

COVID-19



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](https://www.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](https://www.cdc.gov/handwashing).



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HealthTALK

SPRING 2020



Need a new doctor?

To find a new PCP, visit myuhc.com/CommunityPlan.
Or call us toll-free at **1-800-414-9025**,
TTY/PA Relay 711.

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.



istock.com: LightFieldStudios

UnitedHealthcare Community Plan
2 Allegheny Center, Suite 600
Pittsburgh, PA 15212

AMC-056-PA-CHIP

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Your partner in health.

How to choose the right PCP.

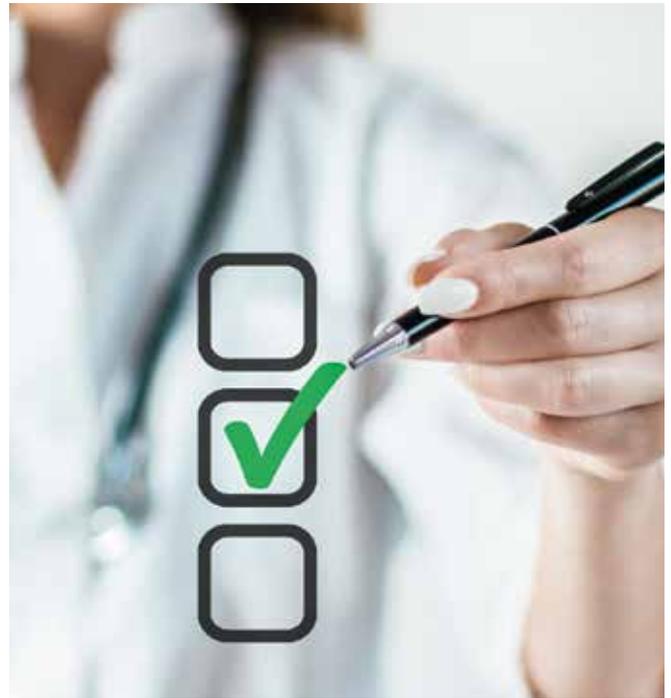
Your primary care provider (PCP) provides or coordinates your health care. You should see your PCP for well visits, immunizations and important screenings. Your PCP can help you lead a healthier lifestyle by providing tools to help you lose weight or quit smoking.

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



iStock.com: Ivan Antic



Need a new doctor? To find a new PCP, visit myuhc.com/CommunityPlan. Or call us toll-free at **1-800-414-9025, TTY/PA Relay 711**.



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 **1-800-414-9025, TTY/PA Relay 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:

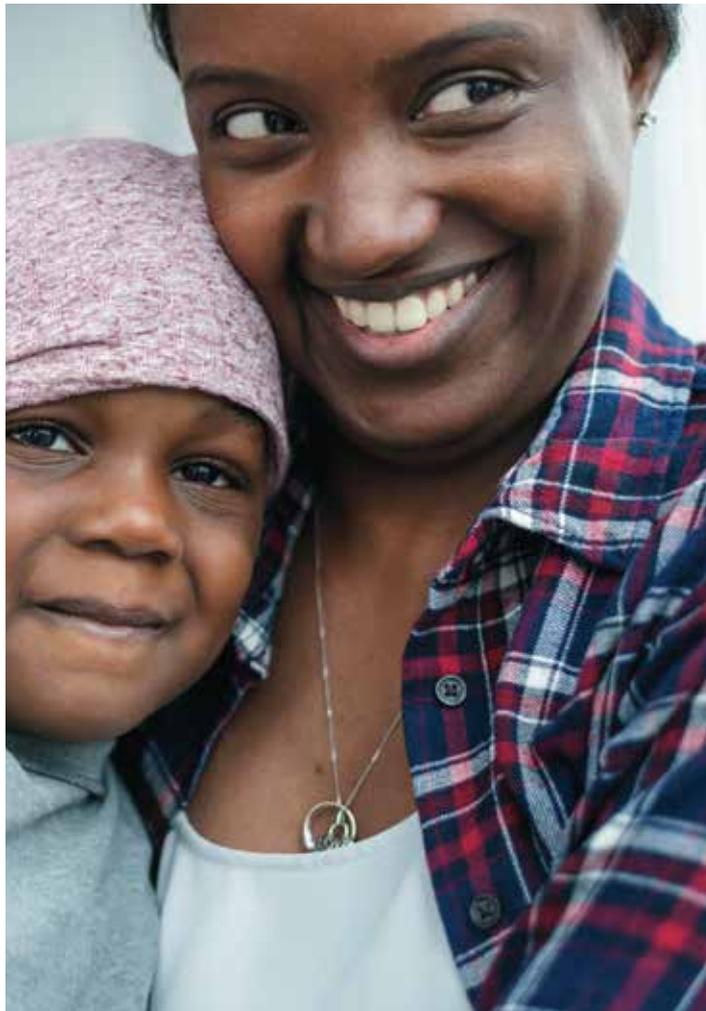
- 1. What drugs are covered.** There is a list of covered drugs. You may need to use a generic drug in place of a brand-name drug.
- 2. Where to get your prescriptions filled.** You can find a pharmacy near you that accepts your plan. You may also be able to get certain drugs by mail.
- 3. Rules that 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.



