



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



Keep your coverage!


Renew your health care benefits on time. For information on renewing, call Maryland Health Connection at **1-855-642-8572, TTY 1-855-642-8573**. Or, visit **MarylandHealthConnection.gov**.

KidsHealth

Facts at your fingertips

UnitedHealthcare and KidsHealth have teamed up to provide advice you need, when you want it.

- **Parents:** Find answers you can trust. Get doctor-approved, easy-to-understand advice.
- **Kids:** Find fun health quizzes, games, and videos. Learn how your body works, what's happening when you're sick, and how to get or stay healthy.
- **Teens:** Find straight talk and personal stories. Get answers and advice on questions about your body and mind.

 **Visit today.** Visit us at home, school, the library, or anywhere in between.

For healthy facts at your fingertips, visit **UHCCommunityPlan.com/MDkids** today.



United Health Group
PAID
FIRST CLASS U.S. Postage

UnitedHealthcare Community Plan
6220 Old Dobbin Rd.
Columbia, MD 21045



It's up to you

You can prevent fraud.

If you know health care fraud or abuse is taking place, you must contact HealthChoice. Your privacy will be protected because you don't have to give your name.

Fraud and abuse for HealthChoice members can be things like:

- Providing false information or hiding facts to get or keep HealthChoice
- Letting someone else use your HealthChoice ID card
- Selling or giving your prescription medicines to anyone else

Fraud and abuse for HealthChoice providers can be things like:

- Billing UnitedHealthcare for services that were never given
- Billing UnitedHealthcare two or more times for the same service

How to report fraud and abuse:

- Call the UnitedHealth Group fraud hotline at **1-866-242-7727**.
- Call the HealthChoice fraud hotline at **1-866-770-7175**.
- Go online to **dhmh.maryland.gov/oig**, and then click on "Report Fraud."
- Write to the Department of Health and Mental Hygiene, Medicaid Program Integrity Recipient Fraud and Abuse Unit, 201 West Preston Street, Room 520, Baltimore, MD 21201. Or send them a fax at **410-333-7194** or **410-333-5326**.

Just joining us?

Make the most of your benefits. Follow these tips to get off to a great start:

- **Carry your member ID card with you at all times.** Show your ID card every time you go to a doctor, clinic, or pharmacy. If you did not get your card yet, let us know.
- **Visit your primary care provider (PCP).** Call your PCP's office and ask to have a checkup within the next 30 days. The name and phone number are on your ID card.
- **Complete a Health Assessment.** It takes less than 15 minutes and helps us support you with the services you need. We will call you to ask questions about your health, or you can call us when it's a good time for you.

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:

- 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
- Your member rights and responsibilities
- Our privacy policy
- What to do if you get a bill
- How to voice a complaint or appeal a coverage decision
- How to request 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 **1-800-318-8821**,

TTY 711, Monday–Friday, 8 a.m.–7p.m. ET, to request a copy of the handbook.

Mom and Dad

You are the key to your child's good health.

As a parent, it's your job to make sure your child has regular healthcare provider visits. Every exam and shot is important. Your child gets free services from birth to 20 years old to keep him or her healthy. These include:

- Doctor visits (well and sick care)
- Hospital care
- Blood tests
- Dental care
- Vision care
- Immunizations (shots)
- Prescription medicines
- Transportation to medical appointments
- Mental health services
- Substance abuse treatment

The healthcare provider may ask questions to make sure your child is staying healthy, such as:

- Is your child growing like they should for their age?
- Is your child doing well in school?
- Are your child's teeth and gums healthy?
- Is your child feeling safe at home, at school, and with friends?
- Is your child participating in sexual activities or drug use?

