



HealthTALK

SPRING 2019 | ¡VOLTEE PARA ESPAÑOL!



Health care just got a little simpler.

Your member website is now easier to use. Find care or view your coverage quicker, whether it's on the go with your phone or while surfing the web on a desktop. Visit myuhc.com/CommunityPlan today.

WWW...




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 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. Call Members Services toll-free at the number on the back of your ID card.



UnitedHealthcare Community Plan
14141 Southwest Freeway, Suite 800
Sugar Land, TX 77478

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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 Members Services toll-free at the number on the back of your ID card.



Need a new doctor? To find a new PCP, visit **myuhc.com/CommunityPlan** or use the UnitedHealthcare **Health4Me**® app. Or call Members Services toll-free at the number on the back of your ID card.




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 Members Services toll-free at the number on the back of your ID card.

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 have. 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 3 things 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 treatment they have prescribed for you. Also bring copies of results of any tests you have had.

Health equity.

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. We keep your race, ethnicity and language data safe and secure. Only those who need to use this data have access to it. We guard it using physical, technical and administrative means.

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

uhc.com/about-us/health-equity. You may also call Members Services toll-free at the number on the back of your ID card.





Resource corner.

Member Services: Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).

STAR and CHIP: 1-888-887-9003, TTY 711

STAR Kids: 1-877-597-7799, 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).

STAR: 1-800-535-6714, TTY 711

CHIP: 1-800-850-1267, TTY 711

STAR Kids: 1-844-222-7326, 711

Service Coordination: Get help for special needs of STAR Kids members (toll-free).

1-877-352-7798, TTY 711

Healthy First Steps[®]: Get support throughout your pregnancy (toll-free).

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

Want to receive information electronically?

Call Member Services and give us your email address (toll-free).

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 about our Quality Improvement program, or to learn about participation in our Quality Improvement program through the Member Advisory Committee? Call Member Services toll-free at the number on the back of your ID card.

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. Care managers can assist members with finding a doctor, scheduling appointments and getting prescriptions filled. They help people with:

- Physical disabilities.
- Complex health problems.
- Serious mental illness.
- Other special needs.



How can we help? Take a Health Assessment at myuhc.com/CommunityPlan. Or take it over the phone by calling Members Services toll-free at the number on the back of your ID card. This short survey will help find programs that are right for you.



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

If you need help with your complaint, please call Member Services toll-free at **1-888-887-9003, TTY 711**, Monday through Friday, 8:00 a.m. to 8:00 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 the toll-free member phone number listed on your member ID card.

We provide free services to help you communicate with us such as letters in other languages, large print materials, auxiliary aids and services, materials in alternate formats, at your request. Or, you can ask for an interpreter. To ask for help, please call Member Services toll-free at **1-888-887-9003, TTY 711**, Monday through Friday, 8:00 a.m. to 8:00 p.m.



UnitedHealthcare Community Plan no da un tratamiento diferente a sus miembros en base a su sexo, edad, raza, color, discapacidad u origen nacional.

Si usted piensa que ha sido tratado injustamente por razones como su sexo, edad, raza, color, discapacidad u origen nacional, puede enviar una queja a:

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

Usted tiene que enviar la queja dentro de los 60 días de la fecha cuando se enteró de ella. Se le enviará la decisión en un plazo de 30 días. Si no está de acuerdo con la decisión, tiene 15 días para solicitar que la consideremos de nuevo.

Si usted necesita ayuda con su queja, por favor llame gratis a Servicios para Miembros al **1-888-887-9003, TTY 711**, de lunes a viernes, de 8:00 a.m. a 8:00 p.m.

Usted también puede presentar una queja con el Departamento de Salud y Servicios Humanos de los Estados Unidos.

Internet:

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

Formas para las quejas se encuentran disponibles en:

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

Teléfono:

Llamada gratuita, **1-800-368-1019, 1-800-537-7697** (TDD)

Correo:

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

Si necesita ayuda para presentar su queja, por favor llame al número gratuito para miembros anotado en su tarjeta de identificación como miembro.

Ofrecemos servicios gratuitos para ayudarle a comunicarse con nosotros, tales como cartas en otros idiomas, materiales en letra grande, ayudas y servicios auxiliares, y materiales en formatos alternativos, a su solicitud. O bien, puede solicitar un intérprete. Para pedir ayuda, por favor llame gratis a Servicios para Miembros al **1-888-887-9003, TTY 711**, de lunes a viernes, de 8:00 a.m. a 8:00 p.m.

