



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 7.

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 7.

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.
4. Any costs to you. You may have copayments for prescriptions.



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 7.



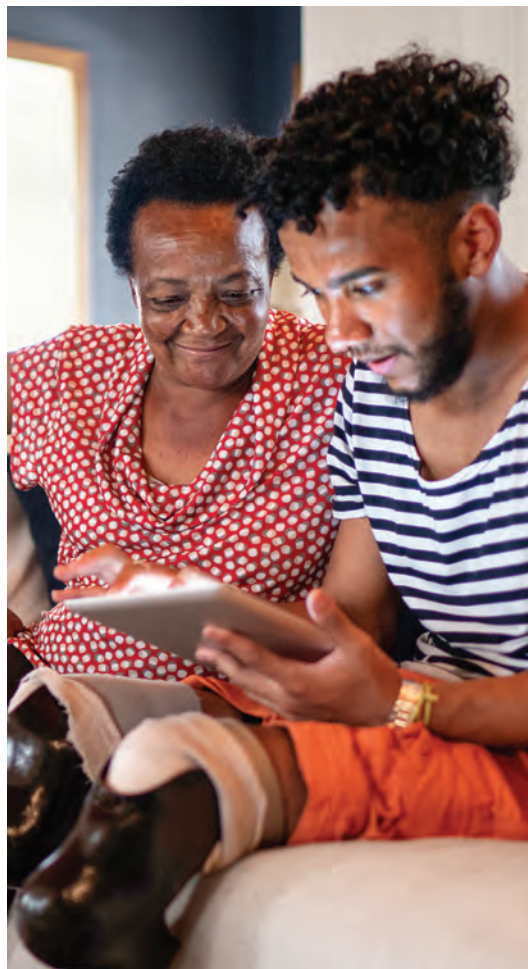
Top Quality

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 7.



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 7.

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 7 to request a printed copy of the handbook.





Communication needs

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 7.

Ofrecemos servicios gratuitos para ayudarle a comunicarse con nosotros. Podemos enviarle información en idiomas que no sea inglés o en letra grande. Puede solicitar un intérprete. Para pedir ayuda, llame a Servicios para Miembros al número de teléfono que aparece en la página 7.

Nous proposons des services gratuits pour vous aider à communiquer avec nous, Nous pouvons vous adresser des informations dans des langues autres que l'anglais ou en gros caractères. Vous pouvez également demander l'assistance d'un interprète. Pour demander de l'aide, veuillez appeler le service aux membres au numéro de téléphone figurant en page 7.

نحن نقدم لك خدمات مجانية لمساعدتك على التواصل معنا؛ يمكننا أن نرسل لك المعلومات بلغات أخرى غير اللغة الإنجليزية أو بحروف كبيرة. يمكنك أن تطلب الاستعانة بمترجم فوري. لطلب المساعدة، يُرجى الاتصال بقسم خدمات الأعضاء على رقم الهاتف الموجود في الصفحة 7.

Мы предоставляем бесплатные услуги, которые помогут вам общаться с нами. Мы можем отправлять вам информацию на других языках, помимо английского, или крупным шрифтом. Вы можете попросить предоставить вам устного переводчика. Чтобы обратиться за помощью, позвоните в отдел обслуживания участников по номеру телефона, указанному на странице 7.

Chúng tôi cung cấp các dịch vụ miễn phí để giúp quý vị giao tiếp với chúng tôi. Chúng tôi có thể gửi cho quý vị thông tin bằng các ngôn ngữ khác tiếng Anh hoặc dưới bản in cỡ lớn. Quý vị có thể yêu cầu một thông dịch viên. Để xin hỗ trợ, hãy gọi Dịch vụ Hội viên theo số trang 7.

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.

Plan news

Welcome back, Duke Health!

We're excited to announce that Duke Health returned to the UnitedHealthcare Community Plan provider network on Nov. 1, 2024. This will make it easier for our Medicaid members in North Carolina to get personalized care and innovative support. Even though you already have a primary care provider, now you will have access to Duke Health specialists, too. To learn more about your provider network and benefits, visit myuhc.com/communityplan.

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 7 to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.

Member resources

We're here to help

Member Services: 1-855-202-0992, 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: 1-855-202-0992, TTY 711

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

Transportation: 1-800-349-1855, TTY 711

Call at least 2 business days before your appointment. There is no limit on the number of rides for covered services in NC. There is also no mileage limit. However, out-of-state trip, trips over 75 miles, and trips requiring meals and lodging require prior authorization. Please see Page 41 of the Member Handbook for more information.

