Important Message from UnitedHealthcare on Coronavirus (COVID-19)

Your health and wellbeing is our number one priority. That’s why we want to make sure you stay informed about Coronavirus (COVID-19). We’re working with and following the latest information from the Centers for Disease Control and Prevention (CDC). We’re also in touch with state and local public health departments. For the most up-to-date information and resources about prevention, coverage, care and support please visit UHCCP.com.

In response to COVID-19, UnitedHealthcare is making telehealth available at no cost to you. Telehealth visits allow you to talk with a local health care provider for both urgent and non-urgent needs using your mobile device or computer. Call your Primary Care Provider (PCP) to see if they offer visits online or by phone. If you don’t have a doctor you see regularly, visit myuhc.com/CommunityPlan to find a network provider that may be able to offer a telehealth visit.

The articles found in the Spring HealthTalk newsletter were written and printed prior to the COVID-19 outbreak. These short, interesting articles are aimed to help keep you and your family healthy all year long. To ensure your safety and those around you we suggest you schedule your annual wellness visit in the fall or winter.

How can I protect myself from COVID-19?

The best way to prevent illness is to avoid being exposed to this virus. As with any potential illness, like the flu, it is important to follow good prevention practices, including:

- Hand washing with soap and water for 20 seconds or use of alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not available.
- Do not touch your eyes, nose and mouth with unwashed hands.
- Try to stay away from people who might be sick.
- Do not share cups or eating utensils with people who are sick.
- Clean and disinfect often touched surfaces.
- Cover your nose and mouth with a tissue when you cough or sneeze, and then throw the tissue in the trash.
- While a flu shot does not stop COVID-19, it’s still good to protect yourself against the flu. Contact your primary care provider and schedule your flu shot.

Stay informed on the latest advice:

- For the most updated information about COVID-19, visit the CDC’s COVID-19 page cdc.gov/coronavirus/2019-ncov
Five steps to wash your hands the right way

Handwashing is one of the best ways to protect yourself and your family from getting sick. During the COVID-19 pandemic, keeping hands clean is especially important to help prevent the virus from spreading.

Washing your hands is easy, and it’s one of the most effective ways to prevent the spread of germs. Clean hands can stop germs from spreading from one person to another and throughout an entire community—from your home and workplace to childcare facilities and hospitals.

Follow these five steps every time

1. Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
3. Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
4. Rinse your hands well under clean, running water.
5. Dry your hands using a clean towel or air dry them.

Learn more about regular handwashing at cdc.gov/handwashing.
Going home.

Have you been in the hospital or emergency room (ER)? If so, it is important to receive follow-up instructions before you go home. Make sure you understand what is being asked of you. Ask questions if you do not. You can have someone you trust listen to the instructions so they also understand what you are supposed to do.

Make an appointment with your doctor as soon as you get home from the hospital. Bring your follow-up instructions and medications with you and share them with your doctor. Proper follow-up may prevent another visit to the hospital or ER.
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.
- Qualifications.
- Specialty.
- Board certification.
- Languages they speak.
- Medical school or residency (by phone only).

By the book.

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 1-800-895-2017, TTY 711, to request a free copy of the handbook.
Know your drug benefits.

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.

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**Look it up.** Find information on your drug benefits at myuhc.com/CommunityPlan. Or, call Member Services toll-free at 1-800-895-2017, TTY 711.

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**The right care.**

**How we decide which services are covered.**

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. Just call 1-800-895-2017, TTY 711, toll-free.
We care for you.

Voluntary programs to help manage your health.

UnitedHealthcare Community Plan provides programs and services to help keep you well. We also have services to help better manage illnesses and other care needs. These are part of our Population Health program. They can include:

- Health education and reminders.
- Maternity support and education.
- Support for substance use disorders.
- Programs to help you with complex health needs (care managers work with your doctor and other outside agencies).

These programs are voluntary. They are offered at no cost to you. You can choose to stop any program at any time.

**Take care.** Visit myuhc.com/CommunityPlan to find more information about network doctors. You can also learn more about the benefits, programs and services offered to you. If you want to make a referral to our case management program, call Member Services toll-free at 1-800-895-2017, TTY 711.

Safe and secure.

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 1-800-895-2017, TTY 711, to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.

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 receive. Here’s how you can take charge of your health care:

- **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.
- **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.
- **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.
We speak your language.