iStock.com: RidoFranz



Look it up. Find information on your drug benefits at myuhc.com/CommunityPlan. Or, call Member Services toll-free at **1-800-414-9025, TTY/PA Relay 711.**



iStock.com: FatCamera

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 **1-800-414-9025, TTY/PA Relay 711**, toll-free.

We care for you.

Voluntary programs to help manage your health.

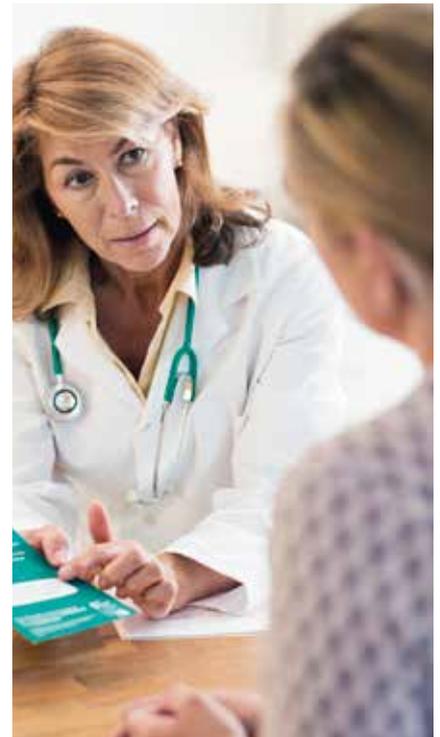
UnitedHealthcare Community Plan provides programs and services to help keep you well. We also have services to help better manage illnesses and other care needs. These are part of our Population Health program. They can include:

- 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 **1-800-414-9025, TTY/PA Relay 711**.



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Mental illness and abuse.

When someone is being abused, they can feel helpless, nervous or very sad. Even after the abuse stops it can take a long time to feel better. Memories of being abused can make it hard to feel good again. Sometimes, being abused can cause a mental illness. A mental illness is a disorder that affects mood, thinking and behavior.

Some examples are:

- Depression.
- Post-Traumatic Stress Disorder (PTSD).
- Anxiety.
- Eating disorders.

Abuse can also make a mental illness worse. People who are abusive can do things that make it hard to manage a mental illness.

Things like:

- Hiding or stealing medication.
- Cancelling doctor appointments.
- Denying the mental illness exists.
- Blaming abuse on the mental illness.

If you have a mental illness and someone does these things it is not okay. No one should make you feel bad about your mental illness or keep you from getting help. Mental illness is a common issue for many people. Most forms of mental illness are able to be treated. A doctor can help find medication that will help. It can also help to talk to a counselor who understands abuse and mental illness. Talking about the feelings and memories about abuse can make it easier to manage a mental illness.