Care Management: 1-800-349-1855, 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).

UHC Doctor Chat:

Download the **UHC Doctor Chat app** or learn more at **UHCDoctorChat.com**. Skip the waiting room and connect to Primary Care Providers (PCPs) in seconds with the UHC Doctor Chat app. PCPs are available 24 hours a day, 7 days a week and can answer questions, big or small.

Live and Work Well: liveandworkwell.com

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

Quit For Life:

1-866-784-8454, TTY 711 | quitnow.net

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

Healthy First Steps®:

1-800-599-5985, TTY 711

uhhealthyfirststeps.com

Get support throughout your pregnancy and rewards for timely prenatal and well-baby care (toll-free).

Self Care by AbleTo: ableto.com/begin

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

Go Digital:

myuhc.com/communityplan/preference

Sign up for email, text messages and digital files to receive your health information more quickly.

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.

One Pass Gym and Digital Fitness

Membership: uhccp.com/onepasspa

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

Auxiliary Aids and Interpreter Services

You can request free auxiliary aids and services, including this material and other plan information in large print. Call **1-800-349-1855 (TTY/TDD 711)**.

If English is not your first language, we can help. Call **1-800-349-1855 (TTY/TDD 711)**. We can give you, free of charge, the information in this material in your language orally or in writing, access to interpreter services, and can help answer your questions in your language.

Spanish

Puede solicitar ayudas y servicios auxiliares gratuitos, incluido este material y otra información del plan en letra grande. Llame al **1-800-349-1855 (TTY/TDD 711)**.

Si el inglés no es su lengua nativa, podemos ayudarle. Llame al **1-800-349-1855 (TTY/TDD 711)**. Podemos ofrecerle, de forma gratuita, la información de este material en su idioma de forma oral o escrita, acceso a servicios de interpretación y podemos ayudarle a responder a sus preguntas en su idioma.

Chinese – simplified

您可以申请免费的辅助工具和服务，包括本资料和其他计划信息的大字版。请致电 **1-800-349-1855 (TTY/TDD 711)**。

如果英语不是您的首选语言，我们能提供帮助。请致电 **1-800-349-1855 (TTY/TDD 711)**。我们可以通过口头或书面形式，用您使用的语言免费为您提供本资料中的信息，为您提供翻译服务，并且用您使用的语言帮助回答您的问题。

Vietnamese

Quý vị có thể yêu cầu các dịch vụ và hỗ trợ bổ sung miễn phí, bao gồm tài liệu này và thông tin kế hoạch khác dưới dạng bản in chữ lớn. Gọi đến **1-800-349-1855 (TTY/TDD 711)**.

Nếu Tiếng Anh không phải là ngôn ngữ mẹ đẻ của quý vị, chúng tôi có thể giúp quý vị. Gọi đến **1-800-349-1855 (TTY/TDD 711)**. Chúng tôi có thể cung cấp miễn phí cho quý vị thông tin trong tài liệu này bằng ngôn ngữ của quý vị dưới dạng lời nói hoặc văn bản, quyền tiếp cận các dịch vụ phiên dịch, và có thể giúp trả lời các câu hỏi của quý vị bằng chính ngôn ngữ của quý vị.

Korean

귀하는 무료 보조 자료 및 서비스를 요청할 수 있으며, 여기에는 큰 활자체의 자료 및 기타 플랜 정보가 포함되어 있습니다. **1-800-349-1855 (TTY/TDD 711)**번으로 전화주시기 바랍니다.

영어가 모국어가 아닌 경우 저희가 도와드리겠습니다. **1-800-349-1855 (TTY/TDD 711)**번으로 전화주시기 바랍니다. 저희는 귀하께 구두로 또는 서면으로 귀하의 언어로 된 자료의 정보를, 그리고 통역 서비스의 사용을 무료 제공해 드리며 귀하의 언어로 질문에 대한 답변을 제공해 드리겠습니다.

French

Vous pouvez demander des aides et des services auxiliaires gratuits, y compris ce document et d'autres informations sur le plan en gros caractères. Composez le **1-800-349-1855 (TTY/TDD 711)**.

Si votre langue maternelle n'est pas l'anglais, nous pouvons vous aider. Composez le **1-800-349-1855 (TTY/TDD 711)**. Nous pouvons vous fournir gratuitement les informations contenues dans ce document dans votre langue, oralement ou par écrit, vous donner accès aux services d'un interprète et répondre à vos questions dans votre langue.

