



# HealthTALK

¡VOLTEE PARA ESPAÑOL! | SPRING 2018



## Brief note on briefs.

Do you use incontinence briefs? You will now be getting them only through Byram Healthcare Inc. This change began February 1, 2018. Questions or concerns? Please contact your case manager.



## 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.



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AMC-046-AZ-ABD

# Stay safe.

## You can prevent STDs and unwanted pregnancies.

Family planning is a covered benefit. Talk with your primary care provider about the best options for you. He or she can help with:

- Birth control counseling.
- Medication.
- Supplies.
- Oral and injectable contraceptives.
- Sub-dermal implantable contraceptives.
- Intrauterine devices.
- Diaphragms.
- Condoms.
- Foams and suppositories.

Protect yourself if you are sexually active by using a condom every time. Millions of young people get sexually transmitted diseases (STDs) each year. They can lead to infertility and other permanent health problems.

You and your partner should communicate about preventing STDs and unwanted pregnancies. Get tested, since many STDs do not have noticeable symptoms. Don't let embarrassment stop you from seeing a doctor if you think you may have an STD.

## 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.** If you are eligible for Medicare Part D (MAPD), AHCCCS does not pay for any drugs covered by MAPD. It also does not pay for cost-sharing for these drugs, such as copays, coinsurance or deductibles. This applies to all members eligible for MAPD, even if you don't have MAPD coverage. For AHCCCS members who are not eligible for MAPD, there are no copayments for prescriptions.



## 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](https://myuhc.com/CommunityPlan)

or use the **Health4Me** app. Or call us toll-free at **1-800-293-3740, TTY 711.**




# Disability Benefits 101.

## Work and your benefits.

Visit [az.db101.org/uhc](http://az.db101.org/uhc) to discover how work may impact your benefits. It can help you understand your work incentive options, take control of your benefits and plan for your future. Work incentives are rules that make it easier for persons with disabilities who get public benefits to become self-sufficient by helping them when they want to work. Work incentives can allow you to keep your benefits and save for your future while you work. They can help you start a business or save money to go to school. Work incentives also make it easier to start benefits again if you need them. There are online benefit and work calculators for youth and adults. Some of the topics covered at Disability Benefits 101 include:

- **Your Situation:** Take a personal approach to benefits planning.
- **Going to Work:** Find job support and learn how a job can affect your benefits.
- **Young People and Benefits:** Learn how to manage school, work and benefits, including tips for parents.
- **Cash Benefits:** Learn about benefits that can help you meet your basic needs.
- **Health Care Coverage:** Explore many health coverage options, from public and private sources.
- **AHCCCS Freedom to Work Program:** Learn how state and federal programs can support your career plans.

 **Learn more.** Visit [az.db101.org/uhc](http://az.db101.org/uhc). For more information or help accessing AZDB101, please contact your case manager. He or she has direct access to our education and employment specialist.

## 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) such as FI from your applications or forms. This may be name, address, age and social security number. 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](http://myuhc.com/CommunityPlan). You may also call Member

Services toll-free at **1-800-293-3740, 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 all coverage requests when the care does not seem to meet guidelines. Approval or denial decisions are based on care and service as well as your benefits. The decisions are not made because of financial or other rewards.

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 60 days of the denial.



**Questions?** You can talk to our UM staff. TDD/TTY services and language assistance are available if you need them. Just call **1-800-293-3740, TTY 711**, toll-free.



## Resource corner.

**Member Services:** Find a doctor, ask benefit questions or voice a complaint in any language (toll-free).  
**1-800-293-3740, 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™**

**NurseLine<sup>SM</sup>:** Get 24/7 health advice from a nurse (toll-free).  
**1-877-440-0255**  
**TTY 1-800-855-2880**

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

**ASHLine:** Get free help quitting smoking (toll-free).  
**[ASHLine.org](http://ASHLine.org)**  
**1-800-556-6222, TTY 711**

**National Domestic Violence Hotline:** Get 24/7 support, resources and advice (toll-free).  
**1-800-799-SAFE**  
**TTY 1-800-787-3224**  
**[thehotline.org](http://thehotline.org)**

# 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](http://myuhc.com/CommunityPlan)**. Or call Member Services toll-free at **1-800-293-3740, 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 **1-800-293-3740, TTY 711**. This short survey will help find programs that are right for you.