



HealthTALK

FALL 2019



Trick or treat.

According to the Centers for Disease Control and Prevention, most Americans eat and drink too many added sugars. When passing out Halloween treats this fall, consider snacks such as pretzels, popcorn, sugar-free gum and trail mix. These are healthier options than candy.



Fight the flu.

Get a flu vaccine this season.

The flu virus is very common. An annual flu shot is the best protection. Everyone aged 6 months and older should get one each year. You need to get a flu shot every year because each flu season is different.



Here are 3 other things you can do this fall to keep from getting the flu:

- Wash your hands often with soap and water.
- Eat well, exercise, drink lots of water and get enough sleep.
- Cover your nose and mouth when you cough or sneeze.



It's your best shot. There is no cost to you 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 to find a location near you.

UnitedHealthcare Community Plan
10175 Little Patuxent Parkway
Columbia, MD 21044



Smile.

A healthy smile leads to a healthy body. Having good teeth makes it easier to eat nutritious foods. It makes you look better and feel better about yourself. A healthy mouth can help you in many ways. It can prevent serious problems like heart disease and premature birth, increase self-esteem and improve attendance at work and school.

Our adult dental benefits just got better. Members 21 and older have a new maximum benefit of \$750 to cover dental care. Adult members may get an oral exam and cleaning twice a year. X-rays, simple extractions and fillings are also covered.

The Maryland Healthy Smiles Program provides dental care for children under age 21, former foster care youth up to age 26, and pregnant women.

Now the entire family can get dental care. Regular checkups will help keep your teeth and gums healthy. Remember to see your dentist every year for preventive dental care.



Open wide. To learn more about the dental benefits your health plan offers,

call Members Services toll-free at **1-800-318-8821, TTY 711**, Monday–Friday, 8 a.m.–7 p.m. ET. Or visit **myuhc.com/CommunityPlan**.

See a specialist.

It's easier than ever.

When your primary care provider (PCP) says you need to see a specialist, that is called a referral. In the past, we required the referral before you could see a specialist. We now accept this referral when it is signed and filled out by your participating PCP within 5 calendar days of your first visit to the specialist.

We took this step to make sure that you have faster access to the specialist care that you need.

If you need to see a specialist, please ask your PCP to review your current condition and request a referral. Please note that all specialist visits do not require a referral.



Learn more. For more information, please visit **myuhc.com/CommunityPlan**. If you need help finding a specialist or making an appointment, please contact Member

Services toll-free at **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.



Need help? See your Member Handbook to learn more. It's on our website at myuhc.com/CommunityPlan. You can also call Member Services toll-free at **1-800-318-8821**, **TTY 711**, Monday–Friday, 8 a.m.–7 p.m. ET, to ask for a copy.



Let it go.

It's perfectly natural to feel stressed sometimes. Everyone does. Not all stress is bad, but long-term stress can affect your health. That's why it's important to manage it. Here are 4 tips on how to cope with stress:

- 1. Get regular exercise.** Just 30 minutes per day of walking can help boost your mood and reduce stress.
- 2. Try a relaxing activity.** Meditation, yoga and tai chi can be relaxing. Drawing or coloring can also be calming.
- 3. Set goals and priorities.** You don't need to do everything at once. Decide what needs to be done now and what can wait.
- 4. Stay connected.** It's OK to turn to friends, family or health care providers for emotional or other support.



Relax. To learn about your behavioral health benefits, call Member Services toll-free at **1-800-318-8821**, **TTY 711**, Monday–Friday, 8 a.m.–7 p.m. ET.



Measles is on the rise.

Is your child protected?

Measles is contagious and can spread quickly. More than 900 cases of measles have been confirmed in 24 states this year. That's almost 9 times the number of cases that were reported in 2017.

The majority of people who get measles are unvaccinated. That's why it is important to be up-to-date on vaccinations.

You can protect your child against measles with a shot that protects against 3 diseases: measles, mumps and rubella (MMR). The MMR vaccine is proven to be safe. The Centers for Disease Control and Prevention recommends children get 2 doses of it:

- First dose at 12–15 months.
- Second dose before entering school (ages 4–6).

Outbreaks of vaccine-preventable diseases are serious. Vaccinate your child and help keep your community safe.



Ask the doctor. Ask your child's provider for a copy of their immunization record. Make sure your child has gotten all the shots they need.

Resource corner.

UnitedHealthcare Member Services:

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

24/7 NurseLineSM: 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

UnitedHealthcare Outreach (Appointment Assistance):

1-866-735-5659, TTY 711

UnitedHealthcare Health

Education: 1-855-817-5624, TTY 711

Healthy First Steps[®]: 1-800-599-5985, TTY 711

Baby Blocks: UHCBabyBlocks.com

On My Way: uhcOMW.com

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.