Hmong

Koj tuaj yeem thov tau cov khoom pab cuam thiab cov kev pab cuam, suav nrog rau tej ntaub ntawv no thiab lwm lub phiaj xwm tej ntaub ntawv kom muab luam ua tus ntawv loj. Hu rau **1-800-349-1855 (TTY/TDD 711)**.

Yog tias Lus Askiv tsis yog koj thawj hom lus hais, peb tuaj yeem pab tau. Hu rau **1-800-349-1855 (TTY/TDD 711)**. Peb tuaj yeem muab tau rau koj yam tsis sau nqi txog ntawm tej ntaub ntawv muab txhais ua koj hom lus hais ntawm ncauj los sis sau ua ntawv, mus siv tau cov kev pab cuam txhais lus, thiab tuaj yeem pab teb koj cov lus nug hais ua koj hom lus.

Arabic - UAE

يمكنك طلب الخدمات والمساعدات الإضافية المجانية بما في ذلك، هذا المستند ومعلومات أخرى حول الخطة بأحرف كبيرة. اتصل على الرقم **1-800-349-1855 (TTY/TDD 711)**

إذا كانت اللغة الإنجليزية ليست لغتك الأولى، فيمكننا المساعدة. اتصل على الرقم **1-800-349-1855 (TTY/TDD 711)**. يمكننا أن نقدم لك المعلومات الواردة في هذا المستند بلغتك شفهيًا أو كتابيًا والوصول إلى خدمات الترجمة مجانًا ويمكننا مساعدتك في الحصول على إجابات لأسئلتك بلغتك.

Russian

Вы можете запросить бесплатные вспомогательные средства и услуги, включая этот справочный материал и другую информацию о плане, напечатанную крупным шрифтом. Позвоните по номеру **1-800-349-1855 (TTY/TDD 711)**.

Если английский не является Вашим родным языком, мы можем Вам помочь. Позвоните по номеру **1-800-349-1855 (TTY/TDD 711)**. Мы бесплатно предоставим Вам более подробную информацию этого справочного материала в устной или письменной форме, а также доступ к языковой поддержке и ответим на все вопросы на Вашем родном языке.

Tagalog

Maaari kang humiling ng libreng mga auxiliary aid at serbisyo, kabilang ang materyal na ito at iba pang impormasyon ng plan sa malaking print. Tumawag sa **1-800-349-1855 (TTY/TDD 711)**.

Kung hindi English ang iyong unang wika, makakatulong kami. Tumawag sa **1-800-349-1855 (TTY/TDD 711)**. Maaari ka naming bigyan, nang libre, ng impormasyon sa materyal na ito sa iyong wika nang pasalita o nang pasulat, access sa mga serbisyo ng interpreter, at matutulungang sagutin ang mga tanong sa iyong wika.

Gujarati

તમે મોટી પ્રિન્ટમાં આ સામગ્રી અને અન્ય પ્લાનની માહિતી સહિત મફત સહાયક સહાય અને સેવાઓની વિનંતી કરી શકો છો. **1-800-349-1855 (TTY/TDD 711)**. પર કોલ કરો

જો અંગ્રેજી તમારી પ્રથમ ભાષા ન હોય, તો અમે મદદ કરી શકીએ છીએ. **1-800-349-1855 (TTY/TDD 711)**. પર કોલ કરો તમારી ભાષામાં મૌખિક રીતે અથવા લેખિતમાં તમને આ સામગ્રીની માહિતી અમે વિના મૂલ્યે આપી શકીએ છીએ, દુભાષિયા સેવાઓની સુલભતા આપી શકીએ છીએ અને તમારી ભાષામાં તમારા પ્રશ્નોના જવાબ આપવામાં અમે સહાયતા કરી શકીએ છીએ.

Khmer - Cambodian

អ្នកអាចស្នើសុំសម្ភារៈនិងសេវាជំនួយដោយឥតគិតថ្លៃ រួមទាំងព័ត៌មានអំពីសម្ភារៈនេះ និងព័ត៌មានអំពីផែនការ ផ្សេងទៀតនៅជាអក្សរពុម្ពផ្តុំ។ ហៅទូរសព្ទទៅលេខ **1-800-349-1855 (TTY/TDD 711) ។**

ប្រសិនបើភាសាអង់គ្លេសមិនមែនជាភាសាទីមួយរបស់អ្នក យើងអាចជួយអ្នកបាន។ ហៅទូរសព្ទទៅលេខ **1-800-349-1855 (TTY/TDD 711) ។**

យើងអាចផ្តល់ជូនអ្នកដោយឥតគិតថ្លៃនូវព័ត៌មាននៅក្នុងឯកសារនេះជាភាសារបស់អ្នក ដោយផ្ទាល់មាត់ឬជាលាយលក្ខណ៍អក្សរ ទទួលបានសេវាអ្នកបកប្រែ និងអាចជួយឆ្លើយសំណួររបស់អ្នកជាភាសារបស់អ្នក ។

German

Sie können kostenlose Hilfsmittel und Services anfordern, darunter diese Unterlagen und andere Versicherungsinformationen in Großdruck. Rufen Sie uns an unter **1-800-349-1855 (TTY/TDD 711)**.

