



HealthTALK

SPRING 2019 | ¡VOLTEE PARA ESPAÑOL!

AHCCCS COMPLETE CARE
DD/DD-CRS (CHILDREN'S
REHABILITATIVE SERVICES)

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**.



Register online!



You can get important information about your health plan anytime at myuhc.com/CommunityPlan. At this secure site, you can view your ID card, find a provider, take a health assessment, learn about your benefits and more. Go to myuhc.com/CommunityPlan to register today and start getting more from your benefits.

The right care.

How utilization management works.

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 all coverage requests when the care does not seem to meet guidelines. Approval or denial decisions are based on care and service as well as your benefits. The decisions are not made because of financial or other rewards.

Members and doctors have the right to appeal denials. The denial letter will tell you how to appeal. The appeal request must be submitted within 60 calendar days of the denial.

Questions? You can talk to our staff. They are available 8 hours a day during normal business hours. If you need to leave a message, someone will call you back. TDD/TTY services and language assistance are available if you need them. Just call **1-800-348-4058, TTY 711**, toll-free.

UnitedHealthcare Community Plan
1 East Washington, Suite 800
Phoenix, AZ 85004

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Your partner in health.

How to choose the right PCP.

Your primary care provider (PCP) provides or coordinates your health care. You should see your PCP for well visits, immunizations and important screenings. Your PCP can help you lead a healthier lifestyle by providing tools to help you lose weight or quit smoking.

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 doctor 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.
- Languages they speak.
- Qualifications.
- Medical school or residency (available by phone only).
- Specialty.
- Board certification.

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.



Need a new doctor? To find a new PCP, visit **myuhc.com/CommunityPlan** or use the UnitedHealthcare **Health4Me®** app. Or call us toll-free at **1-800-348-4058, TTY 711**.




Know your drug benefits.

Find out more online.

Visit our website at myuhc.com/CommunityPlan 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.** 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 1-800-348-4058, TTY 711.

Integrated health care.

On October 1, 2018, UnitedHealthcare Community Plan integrated medical and behavioral health services into one plan. Prior to October 1, 2018, most members had one health plan for physical health services (medical) and a separate health plan for their behavioral health services. Now, most members will no longer have separate health plans for their physical and behavioral health services.

Integrated health care means that providers will no longer have to coordinate with two separate health plans for members' medical and behavioral health services. A member will have all of their providers listed under one network. This will be managed and paid for by one health care plan. Integration will make receiving both physical and behavioral health services easier. It will also help coordinate care for both types of health services. By placing all of a member's services under one roof, UnitedHealthcare Community Plan has created a "one-stop-shop." This can result in better member outcomes. If you have any questions about Integrated Healthcare, you can contact Member Services.

Benefits of breastfeeding.

Breastfeeding your baby can help in many ways. There are benefits for both mother and baby. For mom, this includes:

- Helping you lose pregnancy weight.
- May lower your risk of type 2 diabetes, high blood pressure and heart disease.
- Helping heal your body after delivery.
- Giving you closeness with your baby.
- Saving you money.

For the baby, benefits include:

- Feeding your baby the right amount of fat, sugar, water, protein and minerals needed for a baby's growth and development.
- Breast milk is easier to digest than formula, and breastfed babies have less gas, fewer feeding problems and less constipation.
- Breast milk contains antibodies that protect infants from certain illnesses, such as ear infections, diarrhea, respiratory illnesses and allergies.
- Breastfed infants have a lower risk of SIDS (Sudden Infant Death Syndrome).

Opioids and pregnancy.


What you need to know.

Women who take common drugs or medications such as opioid pain medication need to be aware of the possible risks to themselves and their babies, including Neonatal Abstinence Syndrome (NAS).

During pregnancy, substances in your blood can pass to your baby. NAS may occur in the baby after birth if a mother took certain drugs or medicines during pregnancy. Usually the drugs are opioids, such as heroin or fentanyl, or prescription drugs, such as Vicodin or Percocet.

