



# Health Talk

Your journey to better health

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¡Voltee para español!

United  
Healthcare  
Community Plan

## What's inside

Do you know what drugs are covered under your health plan? See Page 4 for details about your prescription drug benefits.



## Care guidelines

# The best care

## Tools for better health

We give our providers tools so they can best care for our members. These tools are called clinical practice guidelines. They share best practices on how to manage illnesses and promote wellness.

The guidelines cover care for many illnesses and conditions like diabetes, high blood pressure and depression. They also give advice on how to stay well with proper diet, exercise and vaccines. For more information, visit [uhcprovider.com/cpg](https://uhcprovider.com/cpg).





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## Health equity

# Safe and secure

## How we use and protect language, cultural and social needs

At UnitedHealthcare®, we help coordinate your care across all of your health care providers. To do that, we receive and share important information about you. This may include your race, ethnicity, language you speak, gender identity, sexual orientation and social needs. This data and other personal information about you is protected health information (PHI). We may share this information with your health care providers as part of treatment, payment and operations. This helps us meet your health care needs.

Examples of how we may use this information to improve our services include:

- To find gaps in care
- To help you in languages other than English
- To create programs that meet your needs
- To tell your health care providers which language(s) you speak

We do not use this data to deny coverage or limit benefits. We protect this information in the same way we protect all other PHI. Access is restricted to those employees who need to use it. Our buildings and computers are secured. Computer passwords and other system protections keep your data safe.

To find out more about how we protect your cultural data, visit [uhc.com/about-us/rel-collection-and-use](https://uhc.com/about-us/rel-collection-and-use). For more information on our health equity program, visit [unitedhealthgroup.com/what-we-do/health-equity.html](https://unitedhealthgroup.com/what-we-do/health-equity.html).

## Member Handbook

# All about your health plan

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/benefitsandcvg](https://myuhc.com/communityplan/benefitsandcvg).

Or call Member Services toll-free at the phone number on Page 8 to request a copy.



## Health and wellness

# Get healthy

## Learn about our case specific nutrition program

Case specific nutrition (CSN) is a prevention program for members who are at risk of developing diabetes. CSN helps adults adopt and maintain healthy lifestyles. It does this by giving tips for eating healthier, increasing physical activity and losing a modest amount of weight. This helps reduce members' chances of developing the disease.

Interested members can contact the Special Needs Unit to see if they qualify. Call **1-877-844-8844**.

# Your drug benefits

## What you need to know

Visit our website 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 also might be limits to the amount you can get of certain drugs.
- 4. Any costs to you.** You may have copayments for prescriptions.

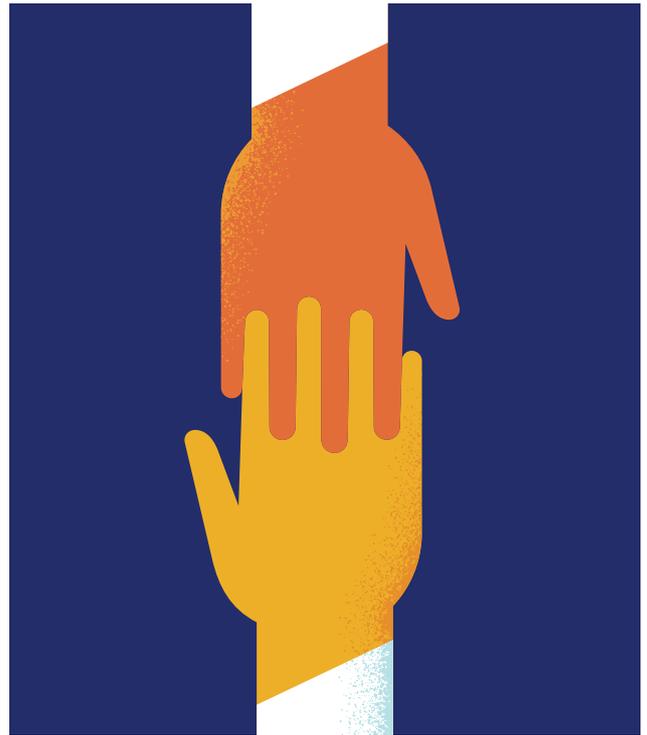


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**Look it up.** Find information on your drug benefits at [myuhc.com/communityplan/pharmaciesandrdrx](https://myuhc.com/communityplan/pharmaciesandrdrx).

