



HealthTalk

Your journey to better health



Do you know what drugs are covered under your health plan?

See page 2 for details about your prescription drug benefits.



Plan benefits

Caring for you

We want to make sure you get the care you need when you need it.

If you need help getting to your provider's office, our plans offer transportation benefits to get you to appointments.

If you need to see a provider right away, we offer care after hours in urgent care centers. Many plans also offer Nurse Line that you can call anytime 24/7. Virtual visits are offered in most states. We want you to know these services are available to you as a plan member.

To find providers, learn about transportation benefits, or look for urgent care center locations, visit myuhc.com or use the **UnitedHealthcare app**.



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.



Plan benefits

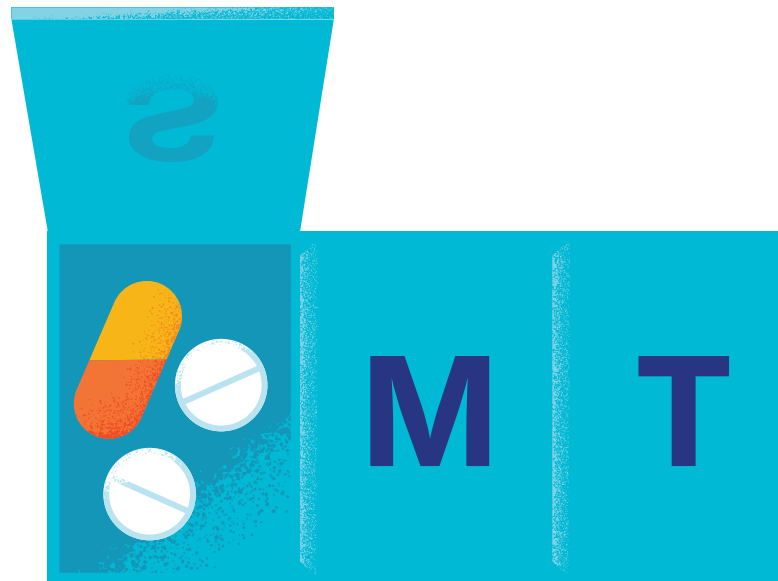
Know your drug benefits

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 do not have copayments for prescriptions.



Look it up. Find information on your drug benefits at myuhc.com/CommunityPlan. Or, call Member Services toll-free at **1-888-716-8787**, TTY **711**.





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 **1-888-716-8787**, TTY **711**.



Getting care

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 have had. Here's how you can take charge of your health care:

1. Think about what you want to get out of the visit before you go. Try to focus on the top three things that you need help with.
2. 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.
3. 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.
4. If you were in the hospital or ER, see your provider as soon as possible after your discharge. Share your discharge instructions with them. Proper follow-up may prevent another admission or visit to the ER.



 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? 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 **1-888-716-8787**, TTY **711**, toll-free.

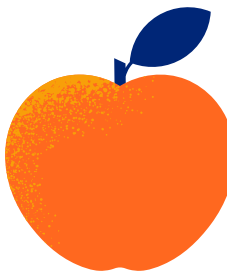
By the book

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 **1-888-716-8787**, TTY **711**, to request a copy of the handbook.



Communication needs

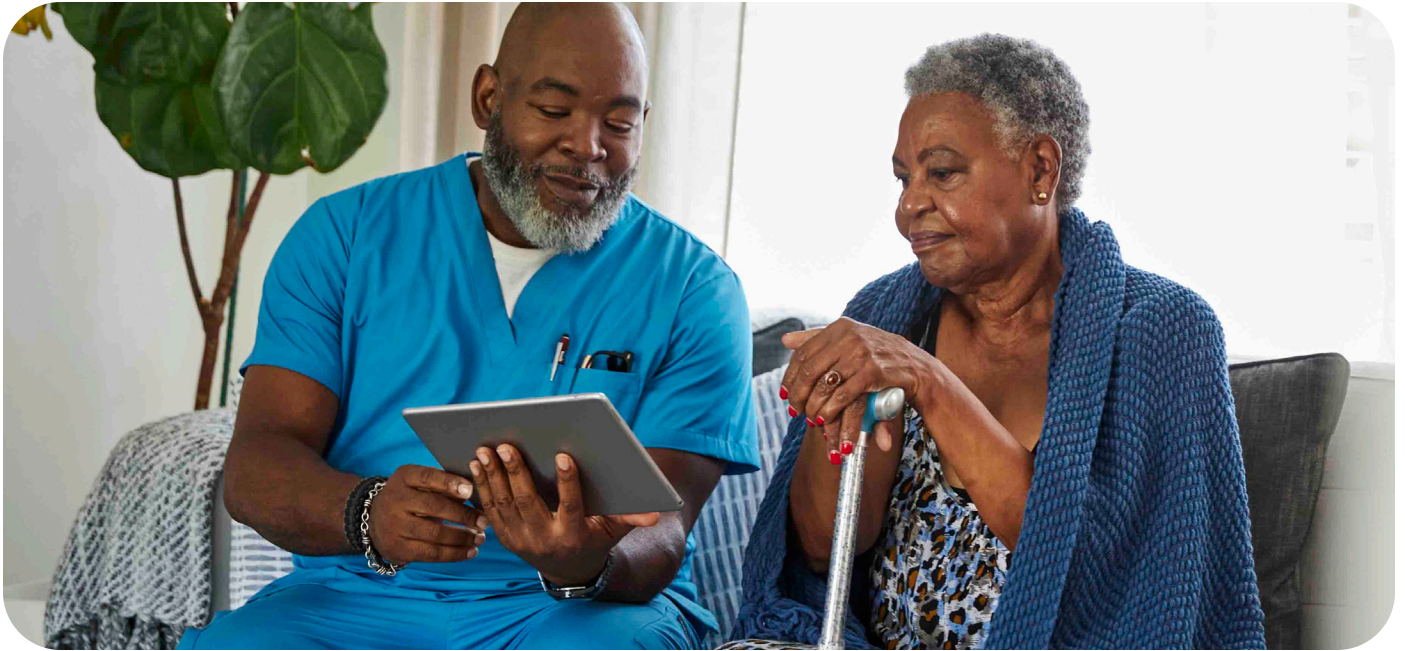
We provide free services to help you communicate with us. We can send you information in languages other than English or in large print. You can ask for an interpreter. To ask for help, please call Member Services at the phone number on page 9.

