



HealthTALK

SPRING 2019 | ¡VOLTEE PARA ESPAÑOL!



Register online!



You can get important information about your health plan anytime at myuhc.com/CommunityPlan. At this secure site, you can view your ID card, find a provider, take a health assessment, learn about your benefits and more. Go to myuhc.com/CommunityPlan to register today and start getting more from your benefits.

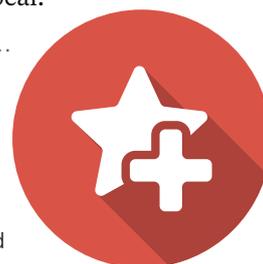
The right care.

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 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 **1-800-464-9484, TTY 711**, toll-free.



UnitedHealthcare Community Plan
1089 Jordan Creek Parkway, Suite 320
West Des Moines, Iowa 50266

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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.

Teens have different health care needs than children. It may be time for your teen to switch to a doctor 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.
- Languages they speak.
- Qualifications.
- Medical school or residency (available by phone only).
- Specialty.
- Board certification.

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.

Or call Member Services toll-free at **1-800-464-9484, TTY 711**, to request a copy of the handbook.



Need a new doctor? To find a new PCP, visit **myuhc.com/CommunityPlan** or use the UnitedHealthcare **Health4Me®** app. Or call us toll-free at **1-800-464-9484, TTY 711**.



Know your drug benefits.

Find out more online.

Visit our website at 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 do not have copayments for prescriptions.

 **Look it up.** Find information on your drug benefits at myuhc.com/CommunityPlan. Or, call Member Services toll-free at 1-800-464-9484, TTY 711.

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 have. 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 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 medicine itself with you.
- 3. 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.

Spring is here!

When trees get their leaves, grass grows and flowers bloom, they send pollen into the air. For many people, this means allergy and asthma symptoms get worse. You may have trouble breathing. You may have itchy eyes or a drippy nose. There are things you can do to feel better this spring.

- **Check air quality.** It's often reported with the weather. It can tell you levels of different kinds of pollens and pollution.
- **If you play, garden or exercise outdoors,** enjoy these activities in the morning or early afternoon. Springtime tree and grass pollen counts are lower at those times of day.
- **After spending time outdoors,** shower and change your clothes. This keeps pollen off your furniture and bedding.
- **Keep windows closed** in your home and car when possible.
- **Take your medicine.** If you have asthma, take your controller medication as prescribed. Carry your quick-relief inhaler with you.





Resource corner.

Member Services: Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).
1-800-464-9484, TTY 711

Our website and app: Find a provider, read your Member Handbook or see your ID card, wherever you are.
myuhc.com/CommunityPlan
Health4Me®

NurseLineSM: Get health advice from a nurse 24 hours a day, 7 days a week, (toll-free).
1-800-464-9484, TTY 711

Healthy First Steps®: Get support throughout your pregnancy.
1-800-464-9484, TTY 711

Baby BlocksTM: Get rewards for timely prenatal and well-baby care.
UHCBabyBlocks.com

KidsHealth®: Get reliable information on health topics for and about kids.
KidsHealth.org

National Domestic Violence Hotline: Get support, resources and advice 24 hours a day, 7 days a week (toll-free).
1-800-799-SAFE, TTY 1-800-787-3224
thehotline.org

Want to receive information electronically? Call Member Services and give us your email address (toll-free).
1-800-464-9484, 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 found that overall in 2018 more children did get these services.

We want to improve even more this year and have more children get lead screenings, vaccinations and yearly checkups. We also want more of our adult members who have diabetes to get their HgbA1c blood tests and retinal eye scans.

We also survey our members each year. We want to see how well we are meeting their needs. Last year we worked on improving how members rate their doctors. We gave our doctors tip sheets on what members like so they could serve them better. Our 2018 surveys showed higher scores in how members rate their doctors.

In the coming year we will continue to work on improving this. We will also work to decrease the time members have to wait when they need care right away. We will also continue to work with our Member Services team to provide members with all of the information they need.



Quality matters. Want more information on our Quality Improvement program? Call Member Services toll-free at **1-800-464-9484, TTY 711.**

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



How can we help? Take a Health Assessment at **myuhc.com/CommunityPlan**. Or take it over the phone by calling Member Services toll-free at **1-800-464-9484, 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 Member Services at **1-800-464-9484, TTY 711**, Monday through Friday, 7:30 a.m. to 6:00 p.m. CT.

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 Member Services at **1-800-464-9484, TTY 711**, Monday through Friday, 7:30 a.m. to 6:00 p.m. CT.



UnitedHealthcare Community Plan no da un tratamiento diferente a sus miembros en base a su sexo, edad, raza, color, discapacidad o origen nacional.

Si usted piensa que ha sido tratado injustamente por razones como su sexo, edad, raza, color, discapacidad o origen nacional, puede enviar una queja a:

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

Usted tiene que enviar la queja dentro de los 60 días de la fecha cuando se enteró de ella. Se le enviará la decisión en un plazo de 30 días. Si no está de acuerdo con la decisión, tiene 15 días para solicitar que la consideremos de nuevo.

Si usted necesita ayuda con su queja, por favor llame por favor llame a Servicios para Miembros al **1-800-464-9484, TTY 711**, de lunes a viernes, de 7:30 a.m. a 6:00 p.m. hora del Centro.

Usted también puede presentar una queja con el Departamento de Salud y Servicios Humanos de los Estados Unidos.