If you speak a language other than English, language assistance services, free of charge, are available to you. We can send you information in other languages or in large print. You can ask for an interpreter. To ask for help, please call 1-800-895-2017, TTY 711, toll-free. Voicemail is available 24 hours a day, 7 days a week.


habíamos de visitar al médico con regularidad, especialmente durante los años prepuberales. Aunque la edad no es un factor determinante, es importante que los jóvenes reciban los vacunas recomendadas. En este sentido, el Tdap, HPV y la vacuna contra el meningococo son fundamentalmente para los adolescentes. Además, se recomienda que los adolescentes de 16 años se vacunen contra el meningococo.


Teen time.

Checkups help keep kids healthy at any age. Even preteens and teenagers should see the doctor for a well visit each year. These visits make sure your child is maturing well. Your child’s body mass index (BMI) will be measured. BMI uses height and weight to see if your child weighs too much or too little.

The doctor and your child can discuss risky behaviors. These include substance abuse and safety. Sexual health will also be discussed. Plus, your child will get any shots or tests they need.

When the preteen years start, it’s time for another round of shots. Tdap, HPV and meningococcal vaccines are recommended for most 11- to 12-year-olds. In addition, teens need a booster of the meningococcal vaccine at age 16.

Get guidance.

Preventive care guidelines are available. This document says what tests and shots are needed and when. Visit myuhc.com/CommunityPlan or call toll-free 1-800-895-2017, TTY 711, to get a copy.
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 for more of our adult members who have diabetes to get their HbA1c blood tests and retinal eye scans. We sent members information and reminders about how important it is to see their doctor regularly to help manage their diabetes. We found that overall in 2019 more members did have their HbA1c blood tests and eye exams.

Last year, another goal was to increase the number of children who received yearly checkups. We want to improve even more this year and have more children get lead screenings, vaccinations and yearly checkups. We also want to improve the percentage of members who have cervical cancer and breast cancer screenings in the coming year. We will be calling members with reminders.

We also survey our members each year. We want to see how well we are meeting their needs. Our 2019 surveys showed mostly higher scores in how members rated their doctors. In the coming year, we will continue to work on improving how members rate their doctors and their overall health care. We also want to make sure members get the care they need when they need it. We gave our doctors tip sheets on what members like so they can better serve them.
Take this checkup checklist to your next appointment.

You and your children should have regular checkups with your primary care provider (PCP). Preparing for a checkup helps you get the most out of your visit.

Think about these topics before your next visit:

- **Family history.** Have any of your relatives been diagnosed with diseases since your last visit?
- **Screenings.** Ask your PCP if you are due for any tests or screenings.
- **Immunizations.** Ask your PCP if you or your children are due for any shots.
- **Questions.** Make a list of any health changes since your last visit.
- **Goals.** Make a list of health goals, such as losing weight, getting pregnant or quitting smoking.

It's also important to be screened for diseases. Screenings help catch conditions early.

- **Breast cancer.** Depending on risk, annual mammograms begin for women as early as age 40 or as late as age 45. Then mammograms every 2 years beginning at age 55.
- **Cervical cancer.** Pap screening every 3 years for women ages 21 to 29. Pap and HPV tests every 5 years for women ages 30 to 65.
- **Colorectal cancer.** Colonoscopy every 10 years for men and women beginning at age 45. Other tests are available; intervals vary.
Haga una lista.

Lleve esta lista de verificación a su próxima cita.

Tanto usted como sus hijos deben acudir a controles periódicos con su proveedor de atención primaria (PCP). Prepararse para un control le ayudará a sacar el máximo provecho de esta visita.

Piense en estos temas antes de su próxima visita:

☐ **Antecedentes familiares.** ¿Se le ha diagnosticado alguna enfermedad a algún familiar desde su última visita?

☐ **Exámenes de detección.** Pregunte a su PCP si debe realizarse alguna prueba o examen de detección.

☐ **Inmunizaciones.** Pregunte a su PCP si usted o sus hijos necesitan alguna vacuna.

☐ **¿Tiene alguna pregunta?** Haga una lista de los cambios en su salud desde su última visita.

☐ **Objetivos.** Haga una lista de sus objetivos en términos de salud, como perder peso, quedar embarazada o dejar de fumar.

También es importante realizarse exámenes de detección de enfermedades que pueden ayudar a detectar enfermedades de forma temprana.

