



THE KEY TO A GOOD LIFE IS A GREAT PLAN
HealthTALK



Keep your health 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**.

Fight the flu

Time for your annual vaccine

The flu virus is very common. It can cause serious problems and even death. An annual flu vaccine is the best protection. You and your children aged 6 months and older should get one each year.

The flu season can begin as early as October. Every flu season is different. Even healthy people can get very sick from the flu and spread it to others. When more people get vaccinated, less flu infection can spread throughout the community.

 **Your best shot.** There is no cost for flu shots. The best place to get one is at your primary care provider's (PCP's) office. You can also get one at any clinic or store that accepts your plan. Visit **myuhc.com/CommunityPlan** or use the **Health4Me™** app to find a location near you. Download the Health4Me app and use group ID **MDCAID** to register.



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

Top quality

Helping people live healthier lives


Our Quality Improvement Program is designed to help make sure you and your family get quality care and services. Last year we had several important goals to improve care. We wanted to increase the number of these visits:

- Diabetic care: Eye exams, HbA1c blood tests, and tests for how well kidneys function
- Adolescent well care: Physical exam and shots for this age group
- Breast cancer screening

We are also focusing on:

- Prenatal and post-delivery care: Improving the care to women who had babies. We wanted them to see their doctor as scheduled during the pregnancy and within 3–8 weeks after having the baby.
- Lead screening for children between 12 and 24 months of age
- Cervical cancer screening

Member surveys are done every year to make sure we know how our members think we are doing. We ask how we can get better at providing care and services to you and your family. We also do a survey to make sure our members can get an appointment with their providers using our appointment scheduling standard.

 **Get it all.** Want more information on our Quality Improvement Program? Call Member Services toll-free at **1-800-318-8821, TTY 711**, Monday–Friday, 8 a.m.–7 p.m. ET.




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. 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
- Residency

 **Check it out.** To find a new PCP, visit **myuhc.com/CommunityPlan** or use the **Health4Me** app. Register by using group ID **MDCAID**. Or call us toll-free at **1-800-318-8821, TTY 711**, Monday–Friday, 8 a.m.–7 p.m. ET.

Want us to share?

How to give permission

Do you want us to talk to your family member, caregiver, or other trusted person about your health care? Just fill out an Authorization to Release Information form. This form gives UnitedHealthcare Community Plan permission to talk to this person about your care. You can choose the type of information that we can talk to this person about. And you can change your mind at any time.



Find it here. The form is available at myuhc.com/CommunityPlan. You can also call Member Services at **1-800-318-8821, TTY 711**, Monday–Friday, 8 a.m.–7 p.m. ET, to ask for a copy of the form.

Schedule your screening

Do you need a mammogram?

Breast cancer is one of the most common cancers in women. More than 250,000 women will be diagnosed with it this year. It is the second leading cause of cancer death in women. However, thanks to better screening and earlier treatment, the death rate has been falling over the past three decades. Today, there are more than 3 million breast cancer survivors in the U.S.

A mammogram is an x-ray of the breast. It is used to find breast cancer early, before you notice a lump. Other tests may also be used in some women. When caught early, breast cancer is often curable. Talk to your health care provider about your breast cancer risk factors. These include your family and personal health history, ethnicity, and lifestyle. Together, you and your provider can create the best screening schedule for you.



Time for a change

Teens have different health care needs than children. Is your teen ready to leave the pediatrician? It may be time to switch to a primary care provider who treats adults. Your daughter may need a woman's health provider such as an OB/GYN.

We can help your teen choose the right provider. Visit myuhc.com/CommunityPlan or use the **Health4Me** app. Or call Member Services toll-free at **1-800-318-8821, TTY 711**, Monday–Friday, 8 a.m.–7 p.m. ET.

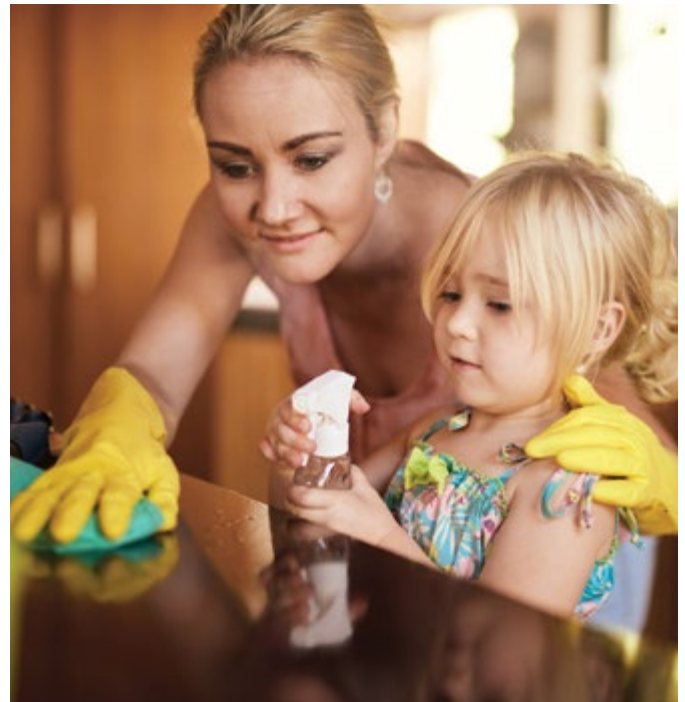
Another resource for your teen is On My Way. Learn about health, housing, money, and more at uhcOMW.com.