Internet:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Formas para las quejas se encuentran disponibles en:

<http://www.hhs.gov/ocr/office/file/index.html>

Teléfono:

Llamada gratuita, **1-800-368-1019, 1-800-537-7697** (TDD)

Correo:

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

Si necesita ayuda para presentar su queja, por favor llame al número gratuito para miembros anotado en su tarjeta de identificación como miembro.

Ofrecemos servicios gratuitos para ayudarle a comunicarse con nosotros. Tales como, cartas en otros idiomas o en letra grande. O bien, puede solicitar un intérprete. Para pedir ayuda, por favor llame a Servicios para Miembros al **1-800-464-9484, TTY 711**, de lunes a viernes, de 7:30 a.m. a 6:00 p.m. hora del Centro.

You have the right to get help and information in your language at no cost. To request an interpreter, call **1-800-464-9484**, press **0**. **TTY 711**.

This letter is also available in other formats like large print. To request the document in another format, please call Member Services at **1-800-464-9484**, **TTY 711**, Monday through Friday, 7:30 a.m. to 6:00 p.m. CT.

Spanish

Tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para solicitar un intérprete, llame al **1-800-464-9484** y presione el cero (0). **TTY 711**.

Chinese

您有權利免費以您的母語得到幫助和訊息。洽詢一位翻譯員，請撥電話 **1-800-464-9484**，再按 0。聽力語言殘障服務專線 **711**。

Vietnamese

Quý vị có quyền được giúp đỡ và cấp thông tin bằng ngôn ngữ của quý vị miễn phí. Để yêu cầu được thông dịch viên giúp đỡ, vui lòng gọi **1-800-464-9484**, bấm số 0. **TTY 711**.

Serbo-Croatian

Imate pravo da besplatno dobijete pomoć i informacije na Vašem jeziku. Da biste zatražili prevodioca, nazovite **1-800-464-9484** i pritisnite 0. **TTY 711**.

German

Sie haben das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um einen Dolmetscher anzufordern, rufen Sie die Nummer **1-800-464-9484** an und drücken Sie die 0. **TTY 711**.

Arabic

لك الحق في الحصول على المساعدة والمعلومات بلغتك دون تحمل أي تكلفة. لطلب مترجم فوري، اتصل بالرقم **1-800-464-9484** واضغط على 0. الهاتف النصي (TTY) **711**.

Laotian

ທ່ານມີສິດໄດ້ຮັບການຊ່ວຍເຫຼືອ ແລະ ຂໍ້ມູນຂ່າວສານທີ່ເປັນພາສາຂອງທ່ານໂດຍບໍ່ມີຄ່າໃຊ້ຈ່າຍ. ເພື່ອຂໍນາຍພາສາ, ໃຫ້ໂທຫາ **1-800-464-9484**, ກົດລວກ 0. **TTY 711**.

Korean

귀하는 도움과 정보를 귀하의 언어로 비용 부담 없이 얻을 수 있는 권리가 있습니다. 통역사를 요청하기 위해서는 **1-800-464-9484**로 전화하여 0번을 누르십시오. **TTY 711**.

Hindi

आप के पास अपनी भाषा में सहायता एवं जानकारी निःशुल्क प्राप्त करने का अधिकार है। दुभाषिए के लिए 1-800-464-9484 पर फ़ोन करें, 0 दबाएं। TTY 711.

French

Vous avez le droit d'obtenir gratuitement de l'aide et des renseignements dans votre langue. Pour demander à parler à un interprète, appelez le **1-800-464-9484** et appuyez sur la touche 0. **ATS 711.**

Pennsylvanian Dutch

Du hoscht die Recht fer Hilf unn Information in deine Schprooch griege, fer nix. Wann du en Iwwesetzer hawwe witt, kannscht du **1-800-464-9484** uffrufe, dricke 0. **TTY 711.**

Thai

คุณมีสิทธิที่จะได้รับความช่วยเหลือและข้อมูลในภาษาของคุณได้โดยไม่มีค่าใช้จ่าย หากต้องการขอล่ามแปลภาษา โปรดโทรศัพท์ไปที่หมายเลข **1-800-464-9484** และกด 0 สำหรับผู้ที่มีความบกพร่องทางการได้ยินหรือการพูด โปรดโทรไปที่หมายเลข **711**

Tagalog

May karapatan kang makatanggap ng tulong at impormasyon sa iyong wika nang walang bayad. Upang humiling ng tagasalin, tumawag sa **1-800-464-9484**, pindutin ang 0. **TTY 711.**

Karen

နအိၣ်းတၢ်ခွဲးတၢ်ယၢ်လၢနကိၣ်းန့ၣ်ဘၣ်တၢ်မၤစၢၤတၢ်ဂ့ၢ်တၢ်ကျိၤလၢနကိၣ်းန့ၣ်န့ၣ်လၢတၢ်လိၣ်ဟ့ၣ်အပူၤဘၣ်န့ၣ်လီၤလၢတၢ်ကယုၣ်န့ၣ်ပုၤကတိၤကျိၣ်းထံတၢ်တၢ်အဂီၢ်ကိၣ်းဘၣ် **1-800-464-9484**,အိၣ်လိၣ်နီၣ်ဂံၢ် 0 တက့ၢ်. **TTY 711.**

Russian

Вы имеете право на бесплатное получение помощи и информации на вашем языке. Чтобы подать запрос переводчика позвоните по телефону **1-800-464-9484** и нажмите 0. Линия **TTY 711.**