Sollte Englisch nicht Ihre Muttersprache sein, können wir Ihnen behilflich sein. Rufen Sie uns an unter **1-800-349-1855 (TTY/TDD 711)**. Wir können Ihnen die in diesen Unterlagen enthaltenen Informationen kostenlos mündlich oder schriftlich in Ihrer Sprache zur Verfügung stellen, Ihnen einen Dolmetscherdienst vermitteln und Ihre Fragen in Ihrer Sprache beantworten.

Hindi

आप इस सामग्री और अन्य योजना की जानकारी बड़े प्रिंट में दिए जाने सहित मुफ्त अतिरिक्त सहायता और सेवाओं का अनुरोध कर सकते हैं। **1-800-349-1855 (TTY/TDD 711) पर कॉल करें।**

अगर अंग्रेजी आपकी पहली भाषा नहीं है, तो हम मदद कर सकते हैं। **1-800-349-1855 (TTY/TDD 711) पर कॉल करें।** हम आपको मुफ्त में इस सामग्री की जानकारी आपकी भाषा में जबानी या लिखित रूप में दे सकते हैं, दुभाषिया सेवाओं तक पहुंच दे सकते हैं और आपकी भाषा में आपके सवालों के जवाब देने में मदद कर सकते हैं।

Lao (Laotian)

ທ່ານສາມາດຂໍການຊ່ວຍເຫຼືອເສີມ ແລະ ການບໍລິການຕ່າງໆໄດ້ແບບຟຣີ, ລວມທັງເອກະສານນີ້ ແລະ ຂໍ້ມູນອື່ນໆຂອງແຜນ ເປັນຕົວຢ່າງໃຫຍ່. ໂທຫາເບີ
1-800-349-1855 (TTY/TDD 711).

ຖ້າພາສາແມ່ຂອງທ່ານ ບໍ່ແມ່ນພາສາອັງກິດ, ພວກເຮົາສາມາດຊ່ວຍໄດ້. ໂທຫາເບີ **1-800-349-1855 (TTY/TDD 711)**. ພວກເຮົາສາມາດໃຫ້ຂໍ້ມູນໃນເອກະສານນີ້ ເປັນພາສາຂອງທ່ານທາງບາກເປົາ ຫຼື ເປັນລາຍລັກອັກສອນ, ການເຂົ້າເຖິງການບໍລິການນາຍແປພາສາ ໃຫ້ແກ່ທ່ານໂດຍບໍ່ເສຍຄ່າຫຍັງ ແລະ ສາມາດຊ່ວຍຕອບຄໍາຖາມຂອງທ່ານເປັນພາສາຂອງທ່ານ.

Japanese

この資料やその他の計画情報を大きな文字で表示するなど、無料の補助支援やサービスを要請することができます。 **1-800-349-1855 (TTY/TDD 711)**に電話してください。

英語が母国語でない方はご相談ください。 **1-800-349-1855 (TTY/TDD 711)**に電話してください。この資料に記載されている情報を、お客様の言語で口頭または書面にて無料でお伝えするとともに、通訳サービスへのアクセスを提供し、お客様のご質問にもお客様の言語でお答えします。

Notice of Nondiscrimination

UnitedHealthcare Community Plan of North Carolina 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, creed, religious affiliation, ancestry, sex, gender, gender identity or expression, or sexual orientation.

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)

UnitedHealthcare Community Plan of North Carolina 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, call **1-800-349-1855** (TTY/TDD **711**).

If you believe that UnitedHealthcare Community Plan of North Carolina has failed to provide these services or discriminated in another way based on race, color, national origin, age, disability, or sex, you can file a grievance with:

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

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

By mail:

U.S. Department of Health and Human Services
200 Independence Avenue SW, Room 509F, HHH Building
Washington, D.C. 20201

By phone: **1-800-368-1019** (TDD **1-800-537-7697**)