



HealthTalk

Your journey to better health



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 6.

Plan benefits

Caring for you

Get the care you need, when you need it

The following services are available to you as a plan member:

- If you need help getting to your provider's office, our plans offer transportation benefits to get you to appointments.
- When you need to see a provider right away, we offer care after hours in urgent care centers.
- Many plans offer NurseLine that you can call anytime 24/7.
- Virtual visits are offered in most states.

Learn more about your benefits and services. Visit myuhc.com/communityplan or use the UnitedHealthcare app.

Plan benefits

We care

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.

You can find more information at **myuhc.com**. There you can 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 at the phone number on page 6.

Plan benefits

Know your drug benefits

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 may also be limits to the amount you can get of certain drugs.



Look it up

Find information on your drug benefits at **myuhc.com/communityplan**. Or call Member Services toll-free at the phone number on page 6.



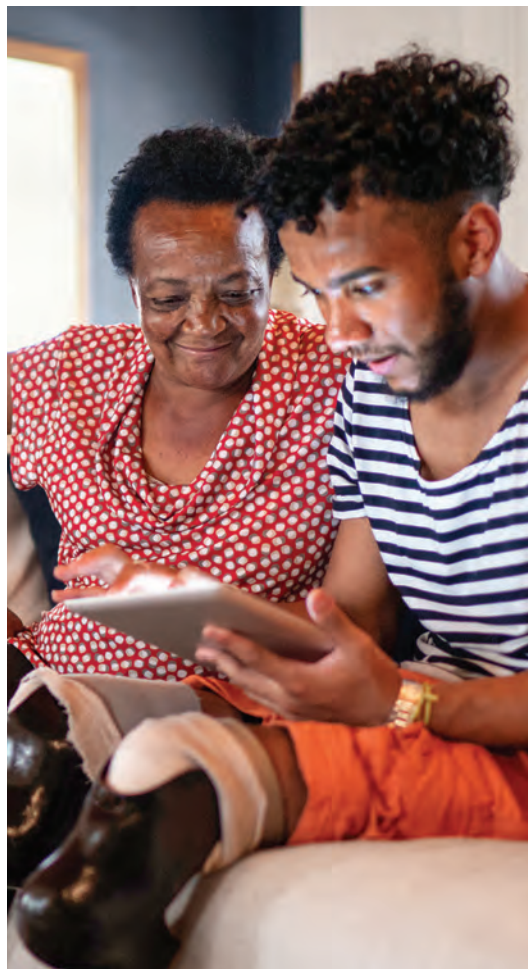
Top Quality

UnitedHealthcare Community Plan has a Quality Improvement program. It works to give members better healthcare and services. Each year we set goals and measure how we are doing.

Some of our goals focus on improving the number of services pregnant members and children receive. These include post-partum visits, well check-ups, and immunizations. Other goals focus on making sure people with certain diseases, such as diabetes, get the tests they need. Sometimes a member needs to go to the hospital or emergency room for a mental health issue. When this happens, our goal is that they see a mental health professional after they go home.

We also survey our members each year. We want to see how they feel our health plan is performing. We use this feedback to improve the services that we offer, including our provider network and customer service. This year we are working on improving member's digital experience.

Want more information on our Quality Improvement program and results? Call Member Services toll-free at the phone number on page 6.



Utilization management

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. They decide if the care and services are correct. The services must be covered under 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. A denial notice will tell you how to appeal.

Questions? 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 Member Services toll-free at the number on page 6.

Care guidelines

Top care

We give our providers tools so they can best care for our members. These tools are called clinical practice guidelines. They inform the providers about how to manage illnesses and promote wellness. The guidelines cover care for a variety of illnesses and conditions like diabetes, high blood pressure and depression. They also give information on how to stay well with proper diet, exercise, and recommended vaccines.



Learn more

For more information, visit uhcprovider.com/cpg.

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. Or call Member Services toll-free at the phone number on page 6 to request a printed copy of the handbook.



How we use and protect language and cultural data

We receive 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 in meeting your health care needs. Examples of how we may use it to improve the services we provide include:

- 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 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/privacy.

To learn more information on our health equity program visit uhccommunityandstate.com/healthequity.

Your privacy

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 throughout our business. We have rules and technology that 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 check to make sure we use PHI and FI 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

You may read of privacy policy in your Member Handbook. It's online at myuhc.com/communityplan. You may also call Member Services toll-free at the phone number on page 6 to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.

We're here to help

Member Services: 1-877-542-9238, TTY 711

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).

Our website: myuhc.com/communityplan

Our website keeps all your health information in one place.

UnitedHealthcare app: Download on the App Store® or Google Play™

Access your health plan information on-the-go.

NurseLine: 1-855-575-0136, TTY 711

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

KanQuit:**1-800-784-8669, TTY 711 | KSquit.org**

Get help quitting smoking at no cost to you (toll-free).

Transportation:**1-877-542-9238, TTY 711**

Call Member Services to set up a ride and get connected with our transportation team (toll-free).

Care Management:**1-877-542-9238, TTY 711**

Members with chronic conditions and complex needs can get phone calls, home visits, health education, referrals to community resources, appointment reminders, help with rides and more (toll-free).

Live and Work Well: liveandworkwell.com

Find articles, self-care tools, caring providers, and mental health and substance use resources.