Mammograms save lives.

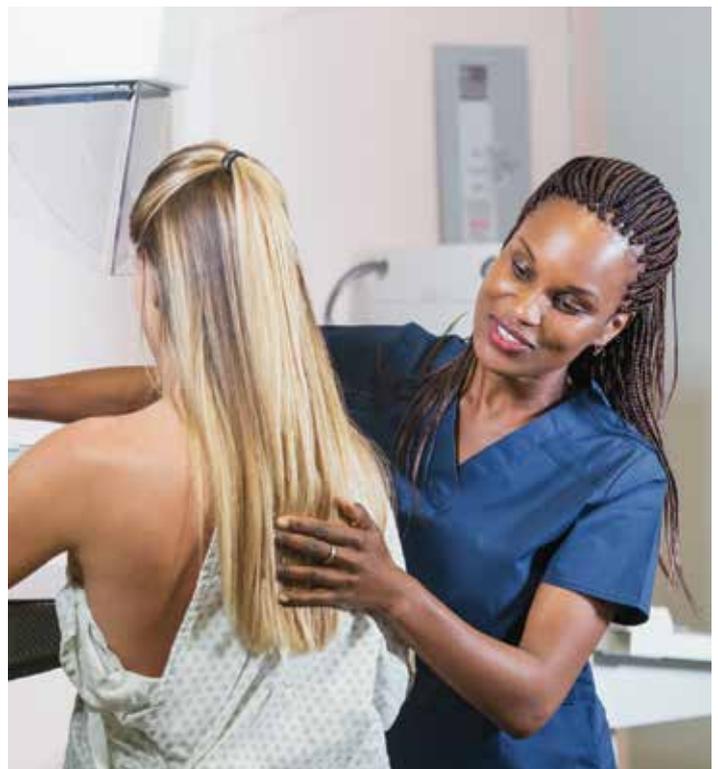
Schedule your screening.

Breast cancer is one of the most common cancers in women. An estimated 268,600 U.S. women will be diagnosed with it this year.

October is breast cancer awareness month. It is a good time to schedule a mammogram if you are due for one. A mammogram is an X-ray of the breast. It is used to find breast cancer early, before you notice a lump. When caught early, breast cancer is often curable.

Talk to your doctor about your breast cancer risk factors. These include your family and personal health history, ethnicity and lifestyle. The American Cancer Society recommends annual mammograms for women starting at age 40 or 45, depending on risk. Then mammograms every 2 years beginning at age 55. Women at high risk may continue annual screenings after age 55.

Are you at risk? Talk to your doctor about your risk factors for breast cancer. For help scheduling an appointment or finding a provider, call Member Services toll-free at **1-800-318-8821, TTY 711**, Monday–Friday, 8 a.m.–7 p.m. ET. Or visit myuhc.com/CommunityPlan.



Nondiscrimination Statement

It is the policy of UnitedHealthcare Community Plan not to discriminate on the basis of race, color, national origin, sex, age or disability. UnitedHealthcare Community Plan has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 1557 of the Affordable Care Act (42 U.S.C. 18116) and its implementing regulations at 45 CFR part 92, issued by the U.S. Department of Health and Human Services. Section 1557 prohibits discrimination on the basis of race, color, national origin, sex, age or disability in certain health programs and activities. Section 1557 and its implementing regulations may be examined in the office of Civil Rights Coordinator who has been designated to coordinate the efforts of UnitedHealthcare Community Plan to comply with Section 1557.

Any person who believes someone has been subjected to discrimination on the basis of race, color, national origin, sex, age or disability may file a grievance under this procedure. It is against the law for UnitedHealthcare Community Plan to retaliate against anyone who opposes discrimination, files a grievance, or participates in the investigation of a grievance.

You can send a complaint to:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130
UHC_Civil_Rights@uhc.com

Procedure:

- Grievances must be submitted to the Section 1557 Coordinator within 60 days of the date the person filing the grievance becomes aware of the alleged discriminatory action.
- A complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.
- The Section 1557 Coordinator (or her/his designee) shall conduct an investigation of the complaint. This investigation may be informal, but it will be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. The Section 1557 Coordinator will maintain the files and records of UnitedHealthcare Community Plan relating to such grievances. To the extent possible, and in accordance with applicable law, the Section 1557 Coordinator will take appropriate steps to preserve the confidentiality of files and records relating to grievances and will share them only with those who have a need to know.
- The Section 1557 Coordinator will issue a written decision on the grievance, based on a preponderance of the evidence, no later than 30 days after its filing, including a notice to the complainant of their right to pursue further administrative or legal remedies.

