



# HealthTALK

SPRING 2018



## Health4Me™

Do you have the UnitedHealthcare **Health4Me™** mobile app? **Health4Me** has many of the same features as your secure member website, [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan). You can view your digital member ID card, search for network doctors and urgent care centers, see your benefits and more. Download **Health4Me** from the App Store or Google Play today.

UnitedHealthcare Community Plan  
14141 Southwest Freeway, Suite 800  
Sugar Land, TX 77478

## 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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# Time is brain.

## Act fast to survive a stroke.

Strokes happen when a blood vessel in the brain bursts or is blocked. This prevents oxygen from getting to the affected part of the brain. Cells in that

area of the brain begin to die. Stroke survivors may suffer mild to severe disabilities. Knowing the symptoms of stroke can help you get medical help fast. Symptoms include sudden:

- Numbness or weakness of the face, arm or leg.
- Confusion, or trouble speaking or understanding.
- Vision changes in one or both eyes.
- Trouble walking or staying balanced.
- Severe headache.



**Act fast.** If you or someone you are with might be having a stroke, call **911** right away.

## 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.



**Look it up.** Find information on your drug benefits at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan). Or, call Member Services toll-free at **1-888-887-9003, TTY 711**.



## 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 **1-888-887-9003, 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 still want to improve in this area. In the coming year we want more of our members to get:

- Preventive screenings.
- Vaccinations.
- Physical exams.

We also survey our members each year. We want to see how well we are meeting their needs. Our 2017 surveys showed mostly higher scores in how members rated their health care. In the coming year we will work on improving how members rate their doctors. We have given our doctors tip sheets on what members like so they can better serve them.

 **Get it all.** Want more information on our Quality Improvement program? Call Member Services toll-free at **1-888-887-9003, TTY 711.**


## 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 **1-888-887-9003, 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 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 UM staff. TDD/TTY services and language assistance are available if you need them. Just call **1-888-887-9003, TTY 711**, toll-free.



# 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.

## Resource corner.

**Member Services:** Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).  
**1-888-887-9003, 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™**

**NurseLine<sup>SM</sup>:** Get 24/7 health advice from a nurse (toll-free).  
**1-877-839-5407, TTY 711**

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

**Service Coordination:** Get help for special needs (toll-free).  
**1-800-349-0550, TTY 711**

**Behavioral Health:** Get mental health or substance abuse treatment (toll-free).  
**1-877-597-7799, TTY 711**

**Healthy First Steps<sup>®</sup>:** Get support throughout your pregnancy.  
**1-800-599-5985, TTY 711**

**Baby Blocks<sup>TM</sup>:** Get rewards for timely prenatal and well-baby care.  
**UHCBabyBlocks.com**

**KidsHealth<sup>®</sup>:** Get reliable information on health topics for and about kids.  
**UHC.com/kids**



**Get it all.** You can read the Member Handbook online at **myuhc.com/CommunityPlan**. Or call Member Services toll-free at **1-888-887-9003, 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**. Or take it over the phone by calling Member Services toll-free at **1-888-887-9003, 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](mailto: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 the toll-free member phone number listed on your health plan member ID card, TTY 711, Monday through Friday, 8:00 a.m. to 8:00 p.m.  
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 the toll-free member phone number listed on your health plan member ID card, TTY 711, Monday through Friday, 8:00 a.m. to 8:00 p.m.

Spanish	Ofrecemos servicios gratuitos para ayudarle a que se comunique con nosotros. Por ejemplo, cartas en otros idiomas o en letra grande. O bien, usted puede pedir un intérprete. Para pedir ayuda, llame al número de teléfono gratuito para miembros que se encuentra en su tarjeta de ID.
Vietnamese	Chúng tôi cung cấp nhiều dịch vụ miễn phí để giúp quý vị liên lạc với chúng tôi. Thí dụ như thư viết bằng những ngôn ngữ khác hoặc in với khổ chữ lớn. Hoặc, quý vị cũng có thể yêu cầu được thông dịch viên giúp quý vị. Để được giúp đỡ, xin quý vị vui lòng gọi số điện thoại miễn phí dành cho hội viên ghi trên thẻ ID hội viên của quý vị.
Chinese	我們提供免費服務幫助您與我們溝通。例如，其他語言版本或大字體信函。或者，您可要求口譯員。如欲要求協助，請撥打會員卡上所列的免付費會員電話。
Korean	저희는 귀하가 의사소통을 할 수 있도록 도와드리기 위해 무료 서비스를 제공합니다. 예를 들면, 다른 언어 또는 대형 활자로 작성된 서신과 같은 것입니다. 또한 귀하는 통역사를 요청할 수 있습니다. 도움이 필요하신 경우, 귀하의 신분증 카드에 기재된 무료 회원 전화번호로 문의하십시오.
Arabic	نقدم لك خدمات مجانية لمساعدتك على التواصل معنا. مثل الخطابات باللغات الأخرى، أو الطباعة بأحرف كبيرة. أو يمكنك طلب مترجم فوري. لطلب المساعدة، برجاء الاتصال برقم الهاتف المجاني المُدرج على بطاقة هويتك.
Urdu	ہم سے بات چیت کے لئے ہم مفت میں خدمات دستیاب کراتے ہیں۔ جیسے دوسری زبانوں میں حروف یا بڑے پرنٹ، یا آپ مترجم کی خدمات حاصل کر سکتے ہیں۔ مدد طلب کرنے کے لئے برائے کرم آپ کے آئی ڈی میں درج شدہ ممبر کے ٹال فری نمبر پر کال کریں۔
Tagalog	Nagbibigay kami ng mga libreng serbisyo upang matulungan kang makipag-ugnayan sa amin. Gaya ng mga liham na nakasulat sa iba pang wika o sa malalaking titik. Maaari ka ring humiling ng tagasaling-wika. Upang humingi ng tulong, tumawag sa toll-free na numero ng telepono para sa miyembro na nakalista sa iyong ID card.