At birth, the baby is no longer exposed to the medicines or drugs in the mother's body and within 1 – 5 days may start to show signs of withdrawal.

It is best to stop using most medications, drugs and other substances to give your baby the best chance to be born healthy. However, stopping suddenly can cause severe problems for you and the baby. Medication-Assisted Treatment (MAT) is the use of medications, in combination with counseling and therapy to treat addiction to opioids and substance use disorders. Although medications taken for MAT may also cause NAS, when pregnant women are receiving appropriate treatment, there is less risk for relapse. Talk to your doctor or health care provider about the best way to stop and getting treatment.

 **Help is available.** Call **1-800-662-HELP (4357), TTY 711** if you or someone you know needs help. For more information, visit **SubstanceAbuse.AZ.gov**. If you are pregnant, you can call the Substance Use Disorder (SUD) Helpline at **1-855-780-5955, TTY 711**. The SUD Helpline gives help to people who are pregnant or their loved ones. It is available at no cost and 24 hours a day, 7 days a week. You do not need to share your personal information and your call is confidential.

Cyberbullying.

Know the warning signs.

Cyberbullying, or online bullying, is becoming more and more common. It is just as serious as in-person bullying. Most often it occurs around a child's use of a device, such as a phone or tablet. Warning signs that your child may be a victim, or bullying another child, include:

- Strong emotional reactions when using a device, such as anger, laughter or upset.
- Noticeable increases or decreases in the use of a device.
- Hiding a device when a parent is around.
- Deleting social network accounts or creating new ones.
- Becoming withdrawn or avoiding social situations, especially ones the child used to enjoy.

If you see these warning signs, talk to your child about what is happening. It helps to document the harmful posts or content. Most social media platforms allow you to report harmful behavior. Most importantly, give your child support. Peers, mentors or other trusted adults, including mental health professionals, can also provide support.



Don't wait. To learn more about recognizing and stopping cyberbullying, visit **stopbullying.gov**.



Behavioral health.

Not all illnesses are physical. Getting the behavioral health care you need is important.

If you or your children are struggling with behavioral health, help is available from your primary care provider (PCP) or a behavioral health provider. Either or both of these kinds of providers are available to you to discuss your concerns, symptoms and treatment options. Some examples of when to consider seeing your PCP or a behavioral health provider are for symptoms of anxiety, depression, attention deficit hyperactivity and substance use disorder.

Anxiety is a feeling of worry or even nervousness. Feeling anxious at times is normal. But there may be times when this worry or anxiousness can get in the way of everyday life.

Depression is one of the most common behavioral health conditions. Depression is more than just feeling sad or down sometimes. It can affect how you feel, think and deal with daily life. Depression can also affect your appetite, sleep and cause loss of energy.

Attention Deficit Hyperactive Disorder may make you or your child feel like you can't concentrate at school or work, unable to complete homework, chores, tasks and often lose things such as books, pencils, wallets, keys and phone.

There are medications available to help you or your family member who is experiencing a substance use disorder, or addiction. The right medication depends on the intensity of the addiction and how long you have been addicted. A medical professional or behavioral health provider can help you decide which medication is right.

The treatment options for these symptoms can be individual counseling, medication or both. Talking to your PCP or a behavior health provider will help you decide next steps.

If you choose to see a behavioral health provider, you can call the behavioral health provider directly and make an appointment. When you call to make an appointment, be sure to tell the office why you need to see the provider. This will help make sure you get the care you need, when you need it.

If you or someone you know is thinking about suicide, seek help right away. Call **911** if someone is in immediate danger. Or go to the closest emergency room. Prior authorization is not required for emergency services.

Also available are crisis numbers for you, your family members and friends throughout the state to call for immediate help. Crisis Lines are: **1-877-756-4090** (Northern Arizona), **1-800-631-1314** (Central Arizona) and **1-866-495-6735** (Southern Arizona).



Get help. To learn more about your behavioral health benefits, call Member Services at **1-800-348-4058, TTY, 711.**

Culture club.

