



HealthTALK

¡VOLTEE PARA ESPAÑOL! | SPRING 2018



Adult dental services are back.

Members 21 and older may now get an oral exam and cleaning twice a year. X-rays and simple extractions are also covered. Questions? Need help finding a participating dentist? Call Member Services at **1-800-318-8821, TTY 711**, Monday–Friday, 8 a.m.–7 p.m. ET.

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.



UnitedHealthcare Community Plan
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Health equity.


How we use and protect cultural data.

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



- Finding gaps in care.
- Helping you in other languages.
- Creating programs that meet your needs.
- Telling your health care providers what language you speak.

We do not use this data to deny coverage or limit benefits. We protect this information. We limit who can see your cultural data.


 **Learn more.** Want more information on our health equity programs? Visit 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.

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.** Adults 21 and older have a copay of \$1 for generic drugs and \$3 for brand-name drugs. Children under 21 years of age and pregnant women do not have copayments.

 **Look it up.** Find information on your drug benefits at 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.



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 or use the **Health4Me** app. Or call us toll-free at **1-800-318-8821, TTY 711**, Monday–Friday, 8 a.m.–7 p.m. ET.



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 **1-800-318-8821, TTY 711**, Monday–Friday, 8 a.m.–7 p.m. ET.


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 **1-800-318-8821, TTY 711**, Monday–Friday, 8 a.m.–7 p.m. ET, 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 **1-800-318-8821, TTY 711**, Monday–Friday, 8 a.m.–7 p.m. ET, toll-free.

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.

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. Or call Member Services toll-free at **1-800-318-8821, TTY 711**, Monday–Friday, 8 a.m.–7 p.m. ET, 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 **1-800-318-8821, TTY 711**, Monday–Friday, 8 a.m.–7 p.m. ET. This short survey will help find programs that are right for you.