French	Nous proposons des services gratuits pour vous aider à communiquer avec nous, notamment des lettres dans d'autres langues ou en gros caractères. Vous pouvez aussi demander l'aide d'un interprète. Pour demander de l'aide, veuillez appeler le numéro de téléphone sans frais imprimé sur votre carte d'affilié.
Hindi	हमारे साथ संपर्क करने के लिए हम आपको मुफ्त सेवाएं उपलब्ध करवाते हैं। जैसे कि, दूसरी भाषाओं में पत्र या बड़े प्रिंट। या, आप एक व्याख्याकार के लिए निवेदन कर सकते हैं। मदद मांगने के लिए, कृपया अपने पहिचान-पत्र की सूची में दिए गए टोल फ्री सदस्य फोन नंबर पर कॉल करें।
Persian	ما خدمات رایگانی را برای به کمک به شما در برقراری ارتباط با ما ارائه می کنیم. از قبیل نامه ها به سایر زبان ها یا چاپ درشت. یا می توانید برای مترجم شفاهی درخواست کنید. جهت درخواست برای کمک و راهنمایی، لطفاً با شماره تلفن رایگانی که بر روی کارت شناسایی شما قید شده تماس بگیرید.
German	Um Ihnen die Kommunikation mit uns zu erleichtern, stellen wir Ihnen kostenlose Dienste zur Verfügung. Hierzu zählen u. a. Schreiben in anderen Sprachen oder Großdruck und die Möglichkeit, einen Dolmetscher anzufordern. Bitte wenden Sie sich für Unterstützung an die gebührenfreie Rufnummer auf Ihrem Mitgliedsausweis.
Gujarati	અમારી સાથે માહિતીનું આદાન પ્રદાન કરવા માટે તમને મદદ કરવા માટે અમે નિ:શુલ્ક સેવાઓ પૂરી પાડીએ છીએ. જેવી કે અન્ય ભાષાઓમાં પત્રો કે મોટું છાપકામ. અથવા તમે એક દુભાષિયાની માંગ કરી શકો છો. મદદ માંગવા માટે, તમારા આઈડી કાર્ડ ઉપર નોંધવામાં આવેલા સભ્ય ટોલ ફ્રી ફોન નંબર ને કોલ કરવા વિનંતી. તમારા આઈ ડી કાર્ડ ઉપર નોંધાયેલા ટોલ-ફ્રી સભ્ય ફોન નંબર ને કોલ કરવા વિનંતી.

Russian	Мы предоставляем бесплатные услуги перевода для того чтобы помочь вам свободно общаться с нами. Например, мы переводим письма на другие языки или предоставляем информацию, напечатанную крупным шрифтом. Либо вы можете подать запрос о предоставлении вам услуг устного переводчика. Для того чтобы обратиться за помощью, вам необходимо позвонить по бесплатному для участников номеру, указанному на вашей идентификационной карте.
Japanese	お客様のコミュニケーションをお手伝いする無料のサービスをご用意しています。これには他の言語や大きな文字での書簡などが含まれ、通訳もご利用いただけます。サービスやお手伝いをご希望の方は、IDカードに記載されているメンバー用フリーダイヤルにお電話ください。
Laotian	ພວກເຮົາມີການບໍລິການຊ່ວຍໃຫ້ທ່ານຕິດຕໍ່ກັບພວກເຮົາເຊັ່ນ, ຈົດຫມາຍໃນພາສາອື່ນຫຼືການພິມຂະໜາດໃຫຍ່ຫຼື, ທ່ານສາມາດຮ້ອງຂໍໃຫ້ມີນາຍພາສາ. ຂໍຄວາມຊ່ວຍເຫຼືອ, ກະລຸນາໂທຫາເບີໂທລະສັບຂອງສະມາຊິກໂທພຣີທີ່ລະບຸໄວ້ໃນບັດປະຈຳຕົວຂອງທ່ານ.