



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



DID YOU KNOW?

You can print your UnitedHealthcare Community Plan member ID card at myuhc.com. You can also use this member portal to find a provider, learn about your benefits, take a health assessment, and more. Register today at myuhc.com/CommunityPlan.



The right care

How utilization management works

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 90 days of the denial.



Questions? You can talk to our UM staff. Just call **1-800-348-4058 (TTY 711)** toll-

free. They are available during normal business hours, eight hours per day, Monday–Friday.





Is it a stroke?

Know the signs.

Strokes happen when a blood vessel in the brain bursts or is blocked. Depending upon which brain areas are affected and how long it was before treatment began, 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 face, arm or leg
- confusion, trouble speaking or understanding
- vision changes in one or both eyes
- trouble walking or staying balanced
- severe headache
- double vision or drowsiness
- nausea or vomiting

There are three simple tasks that can help you determine if someone is having these symptoms. If someone is having a stroke, he or she may not be able to:

1. smile
2. raise both arms
3. coherently speak a simple sentence

ER **Act fast.** Call **911** at the first sign of a possible stroke. Quick treatment is essential.

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).
- 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.
- if, when and how you may need to submit a claim.
- 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 **1-800-348-4058 (TTY 711)** to request a copy of the handbook.



CAGEd in

Is it a drug or alcohol problem?

Many people think they have their alcohol or drug use under control and don't need help. However, some people drink or take drugs compulsively or without control. They may not be able to judge the size of their problem correctly. They may be addicted to drugs or alcohol.

The CAGE-AID test can help determine if someone has an addiction. It includes the following four simple questions:

1. Have you ever felt you ought to **CUT DOWN** on your drinking/drug use?
2. Have people ever **ANNOYED YOU** by criticizing your drinking/drug use?
3. Have you ever felt bad or **GUILTY** about your drinking/drug use?
4. Have you ever had a drink or taken a drug first thing in the morning as an **EYE-OPENER**, to steady your nerves or get rid of a hangover?

If you answer yes to any of these questions, you may have a problem.



Need help? Alcoholism and drug addiction need to be diagnosed and treated by the right providers. If you think you may need help, call **1-800-348-4058 (TTY 711)** toll-free to learn how to use your behavioral health benefits.



Stay on your toes

According to the Centers for Disease Control and Prevention, more than one in three people age 65 and older fall each year. Here are some tips to help keep you on your feet:

- **TALK TO YOUR DOCTOR.** He or she can check to see if your medications are making you dizzy or drowsy.
- **EXERCISE REGULARLY.** Being active can keep you strong and improve balance.
- **EAT FOR BONE HEALTH.** Get plenty of calcium and vitamin D from dairy products and green vegetables.
- **REMOVE HOME HAZARDS.** Throw rugs and clutter can cause you to trip.
- **TURN UP THE LIGHTS.** Low lighting can hide tripping hazards.
- **ADD HANDRAILS TO STAIRS AND HALLWAYS.** Install grab bars by the tub and toilet.



Talk it up. Be honest with your provider about any falls you have, even if you don't get hurt. Tell your provider if you ever feel dizzy or unsteady. Your PCP can help you prevent falls.

Resource corner

Member Services Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).
1-800-348-4058 (TTY 711)

Our website Use our provider directory or read your Member Handbook.
myuhc.com/CommunityPlan

National Domestic Violence Hotline Get free, confidential help for domestic abuse (toll-free).
1-800-799-7233
(TTY 1-800-787-3224)

Smoking Quitline Get free help quitting smoking (toll-free).
1-800-QUIT-NOW (1-800-784-8669)



Positively

You can protect your baby from 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. That is why it is so important for pregnant women to be tested for HIV.

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 also 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 treatment has reduced the number of babies born with HIV. Today, only a few babies are born with HIV in the United States each year.



Take the first step. UnitedHealthcare Community Plan has a program for pregnant women called Healthy First Steps. This program helps women get the care and services they need. Find out more by calling **1-800-599-5985 (TTY 711)** toll free.

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)**.