



HealthTALK

¡VOLTEE PARA ESPAÑOL! | SPRING 2018



Health4Me™

Do you have the free UnitedHealthcare **Health4Me™** mobile app? **Health4Me** has many of the same features as your secure member website, **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.

Take charge.

Prepare to see your provider.

Preparing for your provider's visit can help you get the most out of your visit and 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 before your visit.
2. Tell your provider about any drugs, vitamins, medications and/or supplements you take on a regular basis. Bring a written list, or bring the medicine with you.
3. Tell your provider about any other providers you may be seeing, including 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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Healthy at home.

How to help avoid a hospital readmission.

You don't want to land back in the hospital soon after being discharged. Follow these tips to help you stay healthy and home:

- Find a primary care provider. Having a doctor who knows you and sees you regularly can make a big difference to your health.
- Whether you're going home or to a friend's home when you leave the hospital, have a plan in place for when you are discharged.
- Let your caregivers know what you will need when you are discharged. Have one of them in the room with you when you are talking with your care team. Encourage your caregiver to take notes.
- Avoid any confusion about post-operative medications by getting detailed instructions — in writing — about what to take, what not to take, and when to take medicines.
- Make sure you know how to reach a UnitedHealthcare case/care manager if needed.

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 our 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.) 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.** You may have copayments for prescriptions.

 **Look it up.** Find information on your drug benefits at myuhc.com/CommunityPlan. Or, call Member Services toll-free at **1-800-941-4647, 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 and/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; and
- Medical school and residency (by phone only).



Check it out.

To find a new PCP, visit myuhc.com/CommunityPlan, use the **Health4Me** app or call us toll-free at **1-800-941-4647, 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; and
- 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 **1-800-941-4647, 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; and
- 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 **1-800-941-4647, 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 **1-800-941-4647, 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 health 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 grievance 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; and
- How to report fraud, waste and abuse.

Resource corner.

Member Services: Find a doctor, ask benefit questions or voice a grievance, in any language (toll-free).
1-800-941-4647, 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™

MyHealthLine™: If you qualify, you can get a smartphone and a monthly service plan at no cost to you.
UHCmyHealthLine.com

Text4baby: Get FREE text messages on your cell phone each week to match your stage of pregnancy. Sign up by **texting the word BABY or BEBE to 511411**. Then enter the participant code HFS.

Healthy First Steps®: Get support throughout your pregnancy.
1-800-599-5985, TTY 711

KidsHealth®: 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 **1-800-941-4647, 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; and
- 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 **1-800-941-4647, TTY 711**. This short survey will help find programs that are right for you.