Or call Member Services toll-free at the phone number on Page 8.



## Utilization management

### The right care

Utilization management (UM) helps make sure you receive the right care and services when you need them. Our UM staff reviews the services your provider asks for. They compare the care and services your provider asks for against clinical practice guidelines. They also compare what is being asked for against your benefits.

When the care is not covered under your benefits, it may be denied. It may also be denied when it does not meet clinical practice guidelines. We do not pay or reward our providers or staff for denying services or approving less care. If care is denied, you and your provider have a right to appeal. The denial letter will tell you how.

If you have any questions, call Member Services toll-free at the phone number on Page 8. TTY services and language assistance are available if you need them.

# Stay well

## 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 may 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 provider 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.



**Learn more.** You can find more information about our programs and services at [myuhc.com/communityplan/healthwellness](https://myuhc.com/communityplan/healthwellness). If you want to make a referral to our care management program, call Member Services toll-free at the phone number on Page 8.



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## Primary care

### Take charge

Preparing for your provider visit can help you get the most out of it. So can making sure your provider knows about all the care you get. Here are 4 ways you can take charge of your health care:

- 1. Think about what you want to get out of the visit before you go.** Focus on the top 3 things you need help with.
- 2. Tell your provider about any drugs or vitamins you take.** Bring a written list.

Or bring the actual medicines. Mention who prescribed them for you.

- 3. Tell your provider about other providers you see.** Include behavioral health providers. Mention any medications or treatment they have prescribed for you and any tests you have had.
- 4. If you were in the hospital or emergency room (ER), see your provider as soon as possible after you go home.** Share your discharge instructions with them. Proper follow-up may prevent another hospital admission or visit to the ER.



**Domestic violence**

**You are not alone**

Sometimes, people who are abusive use prescriptions to get control. This can be dangerous. It can affect physical and mental health. These health effects can give abusive people more power. Some examples of abuse are:

- Saying that someone is a bad parent because they take a particular medication
- Selling or taking the medicine themselves
- Changing insurance so someone cannot get their medication
- Getting prescription refills without a person’s knowledge
- Blaming a survivor for what happens when they take the medication

People do not have to deal with this alone. There are resources that can help. Local domestic violence advocates can help survivors talk with a pharmacist. They can also help people talk with health care providers.

**Domestic Violence Resources**

Pennsylvania’s Department of Human Services  
**1-866-550-4355**  
[dhs.pa.gov/Services/Assistance/Pages/Medical-Assistance.aspx](https://dhs.pa.gov/Services/Assistance/Pages/Medical-Assistance.aspx)

Pennsylvania Coalition Against Domestic Violence  
[pcadv.org/find-help/find-your-local-domestic-violence-program](https://pcadv.org/find-help/find-your-local-domestic-violence-program)

National Domestic Violence Helpline  
**1-800-799-SAFE (7233)**  
[thehotline.org](https://thehotline.org)

**Health care options**

**Caring for you**

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 better 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 female PCP. If you find your PCP isn’t right for you, you can switch at any time.

If you need to see a provider right away, you can get after-hours care at urgent care centers. We also have a NurseLine that you can call anytime — 24 hours a day, 7 days a week. Virtual visits also are available 24/7 with UHC Doctor Chat.

To find a new PCP, visit [myuhc.com/communityplan](https://myuhc.com/communityplan) or use the UnitedHealthcare app. Or call Member Services toll-free at the phone number on Page 8.



## Care management

### Take 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](https://myuhc.com/communityplan). Or take it over the phone by calling Member Services toll-free at the phone number on Page 8. This short survey will help find programs that are right for you.

## Communication needs

### We speak your language

We provide free services to help you communicate with us. We can send you information in languages other than English or in large print. You can ask for an interpreter. To ask for help, please call Member Services toll-free at the phone number on Page 8.

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 número que aparece en la Página 8.

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 بالرقم المجاني لخدمات الأعضاء على رقم الهاتف الموجود في الصفحة 8.