We want members of all cultures and languages to get the care they need. Let your providers know what makes you the most comfortable. Tell them if you have any special cultural needs. Your doctor's office can help you with coordination. You may need to receive care in a language other than English. You may also have specific cultural needs that relate to your care. If you communicate these needs to us, we can help you receive the best care.



Get help. Need to receive information in a language other than

English? Want to get materials in another format? Call Member Services toll-free at **1-800-348-4058, TTY 711.** Interpreters are available. This includes American Sign Language.

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.

Drug plan coverage rules.

Medicare drug plans may have these coverage rules:

- **Prior authorization.** You and/or your prescriber must contact the drug plan before you can fill certain prescriptions. Your prescriber may need to show that the drug is medically necessary for the plan to cover it.
- **Quantity limits.** Limits on how much medication you can get at a time.
- **Step therapy.** You must try one or more similar, lower cost drugs before the plan will cover the prescribed drug.

Before your prescriptions are filled, your Medicare drug plan will also perform additional safety checks, like checking for unsafe amounts of opioid pain medications. If you or your prescriber believe that one of these coverage rules should be waived, you can ask for an exception.



Creating change.

Office of Individual and Family Affairs (OIFA) is a team of individuals and family members who walk alongside our members and their loved ones during their recovery journey. We meet with our members and their families of choice to ensure their voices are heard throughout the system of care helping to create positive system change. United Healthcare now has an OIFA Office with six Member Advocates to assist our members.

Contact OIFA at advocate.oifa@uhc.com or call **1-480-310-2690** or **1-602-255-8605**.

Open wide.

Know your dental benefits.

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. And a healthy mouth can help prevent serious problems like heart disease and premature birth.

If you are under age 21, you have dental benefits including:

- Checkups.
- Cleanings.
- X-rays (if needed).
- Fluoride treatments.
- Dental sealants.
- Benefits to fix your teeth. This may include fillings, root canals, simple extractions and other dental work.

If you are age 21 and over, you have limited emergency dental benefits available. These benefits cover emergency services up to \$1,000 per year.

If you are age 21 and over, and are covered by a Division of Development Disabilities plan, you have additional dental benefits. These benefits cover routine dental care up to \$1,000 per year. This is in addition to the \$1,000 emergency care covered per year. If you need major dental work done, your dentist may have to check with the plan first to make sure it will be covered.




Smile. To learn more about the dental benefits in your area, call Members Services toll-free at **1-800-348-4058, TTY 711**, or visit myuhc.com/CommunityPlan.

Arizona is currently in a syphilis outbreak in women and babies.

Syphilis is a sexually transmitted infection (STI), which is spread by having unprotected vaginal, anal or oral sex. Syphilis can also be spread from mother to baby during pregnancy. Syphilis can lead to problems with the skin, eyes and brain, and can also cause miscarriage, stillbirth or infant death.

A simple blood test can detect syphilis, and antibiotics cure the disease. Early detection and treatment can prevent devastating lifelong problems. All pregnant women should be tested for syphilis in their first trimester to help protect their babies.

If you are pregnant see your doctor as early in your pregnancy as possible, and continue with regular checkups during and after your pregnancy.

 **STIs can be silent.** You may not know you have the disease. Screening and treatment for STIs are a covered benefit from any family planning provider. Need a new PCP? Visit [myuhc.com/CommunityPlan](http://myuhc.com/) or use the UnitedHealthcare **Health4Me**® app. Or call Member Services toll-free at **1-800-348-4058, TTY 711**.

What to expect.

Don't forget your postpartum checkup.


It's easy for a new mom to neglect her own health. But it's very important to see your doctor or midwife 6 weeks after you give birth. If you had a Cesarean section, you should also go 2 weeks after you give birth. At your postpartum checkup, your provider will:

- Check to make sure you are healing well from childbirth.
- Screen you for postpartum depression.
- Do a pelvic exam.
- Let you know if you are ready to start having sex again.
- Talk about birth control options.
- Answer questions about breastfeeding and examine your breasts.

