



HealthTALK

SUMMER 2019 | ¡VOLTEE PARA ESPAÑOL!



90-day supply benefit.

Your plan now covers a 90-day supply of select medications. With a 90-day supply, you won't need to get a refill every month. Please check your pharmacy coverage rules for more details. If you would like to participate, talk to your doctor or pharmacist. To find out what medications are included, call Member Services toll-free at **1-800-318-8821, TTY 711**, Monday–Friday, 8 a.m.–7 p.m. ET.

It's your choice.

You have the right to make your own medical decisions. Your provider will explain your treatment choices to you. You have the right to say “no” to treatment. You may be asked to sign a form saying “yes” to treatment you want. This is called informed consent.

But what if you are too sick to give consent? An advance directive will make sure providers know what kind of treatment you want. Types of advance directives for medical care include:

- A living will explains what kind of treatment you want.
- A durable power of attorney lets someone else make decisions for you. You can also have a durable power of attorney for mental health care.

 **Write it down.** For a form to help you create an advance directive, visit **UHCCCommunityPlan.com**. Or call Member Services toll-free at **1-800-318-8821, TTY 711**, Monday–Friday, 8 a.m.–7 p.m. ET. Give copies of the form to your providers and someone you trust. Keep one for yourself.

UnitedHealthcare Community Plan
6220 Old Dobbin Ln.
Columbia, MD 21045

Help is here.

Get treatment for alcohol and drug problems.

Getting treatment for substance use can help you have a better life. Help can start by talking with a doctor, nurse or counselor. Here's how to begin recovery:



- **Get help right away.**
- **Take an active role.** Keep your appointments. Ask questions.
- **Find the right program.** Different kinds of help are available. Make sure the program feels right for you.
- **Get help from your family and friends.** Don't try to get better by yourself. Having people you can turn to for support and advice can help.
- **Add a support group.** Talking with others who have "been there" is very helpful. There are many types of online and in-person groups.



Learn more. Visit [LiveAndWorkWell.com](https://www.LiveAndWorkWell.com) or call Public Behavioral Health System at **1-800-888-1965, TTY 711**, for more information about how to get help for substance use disorders.



Charting health.

It's important to have well-child visits with your child's primary care provider (PCP) on time. These visits may also be called checkups or Early and Periodic Screening, Diagnostic and Treatment (EPSDT) visits. Children need regular well-child visits as they age.

At well-child visits, your child's PCP will do an exam. The PCP will check your child's height, weight and other health measures. Your child will get any tests and vaccines they are due for.

Your PCP will also identify any health concerns that need to be watched or treated, which is important for your child's normal growth and development. They may give you information on important topics, including:

- Sleep.
- Safety.
- Childhood diseases.
- What to expect as your child grows.

Oh, baby!

Without prenatal care, babies are 3 times more likely to be born too small.

If you are pregnant, it's important to get early and regular prenatal care. It can help keep you and your baby healthy. It can also help catch any problems early. You will get your weight, blood pressure and urine checked at each visit. You will also listen to your baby's heartbeat.

Start seeing your provider as soon as you are pregnant. Have your first visit before your 12th week. Then, go monthly for the first 6 months. Go every 2 weeks for months 7 and 8. For the last month, see your provider every week.



Take the first step. UnitedHealthcare Community Plan has a program for pregnant women. It's called Healthy First Steps®. For more information, call **1-800-599-5985, TTY 711**.



Time for a checkup? We're here

to help you get care and treatment as quickly as possible. If you have questions, call Member Services toll-free at **1-800-318-8821, TTY 711**, Monday–Friday, 8 a.m.–7 p.m. ET. Or visit our member website at myuhc.com/CommunityPlan or use the UnitedHealthcare **Health4Me**® app.

Know your numbers.

It's important to control blood pressure.

About 1 in 3 adults in the U.S. has high blood pressure. But only about half of these people have their high blood pressure under control. High blood pressure is also called hypertension. New guidelines say stage 1 hypertension starts at a blood pressure reading of 130/80 or higher.

High blood pressure usually has no symptoms. Because it can lead to serious problems, it's important to treat it. Hypertension is a leading cause of stroke, heart attack, kidney disease and congestive heart failure. There are several things you can do to control your blood pressure.

- Limit salt to less than 1,500 mg per day.
- Eat a healthy diet that is high in fruits and vegetables.
- Limit alcohol to 1 drink a day for women or 2 (or fewer) for men.
- Maintain a healthy weight.
- Stay active. Take a brisk 10-minute walk 3 times a day, 5 days a week. Check with your primary care provider (PCP) before beginning an exercise program.
- Do not smoke.
- Manage stress.



See your doctor. If lifestyle changes are not enough to keep your blood pressure down, your doctor may suggest medication. There are many different kinds of medicines that lower blood pressure. Be sure to keep all follow-up appointments with your doctor.

For help finding a doctor, call Member Services toll-free at **1-800-318-8821, TTY 711**, Monday–Friday, 8 a.m.–7 p.m. ET.



Identifying and reporting fraud and abuse.

If you know health care fraud or abuse is taking place, you must contact HealthChoice. Your privacy will be protected because you don't have to give your name.

Fraud and abuse for HealthChoice members can be things like:

- Providing false information or hiding facts to get or keep HealthChoice.
- Letting someone else use your HealthChoice ID card.
- Selling or giving your prescription medicines to anyone else.

Fraud and abuse for HealthChoice providers can be things like:

- Billing UnitedHealthcare for services that were never given.
- Billing UnitedHealthcare 2 or more times for the same service.

How to report fraud and abuse:

- Call the UnitedHealth Group fraud hotline at **1-866-242-7727, TTY 711**.
- Call the HealthChoice fraud hotline at **1-866-770-7175, TTY 711**.
- Call the Maryland Department of Health at **410-767-5784**.
- Email the Maryland Department of Health at **mdh.oig@maryland.gov**.
- Send the Maryland Department of Health a fax at **410-333-7194**.
- Go online to **health.maryland.gov/oig/pages/report_Fraud.aspx** and then click on "Report Fraud."
- Write to:
The Maryland Department of Health
Office of the Inspector General/
Program Integrity
201 West Preston Street, Room 520
Baltimore, MD 21201

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

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.



Getting the right care.

Where to go for the care you need.

Choosing the right place to go when you are sick or hurt can help you be seen faster. It is important to choose a primary care provider (PCP). Make an appointment to see your PCP before you have an urgent need.

See your PCP whenever possible. Your PCP has easy access to your records, knows the bigger picture of your health and may even offer same-day appointments to meet your needs. You may want to see your PCP for needs or symptoms such as:

- Skin rash.
- Minor injuries.
- Flu shot.
- Earache.

If you cannot get in to see your PCP, you can go to an urgent care center. Urgent care centers take walk-in patients. You may want to go to urgent care for:

- Cough or cold.
- Fever or sore throat.
- Stomach pain.
- Minor cuts or burns.

Emergency rooms are for major medical emergencies only. Go there only when you think your illness or injury could result in death or disability if not treated right away.

For general health questions, call our toll-free NurseLineSM at **1-877-440-0251, TTY 711**, 24 hours a day, 7 days a week.

Experienced registered nurses can give you information and answer questions about:

- Choosing where to get medical care.
- Finding a doctor or hospital.
- Health and wellness help.
- Medicine questions.



We're here for you. From scheduling a checkup to finding a doctor, you can count on us to help you get care as quickly as possible. If you have questions, please call Member Services toll-free at **1-800-318-8821, TTY 711**, Monday–Friday, 8 a.m.–7 p.m. ET.

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.