☐ **Cáncer de mama.** Según el riesgo, las mamografías anuales para las mujeres comienzan a los 40 o 45 años. Luego, a partir de los 55 años, las mamografías deben realizarse cada 2 años.

☐ **Cáncer de cuello uterino.** Prueba de Papanicolau cada 3 años para las mujeres entre 21 y 29 años. Pruebas de Papanicolau y de detección de VPH cada 5 años para mujeres entre 30 y 65 años.

☐ **Cáncer colorrectal.** Colonoscopia cada 10 años para hombres y mujeres a partir de los 45 años. También hay disponibles otras pruebas y exámenes; los intervalos varían.

**Questions for the doctor.** Preguntas para el médico.

Write it down. Escríbalo.

Sometimes it is hard to remember questions to ask your doctor during your visit. Write down your questions before your visit here. Then tear off this page and bring it with you when you go! A veces es difícil recordar las preguntas para plantear a su médico durante su visita. Como ayuda, escribálas antes de su visita. Luego, desprenda esta página y llévela con usted.

1. _____________________________________________________________

2. _____________________________________________________________

3. _____________________________________________________________
UnitedHealthcare Community Plan of Ohio, Inc. does not discriminate because of sex, age, race, color, disability or national origin.

If you believe that we have failed to provide these services or discriminated in another way on the basis of sex, age, race, color, disability or national origin, you can send a complaint to the Civil Rights Coordinator.

- **Online:** UHC_Civil_Rights@uhc.com
- **Mail:** Civil Rights Coordinator. UnitedHealthcare Civil Rights Grievance. P.O. Box 30608, Salt Lake City, UT 84130

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 1-800-895-2017 (TTY 711) from 7 a.m. to 7 p.m. Monday through Friday (voicemail available 24 hours a day/7 days a week).

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, 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

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call 1-800-895-2017 (TTY 711) from 7 a.m. to 7 p.m. Monday through Friday (voicemail available 24 hours a day/7 days a week).

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Please call 1-800-895-2017, TTY 711.

ATENCIÓN: si habla español (Spanish), tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-895-2017, TTY 711.

注意：如果您說中文 (Chinese)，您可獲得免費語言協助服務。請致電 1-800-895-2017，或聽障專線 (TTY) 711。


참고: 한국어(Korean)를 하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. 1-800-895-2017, TTY 711로 전화하십시오.

ATENSYON: Kung nagsasalita ka ng Tagalog (Tagalog), may magagamit kang mga serbisyo ng pantulong sa wika, nang walang bayad. Tumawag sa 1-800-895-2017, TTY 711.
ВНИМАНИЕ: Если вы говорите по-русском (Russian), вы можете воспользоваться бесплатными услугами переводчика. Звоните по тел 1-800-895-2017, TTY 711.

Tony: Если вы говорите по-русском (Russian), вы можете воспользоваться бесплатными услугами переводчика. Звоните по тел 1-800-895-2017, TTY 711.
ध्यान दिनुहोस्: यदि तपाईं नेपाली (Nepali) भाषा बोलनुहुन्छ भने तपाईंको लागि निःशुल्क भाषा सहायता सेवाहरू उपलब्ध छन्। कृपया 1-800-895-2017, TTY 711, मा फोन गर्नुहोस्।

XIYYEFFANNOO: Afaan Kushaitii (Cushite) dubbattu yoo ta’e, tajaajilli gargaarsa afaanii, kanfaltii malee isiniif ni argama. Maaloo lak. 1-800-895-2017 n TTY 711 n bilbila’a.


ATENȚIE: Dacă vorbiți limba română (Romanian), aveți la dispoziție servicii de asistență lingvistică gratuite. Sunați la 1-800-895-2017, TTY 711.

УВАГА: Якщо ви не говорите українською (Ukrainian) мовою, ви можете скористатися безкоштовними послугами перекладача. Телефонуйте за номером 1-800-895-2017, TTY 711.

သတိမူရန္ - အကယ္၍ သင္သည္ ျမန္မာ (Burmese) စကားေျပာလွ်င္၊ ဘာသာစကားဆိုင္ရာ ပံ့ပိုးေထာက္ပံ့မႈဝန္ေဆာင္မႈမ်ားကို သင္ အခမဲ့ ရ႐ွႏင္မည္ျဖစ္သည္။ ေက်းဇူးျပဳၿပီး 1-800-895-2017, TTY 711 သို႔ ေခၚဆိုပါ။