Symptoms of postpartum depression may include:

- Feeling sad or empty.
- Crying more often or for no reason.
- Losing interest in activities.
- Having trouble attaching to your baby.

If you feel any of these symptoms, talk to your healthcare provider right away.

 **Pregnant?** Join Healthy First Steps®. This free program provides support and information. Call **1-800-599-5985, TTY 711**, to learn more.


Safe and sound.

Tips for keeping your baby safe at night.

Every year there are more than 3,000 sleep-related deaths among babies in the U.S. Protecting your baby during sleep can save its life from SIDS (Sudden Infant Death Syndrome). If you follow these steps at bedtime, you will reduce the likelihood of problems when your baby sleeps.

- 1. Your baby should sleep on its back.** This includes naps and at night.
- 2. Your baby should sleep on a firm surface.**
- 3. Remove soft bedding and toys from your baby's sleep area.** This includes blankets, pillows and bumper pads.
- 4. Sleep in the same room as your baby, but not the same bed.**
- 5. Breastfeeding your baby can also help prevent SIDS.** Breastfeeding for at least two months cuts the risk of SIDS in half.
- 6. Stop smoking during your pregnancy to lower the risk of SIDS.**

Make sure any caregivers that will be putting your baby to bed also follow these steps. If you have questions about your baby's sleep area, talk to your doctor.

 **Feeding your baby.** To learn more about breastfeeding, call the Arizona Department of Health Services' 24-Hour Breastfeeding Hotline at **1-800-833-4642, TTY 711**. You can also talk to your doctor.



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®

NurseLineSM: Get health advice from a nurse 24 hours a day, 7 days a week, (toll-free).
1-877-365-7949, TTY 711

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

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

KidsHealth[®]: Get reliable information on health topics for and about kids.
KidsHealth.org

National Domestic Violence Hotline: Get support, resources and advice 24 hours a day, 7 days a week (toll-free).
1-800-799-SAFE, TTY 1-800-787-3224
thehotline.org

Want to receive information electronically? Call Member Services and give us your email address (toll-free).
1-800-348-4058, TTY 711

Crisis Lines: 1-877-756-4090 (Northern Arizona)
1-800-631-1314 (Central Arizona)
1-866-495-6735 (Southern Arizona)

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**.



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 found that overall in 2018 more children did get these services.

We want to improve even more this year and have more children get lead screenings, vaccinations and yearly checkups. We also want more of our adult members who have diabetes to get their HgbA1c blood tests and retinal eye scans.

We also survey our members each year. We want to see how well we are meeting their needs. Last year we worked on improving how members rate their doctors. We gave our doctors tip sheets on what members like so they could serve them better. Our 2018 surveys showed higher scores in how members rate their doctors.

In the coming year we will continue to work on improving this. We will also work to decrease the time members have to wait when they need care right away. We will also continue to work with our Member Services team to provide members with all of the information they need.



Quality matters. Want more information on our Quality Improvement program? Call Member Services toll-free at **1-800-348-4058, TTY 711**.



UnitedHealthcare Community Plan does not treat members differently because of sex, age, race, color, disability or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability or national origin, 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

You must send the complaint within 60 calendar days of when you found out about it. A decision will be sent to you within 30 calendar days. If you disagree with the decision, you have 15 calendar days to ask us to look at it again.

If you need help with your complaint, please call Member Services at **1-800-348-4058, TTY 711**, Monday through Friday, 8:00 a.m. to 5:00 p.m.

You can also file a complaint with the U.S. Dept. of Health and Human Services.

Online:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Complaint forms are available at

<http://www.hhs.gov/ocr/office/file/index.html>

Phone:

Toll-free **1-800-368-1019, 1-800-537-7697** (TDD)

Mail:

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

If you need help with your complaint, please call Member Services at **1-800-348-4058, TTY 711**.

Services to help you communicate with us are provided at no cost to members, such as other languages or large print. Or, you can ask for an interpreter. To ask for help, please call Member Services at **1-800-348-4058, TTY 711**, Monday through Friday, 8:00 a.m. to 5:00 p.m.

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