



HealthTALK

¡VOLTEE PARA ESPAÑOL! | SPRING / SUMMER 2018

MEDICAID/DD/KIDSCARE

If you need to receive this newsletter in a different format (such as another language, large print, Braille or audio tape), please call the Member Helpline at **1-800-348-4058, TTY 711.**



Do you have Medicare?

If you have both Medicare and AHCCCS, you will get your medications through Medicare Part D. You will have small copays for your medications. Talk to your pharmacist about getting a 90-day supply of your medications. If you use diabetic supplies, you should not have copays. In addition, if you use a small volume nebulizer with medication, the medication should be without copays. Questions? Please contact **1-877-614-0623, TTY 711.**

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
1 East Washington, Suite 800
Phoenix, AZ 85004

Smile!

Is it time to see the dentist?

Your child should see a dentist when their first tooth comes in or by the age of 1. The dentist will teach you about the importance of early cavity detection. He or she will explain proper brushing and flossing and how to avoid baby bottle tooth decay. The dentist will also apply fluoride treatments. Once your child begins seeing the dentist, they should have a dental checkup every six months. Your choice of dentist is important. UnitedHealthcare Community Plan matched you or your child with a dentist. Each year you will get a letter reminding you who your assigned dentist is. However, you can change dentists if you want.



Need a new dentist?

If you would like help finding a new dentist, please call

Member Services at **1-800-348-4058**,
TTY 711.



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 Community Plan 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 a small copay depending on your coverage.



Look it up. Find information on your drug benefits at myuhc.com/CommunityPlan. Or, call Member Services toll-free at **1-800-348-4058**, **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

or use the **Health4Me app**. Or call us toll-free at **1-800-348-4058**, **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 **1-800-348-4058, 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 **1-800-348-4058, 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 **1-800-348-4058, TTY 711**, toll-free.

Getting needed care.

How soon should I expect to be seen by a doctor and how do I get the care I need?

It is important to choose a primary care physician, or PCP. It is also important to choose a home for dental care. Make an appointment for yourself or your child to see your PCP before you have an urgent need. If you have already been seen by your provider (established care), it may be easier to get an appointment for a routine visit or minor sickness when you want it. Here are the different types of care you can receive from your PCP or other provider:

Routine care is regular care to keep you healthy. For a routine checkup, call your doctor to make an appointment. You can expect to be seen by your PCP within 21 days or by a specialist or dentist within 45 days.

Urgent care is when you need care today, or within two to three days, but are not in danger of long-term harm or death. Before you go to an urgent care center, call your doctor. You can find an urgent care center near you in your provider directory or on your health plan's website. You can expect to be seen by your PCP within two days or by a maternity provider, specialist or dentist within three days.

Emergency care is when you have a serious medical condition and are in danger of long-term harm or death. For serious emergencies, call 911 or go to the nearest emergency room. You do not have to call your doctor or health plan first. You do not need prior authorization to call 911. If you can, show them your health plan ID card and ask them to call your doctor.

For less serious emergencies, your doctor or dentist may be able to treat you. You can expect to be seen by your PCP the same day or within 24 hours, a specialist or dentist within 24 hours or your maternity provider immediately.



Need help? Call Member Services at **1-800-348-4058**. Need to find a provider? Visit our member website at **myuhc.com/CommunityPlan** or use the **Health4Me app**.



Stay safe.

Millions of young people get sexually transmitted diseases (STDs) each year. STDs spread through sexual intercourse or skin-to-skin contact with an infected area. They can lead to long-term damage, such as infertility, if not treated.

The only way to completely stop STDs is by not having sex. If you do have sex, use a condom every time. Condoms are the only form of birth control that lower risk of getting an STD.

Talking is important. Discuss any existing STDs and how you will stop STDs or pregnancy with your partner. Sex should always be consensual.

Many STDs do not have noticeable symptoms. It is important to get regular examinations and tests. Don't let embarrassment keep you from seeing a doctor.



Get tested. Pregnant? Planning to get pregnant? Make sure you get

tested for HIV. Need a woman's health care provider? Visit **myuhc.com/CommunityPlan** or use the **Health4Me app**.



Crush the can.

Did you know there is one simple thing you can do to reduce the risk of childhood obesity? Cut out sugary drinks. These include not just soda, but also fruit drinks, lemonade, sports drinks and energy drinks. Sugary drinks are the main source of added sugar in children's diets.

Drinks high in sugar increase the risk of weight gain and obesity. Kids who drink a lot of sugar also:

- **Drink less milk.** This can cause weak bones because kids don't get enough calcium.
- **Get more cavities.** Liquid sugar gets between teeth where it is harder to brush.
- **Have a higher risk for diabetes.** A study showed that kids who cut out just one can of soda a day had better blood sugar and insulin levels.



Visit KidsHealth. Learn more about childhood obesity. Find out how you can reduce the risk of type 2 diabetes in your child. Visit azdhs.gov/topics/index.php#obesity-prevention-home for information on these topics and much more.

Keep your child healthy.

Well child visits are important throughout childhood.

Regular well child visits to your doctor are important. They are needed for children of all ages, from infants through teenagers. They are also called EPSDT (Early Periodic Screening Diagnosis and Treatment) visits.

Call your doctor to make an appointment for a well child visit. Your child's doctor can also help if your child becomes ill. Emergency rooms should only be used for real emergencies. Bring your child's health plan ID card and shot record to every visit.

Well child or EPSDT visits may include:

- A physical examination.
- Shots or immunizations.
- Sight and hearing tests.
- Counseling on physical activity and nutrition.
- Self-esteem and good mental health.
- Dental preventive care, including cleaning, fluoride varnish and sealants for molars.
- Questions about your child's health and health history.
- Lab tests such as urine and blood tests.
- Diet and weight.

For teenagers and young adults, the doctor may also address:

- Self-esteem and good mental health.
- Changes in their bodies.
- Birth control (family planning is a covered benefit).
- Making good choices and healthy behaviors.
- Diet and weight.
- Prevention of STDs and testing for them.
- Dangers of smoking, alcohol and other drugs.



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 and app: Find a provider, read your Member Handbook or see your ID card, wherever you are.

myuhc.com/CommunityPlan
Health4Me®

Arizona WIC (Women, Infants, and Children): Get access to a nutrition program that helps the whole family learn about eating well and staying healthy.
1-800-252-5942, azwic.gov

Lifeline: Bullying can affect you in many ways. Get help if you are feeling hopeless or helpless or know someone who is.
1-800-273-8255, stopbullying.gov

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

Baby Blocks™: Get rewards for timely prenatal and well-baby care.
UHCBabyBlocks.com

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 **1-800-348-4058, 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 **1-800-348-4058, TTY 711**. This short survey will help find programs that are right for you.

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**.