Get help. Resources include: The National Alliance on Mental Illness ([nami.org](https://www.nami.org)), The Pennsylvania Department of Human Services (mental health services: dhs.pa.gov/Services/Mental-Health-In-PA), The National Domestic Violence Hotline (**1-800-799-7233, TTY/PA Relay 711**) and The Pennsylvania Coalition Against Domestic Violence (pcadv.org).

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 **1-800-414-9025, TTY/PA Relay 711**, toll-free. Voicemail is available 24 hours a day, 7 days a week.

Proporcionamos servicios gratuitos para ayudarle a comunicarse con nosotros. Podemos enviarle información en idiomas distintos al inglés o en letra grande. Puede solicitar un intérprete. Para solicitar ayuda, llame a la línea gratuita de Servicios para miembros al **1-800-414-9025, TTY/PA Relay 711**.

Chúng tôi cung cấp các dịch vụ miễn phí nhằm giúp quý vị giao tiếp với chúng tôi. Chúng tôi có thể gửi cho quý vị thông tin bằng các ngôn ngữ khác không phải là tiếng Anh hoặc bằng chữ in lớn. Quý vị có thể yêu cầu cung cấp dịch vụ phiên dịch viên. Để yêu cầu trợ giúp, hãy gọi cho bộ phận Dịch vụ thành viên theo số điện thoại miễn phí **1-800-414-9025, TTY/PA Relay 711**, Thứ Hai – Thứ Sáu, 7 giờ sáng – 7 giờ tối.

យើងផ្តល់ជូនសេវាឥតគិតថ្លៃដើម្បីជួយអ្នកទំនាក់ទំនងជាមួយនឹងយើង។ យើងអាចផ្ញើព័ត៌មានទៅអ្នកក្នុងភាសាជាច្រើនក្រៅពីអង់គ្លេស ឬនៅក្នុងការបោះពុម្ពខ្នាតធំ។ អ្នកអាចស្នើសុំអ្នកបកប្រែផ្ទាល់មាត់ម្នាក់។ ដើម្បីស្នើសុំជំនួយ សូមទូរសព្ទមកសេវាសមាជិកដោយឥតបង់ប្រាក់តាម **1-800-414-9025, TTY/PA Relay 711**។

نقدم خدمات مجانية لمساعدتك في التواصل معنا. يمكننا إرسال معلومات لك بلغات غير اللغة الإنجليزية أو بخط طباعي كبير. يمكنك طلب مترجم فوري. لطلب المساعدة، يُرجى الاتصال بالهاتف المجاني لخدمات **TTY/PA Relay 711**. الأعضاء على **1-800-414-9025**، والهاتف النصي



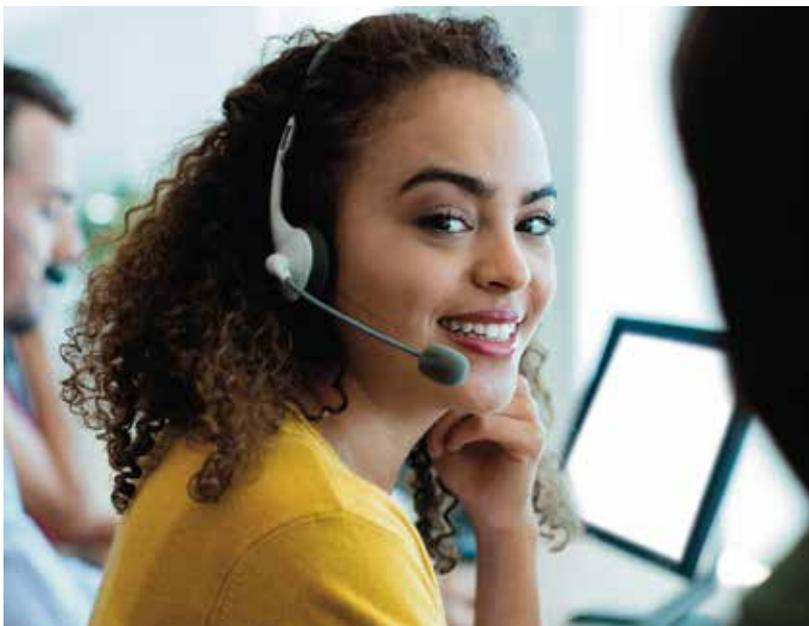
iStock.com: apichon_lee

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.