The availability and use of this grievance procedure does not prevent a person from pursuing other legal or administrative remedies, including filing a complaint of discrimination on the basis of race, color, national origin, sex, age or disability in court or with the U.S. Department of Health and Human Services, Office for Civil Rights. A person can file a complaint of discrimination electronically through the Office for Civil Rights Complaint Portal, which is available at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, D.C. 20201

1-800-368-1019, 1-800-537-7697 (TDD)

Complaint forms are available at: <http://www.hhs.gov/ocr/office/file/index.html>. Such complaints must be filed within 180 days of the date of the alleged discrimination.

UnitedHealthcare Community Plan will make appropriate arrangements to ensure that individuals with disabilities and individuals with limited English proficiency are provided auxiliary aids and services or language assistance services, respectively, if needed to participate in this grievance process. Such arrangements may include, but are not limited to, providing qualified interpreters, providing taped cassettes of material for individuals with low vision, or assuring a barrier-free location for the proceedings. The Section 1557 Coordinator will be responsible for such arrangements.

Language Accessibility Statement **Interpreter Services Are Available for Free**

*Help is available in your language:
1-800-318-8821, TTY 711.
These services are available for free.*

Español/Spanish

Hay ayuda disponible en su idioma: **1-800-318-8821, TTY 711.**
Estos servicios están disponibles de forma gratuita.

አማርኛ/Amharic

እገዛ በቋንቋዎ ማግኘት ይቻላል፡- **1-800-318-8821** መስማት ለተሳናቸው/ **TTY :- 711**። እነዚህን አገልግሎቶች ያለ ምንም ክፍያ ማግኘት ይቻላል።

العربية/Arabic

المساعدة متوفرة بلغتك: اتصل على الرقم **1-800-318-8821**، الهاتف النصي: **711**. هذه الخدمات متوفرة مجاناً.

中文/Chinese

用您的语言为您提供帮助：**1-800-318-8821, TTY 711**。这些服务都是免费的。

فارسی/Farsi

خط تلفن کمک به زبانی که شما صحبت می کنید: **1-800-318-8821**، خط تماس برای افراد ناشنوا **711**. این خدمات به صورت رایگان در دسترس هستند.

Français/French

Vous pouvez disposer d'une assistance dans votre langue : **1-800-318-8821, TTY 711**. Ces services sont disponibles gratuitement.

ગુજરાતી/Gujarati

તમારી ભાષામાં મદદ ઉપલબ્ધ છે: **1-800-318-8821** ટીટીવાય: **711**. આ સેવાઓ મફત ઉપલબ્ધ છે.

Kreyòl Ayisyen/Haitian Creole

Gen èd ki disponib nan lang ou: **1-800-318-8821, TTY 711**. Sèvis sa yo disponib gratis.

Igbo

Ọrụ Ndị Ọkọwa Okwu Dị N'efu Enyemaka dị n'asụsụ gị: **1-800-318-8821, TTY 711**. Ọrụ ndị a dị n'efu.

한국어/Korean

사용하시는 언어로 지원해드립니다: **1-800-318-8821, TTY 711**. 이 서비스는 무료로 제공됩니다.

Português/Portuguese

Está disponível ajuda no seu idioma: **1-800-318-8821, TTY 711**. Estes serviços são disponibilizados gratuitamente.

Русский/Russian

Помощь доступна на вашем языке: **1-800-318-8821, TTY 711**. Эти услуги предоставляются бесплатно.

Tagalog

Makakakuha kayo ng tulong sa inyong wika: **1-800-318-8821, TTY 711**. Ang mga serbisyong ito ay makukuha ng libre.

Urdu/اردو

آپ کی زبان میں مدد دستیاب ہے: **1-800-318-8821**، ٹی ٹی وائی: **711**۔ یہ خدمات مفت میں دستیاب ہیں۔

Tiếng Việt/Vietnamese

Có hỗ trợ ngôn ngữ của quý vị: **1-800-318-8821, TTY 711**. Các dịch vụ này được cung cấp miễn phí.

Yorùbá/Yoruba

Ìrànlọwọ wà ní àrọwọtó ní èdè rẹ: **1-800-318-8821, TTY 711**. Àwọn isẹ yìí wà ní àrọwọtó lófèè.

Bassa

U nla kosna mahola ni hop won I nsinga ini: **1-800-318-8821, TTY 711**. Ngui nsaa wogui wo.