needs than children. It may be time for your teen to switch to a primary care provider who treats adults. Your daughter may need a woman's health provider, such as an OB/GYN.

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 and residency (by phone only).



### Check it out.

To find a new PCP, visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan) or use the **Health4Me** app. Or call us toll-free at **1-800-587-5187, TTY 711**.



## 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 to increase the number of children who received yearly checkups. We sent members information about how important it is for their children to see their doctor every year for vaccines and screenings. We still want to improve in this area. In the coming year we want more of our members to get:

- Preventive screenings.
- Vaccinations.
- Physical exams.

We also survey our members each year. We want to see how well we are meeting their needs. Our 2017 surveys showed mostly higher scores in how members rated their health care. In the coming year we will work on improving how members rate their doctors. We have given our doctors tip sheets on what members like so they can better serve them.

 **Get it all.** Want more information on our Quality Improvement program? Call Member Services toll-free at **1-800-587-5187, TTY 711.**


## Your privacy is important.

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**. You may also call Member Services toll-free at **1-800-587-5187, TTY 711**, to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.

## 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. 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 UM staff. TDD/TTY services and language assistance are available if you need them. Just call **1-800-587-5187, TTY 711**, toll-free.





# 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.

## Resource corner.

**Member Services:** Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).  
**1-800-587-5187, TTY 711**

**Our website and app:** Find a provider, read your Member Handbook or see your ID card, wherever you are.

**[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)**  
**Health4Me™**

**MyHealthLine™:** If you qualify, you can get a smartphone and a monthly service plan at no cost.  
**[UHCmyHealthLine.com](http://UHCmyHealthLine.com)**

**Text4baby:** Get FREE text messages on your cell phone each week to match your stage of pregnancy. Sign up by **texting the word BABY or BEBE to 511411**. Then enter the participant code HFS.

**Healthy First Steps®:** Get support throughout your pregnancy.  
**1-800-599-5985, TTY 711**

**Baby Blocks™:** Get rewards for timely prenatal and well-baby care.  
**[UHCBabyBlocks.com](http://UHCBabyBlocks.com)**

**KidsHealth®:** Get reliable information on health topics for and about kids.  
**[UHC.com/kids](http://UHC.com/kids)**



**Get it all.** You can read the Member Handbook online at **[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)**. Or call Member Services toll-free at **1-800-587-5187, TTY 711**, to request a copy of the handbook.

## We care.

UnitedHealthcare Community Plan provides care management. Care management helps members with special needs get the services and care they need. Care managers work with the health plan, providers and outside agencies. They help people with:

- Physical disabilities.
- Serious mental illness.
- Complex health problems.
- Other special needs.



**How can we help?** Take a Health Assessment at **[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)**. Or take it over the phone by calling Member Services toll-free at **1-800-587-5187, TTY 711**. This short survey will help find programs that are right for you.



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 the toll-free member phone number listed on your health plan member ID card, TTY 711, Monday through Friday, 8:00 a.m. to 6:00 p.m.

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, 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, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call the toll-free member phone number listed on your health plan member ID card, TTY 711, Monday through Friday, 8:00 a.m. to 6:00 p.m.

ATTENTION: Language assistance services, free of charge, are available to you. Call 1-800-587-5187, TTY 711.

**Spanish**

ATENCIÓN: Los servicios de asistencia de idiomas están a su disposición sin cargo. Llame al 1-800-587-5187, TTY 711.

**Portuguese**

ATENÇÃO: Encontram-se disponíveis serviços de assistência de idioma. Contacte 1-800-587-5187, TTY 711.

**Chinese**

注意：我們提供免費的語言協助服務。請致電 1-800-587-5187 或聽障專線 (TTY) 711。

**French Creole (Haitian Creole)**

ATANSYON: Gen sèvis èd pou lang, gratis, ki disponib pou ou. Rele 1-800-587-5187, TTY 711.

**Mon-Khmer, Cambodian**

សូមយកចិត្តទុកដាក់៖ សេវាជំនួយផ្នែកភាសាដែលឥតគិតថ្លៃ មានសម្រាប់អ្នក ។  
សូមទូរស័ព្ទទៅលេខ 1-800-587-5187, TTY 711 ។

**French**

ATTENTION : vous pouvez profiter d'une assistance linguistique sans frais en appelant le 1-800-587-5187, TTY 711.

**Italian**

ATTENZIONE: È disponibile un servizio gratuito di assistenza linguistica. Chiamare il numero 1-800-587-5187, TTY 711.

**Laotian**

ໝາຍເຫດ: ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໂດຍບໍ່ເສຍຄ່າແມ່ນມີໃຫ້ແກ່ທ່ານ. ໂທຫາ 1-800-587-5187, TTY 711.

**Arabic**

تنبيه: تتوفر لك خدمات المساعدة اللغوية مجانًا. اتصل على الرقم 1-800-587-5187، الهاتف النصي: 711.

**Russian**

ВНИМАНИЕ! Языковые услуги предоставляются вам бесплатно. Звоните по телефону 1-800-587-5187, TTY 711.

**Vietnamese**

LƯU Ý: Dịch vụ hỗ trợ ngôn ngữ, miễn phí, dành cho bạn. Hãy gọi 1-800-587-5187, TTY 711.

**Kru (Bassa)**

TÒ ĐUỖ NÒMÒ DYÍIN CÁO: À bédé gbo-kpá-kpá bó wuḍu-dù kò-kò po-nyò bě bìi nō à gbo bó pídyi. M̄ dyi gbo-kpá-kpá m̄wín, ḍá nòbà nìà ke: 1-800-587-5187, TTY 711.

**Igbo**

NRỤBAMA: Ọrụ enyemaka asụsụ, n'efu, dijịrị gị. Kpọọ 1-800-587-5187, TTY 711.

**Yoruba**

AKIYESI: Iranlowo siso ede, o wa ni ofe fun o. Pe 1-800-587-5187, TTY 711.

**Polish**

UWAGA: Zapewniamy bezpłatne wsparcie tłumaczeniowe. Prosimy o kontakt telefoniczny: 1-800-587-5187, TTY 711.