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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 **1-800-414-9025, TTY/PA Relay 711**, to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.



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.

Talking to your doctor about your relationship.

It can help you stay safe.

Going to the doctor regularly is a good way to stay healthy. Doctors ask their patients questions that help identify problems. When problems are identified, doctors can help their patients get the things they need to start feeling better. Sometimes, doctors ask their patients questions about their relationships. They may ask questions like:

- Do you feel safe at home with your partner?
- Does your partner ever hit you or try to injure you?
- Does your partner try to control you physically, mentally or financially?
- Does your partner ever threaten you, or make you do things you don't want to do?

Answering questions like these can make you feel nervous or embarrassed. If you are in a safe relationship, these questions may not seem important. For patients who are not in safe relationships, it can be helpful when the doctor asks these questions. Talking about abuse can be hard or scary. It can also be a good way to start feeling better. Sometimes, relationships that are unhealthy can cause other problems too, such as:

- Depression.
- Anxiety.
- Post-Traumatic Stress Disorder.
- Traumatic brain injury.
- High blood pressure.
- Chronic pain.

When doctors ask about relationships, they can help with any of the problems the patient might have. They can also help connect you to people at the local domestic violence program for support.



You have resources. If you are experiencing abuse, you can always call your local domestic violence program on your own, or use these resources: Pennsylvania Coalition Against Domestic Violence, **717-545-6400**, **TTY/PA Relay 711** (8:30am — 4:30 p.m.), pcadv.org/find-help, or National Domestic Violence Hotline, **1-800-799-SAFE** (**1-800-787-3224**), **TTY/PA Relay 711**, thehotline.org.





Resource corner.

Member Services: Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).
1-800-414-9025, TTY/PA Relay 711

Our website: Find a provider, read your Member Handbook or see your ID card, wherever you are.
myuhc.com/CommunityPlan

NurseLine: Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).
1-844-222-7341, TTY/PA Relay 711

Quit For Life®: Get free help quitting smoking.
quitnow.net

Healthy First Steps®: Get support throughout your pregnancy (toll-free).
1-800-599-5985, TTY 711

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).
1-800-414-9025, TTY/PA Relay 711

Special Needs Unit: Get support for ongoing physical, developmental, emotional or behavioral conditions.
1-877-844-8844, TTY/PA Relay 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 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.



Quality matters. Want more information on our Quality Improvement program? Call Member Services toll-free at **1-800-414-9025, TTY/PA Relay 711.**

UnitedHealthcare Community Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

UnitedHealthcare Community Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

UnitedHealthcare Community Plan provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

UnitedHealthcare Community Plan provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact UnitedHealthcare Community Plan at **1-800-414-9025, TTY/PA RELAY 711.**

If you believe that UnitedHealthcare Community Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation, you can file a complaint with:

UnitedHealthcare Community Plan
P.O. Box 30608
Salt Lake City, UT 84131-0364

The Bureau of Equal Opportunity
Room 223, Health and Welfare Building
P.O. Box 2675
Harrisburg, PA 17105-2675
Phone: **717-787-1127, TTY/PA Relay 711**
Fax: **717-772-4366**, or
Email: **RA-PWBEOAO@pa.gov**

You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, UnitedHealthcare Community Plan and the Bureau of Equal Opportunity are available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or 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>**.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call: **1-800-414-9025, TTY/PA RELAY: 711.**

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-414-9025, TTY/PA RELAY: 711.**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните по телефону **1-800-414-9025, TTY/PA RELAY: 711.**

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-800-414-9025, TTY/PA RELAY: 711**。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-414-9025, TTY/PA RELAY: 711.**

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-414-9025, TTY/PA RELAY: 711**

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् **1-800-414-9025, TTY/PA RELAY: 711** ।

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-414-9025, TTY/PA RELAY: 711** 번으로 전화해 주십시오.