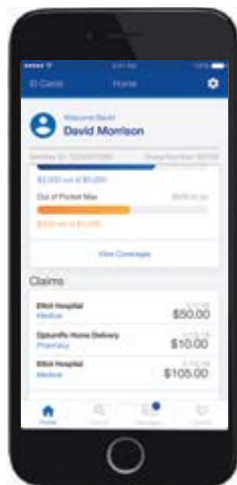


Find Dr. Right. Need to find a primary care provider or eye doctor for your child? Visit myuhc.com/CommunityPlan. Or call Member


Services at **1-800-318-8821, TTY 711**, Monday–Friday, 8 a.m.–7 p.m. ET.

Health4Me just got better

We've updated the UnitedHealthcare Health4Me™ mobile app. It has a fresh new look and a better user experience. Now it's even easier to get the health plan information you need, when you need it.



Health4Me has many of the same features as your secure member website, myuhc.com/CommunityPlan. You can pull up your digital member ID card, search for network doctors and nearby urgent care centers, see your benefits, and even view your Member Handbook. And that's just the beginning.

 **Don't wait.** Get your health plan in your hands. Download the **Health4Me** app now from the App Store or Google Play. Register using group ID **MDCAID**.

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 offer anyone financial rewards for providing less care.

Members and doctors have the right to appeal denials. The denial letter will tell you how to appeal. The appeal request must be submitted within 90 days of the denial. Information on how to appeal can be found in your Member Handbook and on our member website at myuhc.com/CommunityPlan.



Questions? Our Member Services team can help you with an appeal. Just call **1-800-318-8821, TTY 711**, Monday–Friday, 8 a.m.–7 p.m. ET toll-free. Tell them you would like to appeal a denied claim.



Resource corner

UnitedHealthcare Member Services:

1-800-318-8821, TTY 711
Monday–Friday, 8 a.m.–7 p.m. ET

24/7 NurseLine: 1-877-440-0251, TTY 711

Public Behavioral Health System:

1-800-888-1965, TTY 711

Transportation: Contact your Local Health Department.

Special Needs Unit:

1-800-460-5689, TTY 711

Special Needs Coordinator:

443-896-9081, TTY 711

UnitedHealthcare Outreach:

443-896-9147, TTY 711, or toll-free
1-866-735-5659, TTY 711

UnitedHealthcare Health

Education: 1-855-817-5624, TTY 711

Healthy First Steps:

1-800-599-5985, TTY 711

Department of Human Resources:

1-800-332-6347, TTY 711

Maryland Health Connection:

1-855-642-8572, TTY 711
MarylandHealthConnection.gov

Maryland Medical Assistance Help Line:

1-800-284-4510, TTY 711

Maryland Healthy Smiles Dental Program:

New phone number: 1-855-934-9812, TTY 711

UnitedHealth Group Customer Care

Fraud Hotline: 1-866-242-7727, TTY 711

HealthChoice Fraud Hotline:

1-866-770-7175, TTY 711

Interpretation Services: Call Member Services to request interpretation services for your medical visits.



Expect rewards

Join Baby Blocks.

Are you expecting a baby? Join Baby Blocks. It's an incentive program for pregnant women and new moms. You can earn up to eight gifts for going to important prenatal, well baby, and postpartum visits. Rewards range from health items, to toys and books, to gift cards.

When you join Baby Blocks, you get more than rewards. You get email and text reminders about upcoming visits. You also get helpful health information at each stage of pregnancy and new parenthood.



Join today. Just visit [UHCBabyBlocks.com](https://www.UHCBabyBlocks.com).

Health on time

Timely prenatal and postpartum care can help you have a healthy pregnancy, delivery, and recovery. Here's when to see your doctor or midwife:

- At least once before your 12th week
- Every four weeks until your 28th week
- Every two weeks until your 36th week
- Every week until delivery
- Four to six weeks after delivery (plus two weeks after delivery if you have a C-section)



Pregnant? We care about our pregnant mothers and want to help you. Please call our Special Needs

Unit at **1-800-460-5689, TTY 711**, Monday–Friday, 8:30 a.m.–5 p.m. ET, to find out about extra services for pregnant members.