Spanish	Ofrecemos servicios gratuitos para ayudarle a que se comunique con nosotros. Por ejemplo, cartas en otros idiomas o en letra grande. O bien, usted puede pedir un intérprete. Para pedir ayuda, llame al número de teléfono gratuito para miembros que se encuentra en su tarjeta de ID.
Vietnamese	Chúng tôi cung cấp nhiều dịch vụ miễn phí để giúp quý vị liên lạc với chúng tôi. Thí dụ như thư viết bằng những ngôn ngữ khác hoặc in với khổ chữ lớn. Hoặc, quý vị cũng có thể yêu cầu được thông dịch viên giúp quý vị. Để được giúp đỡ, xin quý vị vui lòng gọi số điện thoại miễn phí dành cho hội viên ghi trên thẻ ID hội viên của quý vị.
Chinese	我們提供免費服務幫助您與我們溝通。例如，其他語言版本或大字體信函。或者，您可要求口譯員。如欲要求協助，請撥打會員卡上所列的免付費會員電話。
Korean	저희는 귀하가 의사소통을 할 수 있도록 도와드리기 위해 무료 서비스를 제공합니다. 예를 들면, 다른 언어 또는 대형 활자로 작성된 서신과 같은 것입니다. 또한 귀하는 통역사를 요청할 수 있습니다. 도움이 필요하신 경우, 귀하의 신분증 카드에 기재된 무료 회원 전화번호로 문의하십시오.
Arabic	نقدم لك خدمات مجانية لمساعدتك على التواصل معنا. مثل الخطابات باللغات الأخرى، أو الطباعة بأحرف كبيرة. أو يمكنك طلب مترجم فوري. لطلب المساعدة، برجاء الاتصال برقم الهاتف المجاني المُدرج على بطاقة هويتك.
Urdu	ہم سے بات چیت کے لئے ہم مفت میں خدمات دستیاب کراتے ہیں۔ جیسے دوسری زبانوں میں حروف یا بڑے پرنٹ، یا آپ مترجم کی خدمات حاصل کرسکتے ہیں۔ مدد طلب کرنے کے لئے برائے کرم آپ کے آئی ڈی میں درج شدہ ممبر کے ٹال فری نمبر پرکال کریں۔
Tagalog	Nagbibigay kami ng mga libheng serbisyo upang matulungan kang makipag-ugnayan sa amin. Gaya ng mga liham na nakasulat sa iba pang wika o sa malalaking titik. Maaari ka ring humiling ng tagasaling-wika. Upang humingi ng tulong, tumawag sa toll-free na numero ng telepono para sa miyembro na nakalista sa iyong ID card.

French	Nous proposons des services gratuits pour vous aider à communiquer avec nous, notamment des lettres dans d'autres langues ou en gros caractères. Vous pouvez aussi demander l'aide d'un interprète. Pour demander de l'aide, veuillez appeler le numéro de téléphone sans frais imprimé sur votre carte d'affilié.
Hindi	हमारे साथ संपर्क करने के लिए हम आपको मुफ्त सेवाएं उपलब्ध करवाते हैं। जैसे कि, दूसरी भाषाओं में पत्र या बड़े प्रिंट। या, आप एक व्याख्याकार के लिए निवेदन कर सकते हैं। मदद मांगने के लिए, कृपया अपने पहिचान-पत्र की सूची में दिए गए टोल फ्री सदस्य फोन नंबर पर कॉल करें।
Persian	ما خدمات رایگانی را برای به کمک به شما در برقراری ارتباط با ما ارائه می کنیم. از قبیل نامه ها به سایر زبان ها یا چاپ درشت. یا می توانید برای مترجم شفاهی درخواست کنید. جهت درخواست برای کمک و راهنمایی، لطفاً با شماره تلفن رایگانی که بر روی کارت شناسایی شما قید شده تماس بگیرید.
German	Um Ihnen die Kommunikation mit uns zu erleichtern, stellen wir Ihnen kostenlose Dienste zur Verfügung. Hierzu zählen u. a. Schreiben in anderen Sprachen oder Großdruck und die Möglichkeit, einen Dolmetscher anzufordern. Bitte wenden Sie sich für Unterstützung an die gebührenfreie Rufnummer auf Ihrem Mitgliedsausweis.
Gujarati	અમારી સાથે માહિતીનું આદાન પ્રદાન કરવા માટે તમને મદદ કરવા માટે અમે નિ:શુલ્ક સેવાઓ પૂરી પાડીએ છીએ. જેવી કે અન્ય ભાષાઓમાં પત્રો કે મોટું છાપકામ. અથવા તમે એક દુભાષિયાની માંગ કરી શકો છો. મદદ માંગવા માટે, તમારા આઈડી કાર્ડ ઉપર નોંધવામાં આવેલા સભ્ય ટોલ ફ્રી ફોન નંબર ને કોલ કરવા વિનંતી. તમારા આઈ ડી કાર્ડ ઉપર નોંધાયેલા ટોલ-ફ્રી સભ્ય ફોન નંબર ને કોલ કરવા વિનંતી.

Russian	Мы предоставляем бесплатные услуги перевода для того чтобы помочь вам свободно общаться с нами. Например, мы переводим письма на другие языки или предоставляем информацию, напечатанную крупным шрифтом. Либо вы можете подать запрос о предоставлении вам услуг устного переводчика. Для того чтобы обратиться за помощью, вам необходимо позвонить по бесплатному для участников номеру, указанному на вашей идентификационной карте.
Japanese	お客様のコミュニケーションをお手伝いする無料のサービスをご用意しています。これには他の言語や大きな文字での書簡などが含まれ、通訳もご利用いただけます。サービスやお手伝いをご希望の方は、IDカードに記載されているメンバー用フリーダイヤルにお電話ください。
Laotian	ພວກເຮົາມີການບໍລິການຊ່ວຍໃຫ້ທ່ານຕິດຕໍ່ກັບພວກເຮົາເຊັ່ນ, ຈົດ ຫມາຍໃນພາສາອື່ນຫຼືການພິມຂະໜາດໃຫຍ່ຫຼື, ທ່ານສາມາດຮ້ອງຂໍໃຫ້ມີນາຍພາສາ. ຂໍຄວາມຊ່ວຍເຫຼືອ, ກະລຸນາໂທຫາເບີໂທລະສັບຂອງສະມາຊິກໂທພຣີທີລະບຸໄວ້ໃນບັດປະ ຈໍາຕົວຂອງທ່ານ.