



THE KEY TO A GOOD LIFE IS A GREAT PLAN HealthTALK



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.



Take care

You can avoid the emergency room.

When you are sick or hurt, you don't want to wait to get medical care. Choosing the right place to go can help you get better, faster care.

Hospital emergency rooms are for major medical emergencies only. Go to one only when you think your illness or injury could result in death or disability if not treated right away.

Instead, call your primary care provider's (PCP's) office first when you need care. You might get an appointment for later that day. You can even call at night or on weekends.

If you cannot get in to see your doctor, you could go to an urgent care center. Many of them are open at night and on weekends.



United Health Group
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UnitedHealthcare Community Plan
475 Kivert Street
Warwick, RI 02886

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UnitedHealthcare and KidsHealth

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 [UHCommunityPlan.com/Rlkids](https://www.uhcommunityplan.com/Rlkids) today.

All information is for educational purposes only. For specific medical advice, diagnoses, and treatment, consult your doctor.

Recipe for health

Squash macaroni and cheese

You know vegetables are good for you. But you, or a child or adult in your family, might not enjoy them. There are many ways to get extra servings of vegetables in your diet without crunching through another salad. For example, you could add finely diced or pureed zucchini, peppers, carrots, or other vegetables to your pasta sauce. You could throw spinach into a smoothie. You could add shredded carrots, avocado, or sliced tomatoes to a sandwich. Or, you could try this recipe:

Ingredients

1 pound elbow macaroni, or shell or rotini pasta, cooked
1 butternut squash (or 1 bag frozen squash cubes), cooked
3 tablespoons butter
3 tablespoons flour
2 cups milk
2 cups shredded cheddar cheese

Instructions

If using fresh squash, remove skin and seeds. Mash squash well with a fork or puree in a blender or food processor. Set aside.

In a medium saucepan, melt butter over medium heat. Add flour. Stir well for 3 minutes. Add milk and stir. When milk starts to bubble, add cheese. Stir until melted. Add salt and pepper to taste. Add squash and stir until well combined.

Combine pasta and sauce in an ovenproof dish. Bake for 15 minutes at 325 degrees. Or, to make ahead, store in refrigerator, covered, for up to 24 hours. Bake for 45 minutes.

Serves 8.



New pharmacy network

Get your prescriptions covered.

UnitedHealthcare Community Plan has a new pharmacy network. All members must now use in-network pharmacies. This will ensure your family's prescriptions are covered. The new network includes more than 100 national retail, small chain, and independent pharmacies across Rhode Island. Some of the major chains included are CVS, Target, Stop & Shop, and Wal-Mart.

If your current pharmacy is not in the network, you will need to move your prescriptions. It's easy. Just bring the prescription bottles to the new pharmacy and ask them to move them. Or, call your doctor's office and ask them to move the prescriptions to the new pharmacy.



Find a pharmacy. You can find pharmacies in our network at UHCCommunityPlan.com. Or call Member Services, Monday through Friday, 8 a.m. to 7 p.m., at **1-800-587-5187 (TTY 711)**.



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.
- 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.

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.





Culture club

We want members of all cultures and languages to get the care they need. Let your providers know what language you prefer reading and speaking in. Tell them if you have any special cultural needs. In-person interpreters and signers for the deaf are available. Your doctor's office can help you with coordination.

If you need to receive care in a language other than English, we can help. We can also provide materials for members with visual impairment.



Get help. Need to receive information in a language other than English? Want to get materials in another format? Call Member Services. Interpreters are available.



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
Health4Me

Optum Behavioral Health Access your mental health and substance use disorder treatment benefits, 7 days a week, 24 hours a day.
1-800-435-7486 (TTY 711)

Twitter Pregnant Care Get useful tips, info on what to expect, and important pregnancy reminders.
@UHCPregnantCare
@UHCEmbarazada

KidsHealth Get reliable information on health topics for and about kids.
UHCommunityPlan.com/RIkids

QuitLine Get free help quitting smoking (toll-free).
1-800-QUIT-NOW (TTY 711)
smokefree.gov

National Domestic Violence Hotline Get 24/7 support, resources and advice for your safety (toll-free).
1-800-799-SAFE (TTY 1-800-787-3224)
thehotline.org

UnitedHealthcare does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities.

Take charge



Make the most of your appointment.

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.
4. If you are seeing a specialist, ask him or her for a report of the findings. Get a copy of any test results. Give this information to your regular doctor the next time you go.
5. Write down your symptoms. Tell your doctor how you feel. Mention any new symptoms and when they started.
6. Bring someone for support. He or she can help you remember and write down information.



Check out checkups. Checkups aren't just for kids. See your doctor once a year for a well visit. You will get any tests or shots you need. Need to find a new provider? Visit **myuhc.com/CommunityPlan**.