សូមចាប់អារម្មណ៍ ៖ ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ សេវាជំនួយផ្នែកភាសាឥតគិតថ្លៃ គឺអាចមានសម្រាប់បំរើជូនអ្នក ។ ចូរទូរស័ព្ទទៅលេខ **1-800-414-9025, TTY/PA RELAY: 711** ។

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-414-9025, TTY/PA RELAY: 711.**

သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် **1-800-414-9025, TTY/PA RELAY: 711** သို့ ခေါ်ဆိုပါ။

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-800-414-9025, TTY/PA RELAY: 711.**

ATENÇÃO: se fala português, encontram-se disponíveis serviços linguísticos gratuitos. Ligue para **1-800-414-9025, TTY/PA RELAY: 711.**

नम्र्य करून: आपनि यदि बांग्ला कथा बलन, तहले आपनार जन्य विना खरचे भाषा सहायता परिषेवा उपलब्ध आछे। **1-800-414-9025, TTY/PA RELAY: 711** नखरे फोन करून।

KUJDES: Nëse flisni shqip, për ju ka në dispozicion shërbime falas të ndihmës gjuhësore. Telefononi në **1-800-414-9025, TTY/PA RELAY: 711.**

सयना: જો તમે ગજરાતી બોલતા હો, તો નિ:શલ્ક ભાષા સહાયતા સેવાઓ તમારા માટ ઉપલબ્ધ છ. કોલ કરો **1-800-414-9025, TTY/PA RELAY: 711.**

UnitedHealthcare Community Plan cumple con las leyes federales de derechos civiles aplicables y no discrimina por raza, color, nacionalidad, edad, discapacidad, creencias, afiliación religiosa, ascendencia, sexo, identificación de sexo, expresión sexual u orientación sexual.

UnitedHealthcare Community Plan no excluye a las personas ni las trata de manera diferente debido a su raza, color, nacionalidad, edad, discapacidad, creencias, afiliación religiosa, ascendencia, sexo, identificación de sexo, expresión sexual u orientación sexual.

UnitedHealthcare Community Plan proporciona ayuda y servicios gratuitos a personas con discapacidades para que puedan comunicarse con nosotros de manera efectiva, por ejemplo:

- Intérpretes de lenguaje de señas calificados
- Información escrita en otros formatos (letra grande, audio, formatos electrónicos accesibles y demás formatos)

UnitedHealthcare Community Plan ofrece servicios de idioma gratuitos a las personas cuyo idioma principal no es el inglés, por ejemplo:

- Intérpretes calificados
- Información escrita en otros idiomas

Si necesita estos servicios, comuníquese con UnitedHealthcare Community Plan al **1-800-414-9025, TTY/PA RELAY 711**.

Si considera que UnitedHealthcare Community Plan no ha proporcionado estos servicios o ha discriminado de otro modo en función de la raza, el color, la nacionalidad, la edad, la discapacidad, las creencias, la afiliación religiosa, la ascendencia, el sexo, la identificación de sexo, la expresión sexual o la orientación sexual, puede presentar una queja con:

UnitedHealthcare Community Plan
P.O. Box 30608
Salt Lake City, UT 84131-0364

The Bureau of Equal Opportunity
Room 223, Health and Welfare Building
P.O. Box 2675
Harrisburg, PA 17105-2675
Teléfono: **717-787-1127, TTY/PA Relay 711**
Fax: **717-772-4366**, o
Correo electrónico: **RA-PWBEOAO@pa.gov**

Usted puede presentar una queja en persona o por correo, fax o por correo electrónico. Si necesita ayuda para presentar una queja, UnitedHealthcare Community Plan y la Oficina de Igualdad de Oportunidades están disponibles para brindarle asistencia.

También puede presentar un reclamo de derechos civiles ante la Oficina de Derechos Civiles del Departamento de Salud y Servicios Humanos de los EE. UU. por vía electrónica a través del Portal de Quejas de la Oficina de Derechos Civiles disponible en <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, o por correo postal o teléfono al:

U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, DC 20201
1-800-368-1019, 1-800-537-7697 (TDD)

Los formularios de reclamos están disponibles en <http://www.hhs.gov/ocr/office/file/index.html>.