Lose the lead

3 ways to protect your child

Lead poisoning can cause serious problems. It can affect your child's blood, bones, or brain. It can cause slow growth or developmental problems. Many children with lead poisoning don't have symptoms. That's why testing is important. Experts recommend blood tests for lead at ages 1 and 2. In addition to testing, there are things you can do to protect your child:

1. Get your water tested. Letting cold water run for 30 seconds before drinking it and using cold water for cooking can also help.
2. Keep your home and family clean. Wipe down dusty surfaces, including windowsills and walls, with a damp cloth. Wash children's hands frequently. Keep toys clean as well.
3. Get enough iron, calcium, and vitamin C. These three nutrients can decrease the amount of lead absorbed by the body.



See the PCP. Lead testing is done at regular checkups. Ask your child's PCP about it when your child turns 1 and 2.

Call us

We're here for you.

We are always working to make your experience with UnitedHealthcare Community Plan the best it can be. Call one of our member advocates when you have a question or need help with your health plan in one phone call. A member advocate can help you:



- Find a primary care provider (PCP) and schedule an appointment
- Get answers about your benefits
- Join programs that can help you manage your health
- Ensure you get the most out of your plan



We're here for you. Just call **1-800-318-8821**, **TTY 711**, Monday–Friday, 8 a.m.–7 p.m. ET.

Let us know

Do you have a problem with your health plan? UnitedHealthcare Community Plan wants to know. We have procedures in place. They say how we help members with grievances and appeals.



A grievance is when you tell us you are dissatisfied with a provider, the plan, or any matter other than an action taken by the plan.

An appeal is when you ask us to change a decision about your coverage. Member Services can help you with this process.



Here's how. See your Member Handbook to learn more. It's on our website. You can also call Member Services at **1-800-318-8821**, **TTY 711**, Monday–Friday, 8 a.m.–7 p.m. ET, to ask for a copy.

Save a life

Learn to give Narcan.

Maryland residents are dying from opioid overdoses. You can help save overdose victims by giving them naloxone (Narcan). This life-saving medication can quickly restore breathing in a person who has overdosed.

A Statewide Standing Order allows anyone to get naloxone from a drug store. You need to ask the pharmacist for it. Please talk to the pharmacist about how to recognize a drug overdose and give naloxone.

Learn more about how you can save a life of a person who has overdosed. Visit **GetNaloxoneNow.org**. You can also attend a training in your community through the Maryland Overdose Response Program.



Need help? Do you or someone you know need help with finding substance abuse or mental health treatment resources?

Call the state crisis hotline at **1-800-422-0009**, 24/7. Or visit **MdDestinationRecovery.org** or **BeforeItsTooLateMD.org**. Together we can help each other and our community.



Ask Me 3

How to understand your health

Health information can be hard to understand. The Ask Me 3[®] program run by the National Patient Safety Foundation can help. The program gives you three questions to ask your health care provider during a health care visit, either for yourself or for a loved one. They are:

1. What is my main problem?
2. What do I need to do?
3. Why is it important for me to do this?

Asking questions can help you be an active member of your health care team.



Learn more. For more information on Ask Me 3[®] and to view a helpful video on how to use the questions, please visit **npsf.org/askme3**.

Ask Me 3 is a registered trademark licensed to the National Patient Safety Foundation (NPSF). UnitedHealthcare is not affiliated with nor endorsed by NPSF.

Generics save money



Generic drugs work just as well as brand name drugs. Your pharmacy may give you a generic drug instead of a brand name drug your doctor ordered. If you get a brand name drug, you may have a copay for it. Find out about your drug benefits, including any copay you may have. Check **myuhc.com/CommunityPlan**. Or call Member Services toll-free at **1-800-318-8821, TTY 711**, Monday–Friday, 8 a.m.–7 p.m. ET

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:

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:

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.



Health equity

How we use and protect cultural data

We receive data about you. This data may include your race, ethnicity, and the language you speak. We use this data to help us understand your health care needs. We may use it to improve the services we provide by:

- Finding disparities in care
- Providing services in other languages
- Creating programs that meet your needs
- Sharing your language with your health care providers

We do not use this data to deny coverage or limit benefits. We take this information seriously. We have safety measures in place. We limit who can enter our work sites. We limit who can see your information. We require passwords to access our computers.



Learn more. Want more information on our health equity programs? Visit [uhc.com/about-us/health-equity](https://www.uhc.com/about-us/health-equity).

You may also call Member Services toll-free at **1-800-318-8821, TTY 711**, Monday–Friday, 8 a.m.–7 p.m. ET, for more information.