យើងផ្តល់ជូនសេវាឥតគិតថ្លៃដើម្បីជួយអ្នកទំនាក់ទំនងជាមួយយើង។ យើងអាចផ្ញើព័ត៌មានទៅអ្នកក្នុងភាសាជាច្រើនក្រៅពីអង់គ្លេស ឬនៅក្នុងការបោះពុម្ពខ្នាតធំ។ អ្នកអាចស្នើសុំអ្នកបកប្រែផ្ទាល់មាត់ម្នាក់។ ដើម្បីស្នើសុំជំនួយសូមទូរសព្ទមកសេវាសមាជិកដោយឥតបង់ប្រាក់តាមលេខទូរសព្ទនៅលើទំព័រ ៨ ។

Мы предоставляем бесплатные услуги, чтобы помочь вам общаться с нами. Мы можем отправлять вам информацию на других языках, кроме английского, или крупным шрифтом. Вы можете попросить переводчика. За помощью обращайтесь в Отдел обслуживания участников по бесплатному номеру, который можно найти на стр. 8.



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## Member resources

# Here for you

We want to make it as easy as possible for you to get the most out of your health plan. As our member, you have many services and benefits available to you.

**Member Services:** Get help with your questions and concerns. Find a health care provider or urgent care center, ask benefit questions or get help scheduling an appointment, in any language (toll-free).

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

**Our website:** Our website keeps all your health information in one place. You can find a health care provider, view your benefits or see your member ID card, wherever you are.

**[myuhc.com/communityplan](https://myuhc.com/communityplan)**

**UnitedHealthcare app:** Access your health plan information on the go. View your coverage and benefits. Find nearby network providers. View your member ID card, get directions to your provider's office and much more.

**Download on the App Store® or Google Play™**

**NurseLine:** Get health advice from a nurse 24 hours a day, 7 days a week, at no cost to you (toll-free).

**1-844-222-7341, TTY/PA Relay 711**

**Pennsylvania Tobacco QuitLine:** Get help quitting smoking at no cost to you (toll-free).

**1-800-QUIT-NOW (784-8669),**

**TTY/PA Relay 711**

**[pa.quitlogix.org](https://pa.quitlogix.org)**

## Medical Assistance Transportation Program

**(MATP):** MATP provides nonemergency transportation to medical and pharmacy visits. MATP in your county will determine your need for the program. Call Member Services to arrange a ride (toll-free).

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

**Care Management:** This program is for members with chronic conditions and complex needs. You can get phone calls, home visits, health education, referrals to community resources, appointment reminders, help with rides and more (toll-free).

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

**Healthy First Steps®:** Get support throughout your pregnancy and rewards for timely prenatal and well-baby care (toll-free).

**1-800-599-5985, TTY/PA Relay 711**

**[uhchealthyfirststeps.com](https://uhchealthyfirststeps.com)**

**Suicide and Crisis Lifeline:** For help, call **988**.

**UHC Doctor Chat:** Video chat with a doctor for free with this app. Doctors are available 24 hours a day, 7 days a week.

**[uhcdoctorchat.com](https://uhcdoctorchat.com)**

## One Pass Gym and Digital Fitness

**Membership:** Get access to a network of gyms and fitness locations and live, digital fitness classes and on-demand workouts. Available at no extra cost to eligible members. Bring a caregiver with you to the gym (at some locations) at no extra cost. Must be 18 or older.

**[uhccp.com/onepasspa](https://uhccp.com/onepasspa)**

**Doula care:** Provides nonclinical emotional, physical and informational support to pregnant individuals and new parents. Studies show that help from nonclinical providers, such as doulas, within Medicaid populations is associated with lower cesarean rates, fewer obstetric interventions, fewer complications and higher rates of breastfeeding.

**1-800-443-1798, TTY/PA Relay 711, option 5**



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 تتوفر 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 សេវាជំនួយផ្នែកភាសាភាគតិចផ្លែ គឺអាចមានសម្រាប់បម្រើជូនអ្នក។ ចុះទូរស័ព្ទទៅលេខ 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 - အကယုၣ် သဠည ဂျမန္တစကား ဝေဂျဟပါက ဘာသာစကား အကူအညီကို သင့်အကြံအစဉ်အခမဲ့ ဝေဆာငံြကပေးပါမည့်။ ဖုန်းနံပါတ် 1-800-414-9025၊ TTY RELAY: 711 သို့ ဝေငှဆိုပါ။**

**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.**

**লক্ষ্য করুন: আপনি যদি বাংলায় কথা বলেন, তাহলে আপনার জন্য বিনা খরচে ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। 1-800-414-9025, TTY/PA RELAY: 711.**

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

**সূचना: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. કૉલ કરો 1-800-414-9025, TTY/PA RELAY: 711.**