Assurance Wireless:**assurancewireless.com/buhc**

Get 4.5GB of high-speed data, 3000 talk minutes and unlimited texts each month. Plus, the option to purchase a phone for \$20.

Self Care by AbleTo: ableto.com/begin

Ease stress and boost your mood with this Self Care app that gives you emotional health tools. Check out meditations, breathing exercises, videos, and more. You'll get personalized content and there is no cost.

Go Digital:**myuhc.com/communityplan/preference**

Ease stress and boost your mood with this Self Care app that gives you emotional health tools. Check out meditations, breathing exercises, videos, and more. You'll get personalized content and there is no cost.

Community Resources:**uhc.care/HTCommConnector**

UnitedHealthcare Community Resources has programs that can provide help with food, housing, paying utilities, and more, at reduced or no cost to you. Search to find help in your area.

Expressable: expressable.com/united

Partner with a licensed speech therapist for 1-on-1 virtual sessions from the comfort of home - with weekly practice activities, education, and support to reach your goals faster.

Discrimination is against the law. The company complies with applicable federal civil rights laws and does not discriminate, exclude people, or treat them differently based on race, color, national origin, age, disability, religious or political beliefs, or sex (including gender identity, expression, or orientation).

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by us. You can file a complaint and ask for help filing a complaint in person or by mail, phone, or email at:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608, Salt Lake City, UT 84130

UHC_Civil_Rights@uhc.com

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

Online:

hhs.gov/civil-rights/filing-a-complaint/index.html

Phone:

Toll-free **1-800-368-1019, 1-800-537-7697** (TDD)

Mail:

U.S. Department 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 Member Services at **1-877-542-9238**, TTY **711**, 8 a.m.–6 p.m., Monday–Friday.

We provide free auxiliary aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified American Sign Language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

We also provide 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, please call Member Services at **1-877-542-9238**, TTY **711**, 8 a.m.–6 p.m., Monday–Friday.

ATTENTION: If you speak English language assistance services, free of charge, are available to you. Call **1-877-542-9823, TTY 711**.

ATENCIÓN: Si habla **español (Spanish)**, los servicios de asistencia de idiomas están disponibles para usted sin cargo. Llame al **1-877-542-9238, TTY 711**.

LƯU Ý: Nếu quý vị nói **tiếng Việt (Vietnamese)**, chúng tôi có dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Gọi số **1-877-542-9238, 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 **1-877-542-9238**，**聽障專線 (TTY) 711**。

HINWEIS: Wenn Sie **Deutsch (German)** sprechen, stehen Ihnen kostenlose Sprachdienste zur Verfügung. Rufen Sie **+1 877-542-9238, TTY 711** an.

참고: **한국어 (Korean)**를 구사하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. **1-877-542-9238(TTY 711)**번으로 전화하십시오.

wrong: ເຊີນຊາບ: ຖ້າທ່ານເວົ້າ**ພາສາລາວ (Laotian)**, ພວກເຮົາມີບໍລິການພາສາໂດຍບໍ່ຕ້ອງເສຍຄ່າໃດໆໃຫ້ແກ່ທ່ານ. ໂທຫາ **1-877-542-9238, TTY 711**.

إذا كنت تتحدث **العربية (Arabic)**، فإن خدمات المساعدة اللغوية تتوفر لك مجاناً. اتصل على الرقم **1-877-542-9238 الهاتف النصي 711**

ATENSYON: Kung nagsasalita ka ng **Tagalog (Tagalog)**, may magagamit kang mga serbisyo na pantulong sa wika, nang walang bayad. Tumawag sa **1-877-542-9238, TTY 711**.

သတိမူရန်-အကယ်၍ သင်သည် မြန်မာ (ဗမာ) **(Burmese)** စကားပြောလျှင် ဘာသာစကားဆိုင်ရာ ပံ့ပိုးထောက်ပံ့မှု ဝန်ဆောင်မှုများကို သင်အခမဲ့ ရရှိနိုင်ပါသည်။ **1-877-542-9238၊ TTY 711** သို့ ဖုန်းခေါ်ဆိုပါ။

ATTENTION : si vous parlez **français (French)**, vous pouvez obtenir une assistance linguistique gratuite. Appelez le **1-877-542-9238, ATS 711**.

注意：日本語 **(Japanese)** を話される場合は、言語支援サービスを無料でご利用頂けます。電話番号**1-877-542-9238**、または**TTY 711**にご連絡ください

ВНИМАНИЕ! Если Вы говорите **по-русски (Russian)**, Вы можете бесплатно воспользоваться помощью переводчика. Звоните по телефону **1-877-542-9238, TTY 711**.

LUS TSHWJ XEEB: Yog hais tias koj hais lus **Hmoob (Hmong)**, peb muaj cov kev pab cuam txhais lus pub dawb rau koj. Hu rau **1-877-542-9238, TTY 711**.

توجه: اگر به زبان فارسی **(Farsi)** صحبت می کنید، خدمات ترجمه به صورت رایگان به شما ارائه خواهد شد. لطفاً با شماره تلفن **1-877-542-9238. TTY 711** تماس بگیرید.

TANABAHI: Ikiwa unazungumza **Kiswahili (Swahili)**, huduma za usaidizi wa lugha zinapatikana kwako bila malipo. Piga simu kwa **1-877-542-9238, TTY 711**.