



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK

If you need to receive this newsletter in a different format (such as another language, large print, Braille or audio tape), please call the Member Helpline at **1-800-348-4058 (TTY 711)**.



What do you think?

In a few weeks, you may get a survey in the mail. It asks how happy you are with UnitedHealthcare Community Plan. If you get a survey, please fill it out and mail it back. Your answers will be private. Your opinion helps us make the health plan better.



Help us help you

Have you taken a Health Assessment?

UnitedHealthcare Community Plan offers special benefits and programs to help improve your health. The Health Assessment tells us which services can help you. By answering just a few questions, you can be matched with the right programs for you.

We ask new members to take a Health Assessment within 60 days of joining the plan. If you have been a member for longer, it's not too late.

Taking a Health Assessment is easy. It only takes a few minutes. Just visit the secure member website at **myuhc.com/CommunityPlan**. Or, call **1-877-403-7876 (TTY 711)** and complete it over the phone. You can also ask that a paper copy be mailed to you.



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Equal partners

Person Centered Care

Person Centered Care provides care management over the phone. It treats members as equal partners in their care. It puts members and their families at the center of decisions. Members work with professionals for the best outcomes.

Person Centered Care looks at each member's desires, values, family situations, social circumstances and lifestyles. It treats each person as an individual.

There are many different aspects of Person Centered Care, including:

- respecting people's values
- putting people at the center of care
- taking into account people's preferences and needs
- coordinating and integrating care
- providing good communication, information and education
- making sure people are physically comfortable and safe
- emotional support
- involving family and friends
- making sure there is coordination between and within services
- making sure people have access to the right care when they need it



Questions? You may have already met with or spoken with someone from our Person Centered Care team. For more information about care management, please contact Member Services at **1-800-348-4058 (TTY 711)**.

Know your drug benefits

Do you know where you can get more information about your prescription drug benefits? Visit our website to learn about:



- 1. What drugs are on our formulary.** This is a list of covered drugs. You are encouraged to use generic drugs when possible.
- 2. How to get your prescriptions filled.** There are thousands of network pharmacies nationwide. You can find one 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.



Look it up. Find information on your drug benefits at **myuhc.com/CommunityPlan** or on the Health4Me app. Or, call Member Services toll-free at **1-800-348-4058 (TTY 711)**.

Your privacy

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 throughout our business. 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 check to make sure we use PHI and FI carefully.

We have policies that explain:

- how we may use PHI and FI
- what rights you have to your family's PHI and FI
- when we may share PHI and FI with others



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 **1-800-348-4058 (TTY 711)** to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.



Baby be safe

You can avoid giving your baby HIV.

Without treatment, one out of four pregnant women with HIV will give the virus to their babies. HIV is the virus that causes AIDS. Fortunately, there is a treatment that works very well.

Pregnant women who take certain drugs very rarely give their babies HIV. The drugs are called antiretrovirals. Babies take the drugs for a short time after they are born.

Also, it's important for women with HIV to not breast-feed their babies. This can reduce the number of babies with HIV.

Today, because of prevention and treatment, only a small number of babies are born with HIV in the United States each year.

Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI and VII) and the Americans with Disabilities Act of 1990 (ADA) Section 504 of the Rehabilitation Act of 1973 and the Age Discrimination Act of 1975, UnitedHealthcare Community Plan prohibits discrimination in admissions, programs, services, activities or employment based on race, color, religion, sex, national origin, age and disability. UnitedHealthcare Community Plan must make a reasonable accommodation to allow a person with a disability to take part in a program, service or activity. Auxiliary aids and services are available upon request to individuals with disabilities. For example, this means that if necessary, UnitedHealthcare Community Plan must provide sign language interpreters for people who are deaf, a wheelchair accessible location or enlarged print materials. It also means that UnitedHealthcare Community Plan will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in alternative format or for further information about this policy, please contact Member Services at **1-800-348-4058 (TTY 711)**.



Pregnant? Planning to get pregnant? Make sure you get tested for HIV. Need a woman's health care provider? Visit myuhc.com/CommunityPlan.



Ask Dr. Health E. Hound

Q: Why does my baby need so many shots?

A: By the time your baby is 2 years old, he or she will get more than 20 vaccinations. These vaccines protect against 14 different diseases. This does seem like a lot of shots. However, every shot is important.

Some of the diseases we vaccinate for are rare in the United States, thanks to vaccines. However, they are still around in other parts of the world. If we did not vaccinate, they could come back here. Other diseases are still common here. Babies and young children can get very sick from these serious illnesses.

Vaccines are safe. They have been proven to work well. Complications are rare. Studies show they do not cause autism or other conditions.

Your baby will get all the vaccines he or she needs at regular checkups. Keep a record of what shots your child gets and when. Share it with any new providers you see.



Get it all. Learn more about vaccines and other children's health topics at KidsHealth.org.

Getting needed care

How soon should I expect to be seen by a doctor and how do I get the care I need?

It is important to choose a doctor (also known as a primary care physician or PCP) in addition to choosing a dental home for dental care. Make an appointment for yourself or your child to see your PCP before you have an urgent need. If you have already been seen by your doctor or dentist (established care), it may be easier to get an appointment for a routine visit or minor sickness when you want it.



Routine care

This is regular care to keep you healthy. For example:

- checkups (also known as wellness exams)
- health conditions you have had for a long time such as asthma, COPD and diabetes
- yearly exams
- immunizations

What to do

Call your doctor to make an appointment. You can expect to be seen by:

- your PCP within 21 days
- a specialist or dentist within 45 days

Maternity care

- First trimester: within 14 days
- Second trimester: within seven days
- Third trimester: within three days

Urgent care

This is when you need care today, or within the next couple of days, but are not in danger of lasting harm or of losing your life.

For example:

- bad sore throat or earache
- migraine headache
- medication refill or request
- flu
- back pain
- sprains

What to do

Call your doctor before going to an urgent care center. Look in your provider directory to find the urgent care center closest to you, or look on your health plan's website. You can expect to be seen by:

- your PCP within two days
- a maternity provider, specialist or dentist within three days

If it is late at night or on the weekends, your doctor has an answering service that will get your message to your doctor. Your doctor will call you back and tell you what to do. You should NOT go to the emergency room for urgent/sick care.

Emergency care

This is when you have a serious medical condition and are in danger of lasting harm or the loss of your life. For example:

- poisoning
- overdose
- car accident
- a cut that may need stitches
- sudden chest pains/heart attack
- very bad bleeding, especially if you are pregnant
- signs of stroke (numbness/weakness in face, arm or leg, trouble seeing with one or both eyes)
- deep cuts
- broken bones
- serious burns
- trouble breathing
- convulsions

What is not an emergency?

Some medical conditions are NOT usually emergencies, such as:

- flu, colds, sore throats, earaches
- urinary tract infections
- prescription refills or requests
- health conditions you have had for a long time
- back pain
- migraine headaches

What to do

For less serious emergencies, your doctor or dentist may be able to treat you. You can expect to be seen by:

- your PCP the same day or within 24 hours
- a specialist or dentist within 24 hours
- your maternity provider immediately

For serious emergencies, call 911 or go to the nearest emergency room. You do not have to call your doctor or health plan first. You do not need prior authorization to call 911. If you can, show them your health plan ID card and ask them to call your doctor.



Need help? Call Member Services at **1-800-348-4058**.

Need to find a provider? Visit our member website at **myuhc.com/CommunityPlan** or use the Health4Me app.