Ofrecemos servicios gratuitos para ayudarle a comunicarse con nosotros. Podemos enviarle información en otro idioma que no sea inglés o en letra grande. También puede solicitar un intérprete. Para pedir ayuda, llame a Servicios para Miembros al número de teléfono que aparece en la página 9.

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 9.

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 9.





 **Plan benefits**

Top quality

UnitedHealthcare Community Plan has a Quality Improvement program. It works to give members better health care 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 postpartum 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 members' digital experience.



Want more information on our Quality Improvement program and results?
Call Member Services toll-free at **1-888-716-8787, TTY 711.**



How we use and protect your personal language and cultural data

We receive information about you. This may include your race, ethnicity, language you speak, sexual orientation, social needs, and disability. 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 information about you: uhc.com/privacy and uhc.com/content/dam/uhcdotcom/en/npp/NPP-UHC-CS-Medical-EN.pdf.

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 our privacy policy in your Member Handbook. It's online at myuhc.com/CommunityPlan. You may also call Member Services toll-free at **1-888-716-8787**, TTY **711** to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.



Member handbook

Membership, benefits and plan details

Your member handbook is updated annually. Find it on myuhc.com/communityplan. It includes our Notice of Privacy Practices and Notice of Non-Discrimination. They may also be found online at uhc.com/privacy and uhc.com/legal.



Want a printed copy?

Call Member Services toll-free at **1-888-716-8787**, TTY **711** to ask for the member handbook to be mailed to you.



Member resources

We're here to help

Access your plan 24/7

Find the information and support you need when and where you need it.

UnitedHealthcare App:

Download on the App Store® or Google Play™

Our member website:

myuhc.com/communityplan

Member Services:

Toll-free **1-888-716-8787**, TTY **711**

Find a provider, ask benefit questions or get help scheduling an appointment, in any language.

NurseLine: **1-877-552-8105**, TTY **711**

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

UHC Doctor Chat: Connect to a doctor in seconds with the UHC Doctor Chat app. Doctors are available 24/7 and can answer questions, big or small. Download the **UHC Doctor Chat app** or learn more at UHCDoctorChat.com.



Quit For Life:

1-866-784-8454 | quitnow.net

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

Transportation:

1-888-777-6528, TTY **711**

You may be able to get rides to and from your medical and pharmacy visits. To schedule a ride, call MTM Health.

Care Management:

1-888-716-8787, TTY **711**

8 a.m.–5 p.m., Monday–Friday
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).



Member resources

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.

Healthy First Steps®:

1-800-599-5985, TTY 711

uhhealthyfirststeps.com

Get support throughout your pregnancy.

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

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

Community Resources:

uhc.care/HTCommResources

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.



Notice of nondiscrimination

Our Companies comply with applicable civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity). We do not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

We provide free aids and services to help you communicate with us. You can ask for interpreters and/or for communications in other languages or formats such as large print. We also provide reasonable modifications for persons with disabilities.

If you need these services, call **1-888-716-8787**, TTY **711**, 8 a.m.–7 p.m., Monday–Friday.

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

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

Optum Civil Rights Coordinator
1 Optum Circle
Eden Prairie, MN 55344
Optum_Civil_Rights@Optum.com

If you need help filing a complaint, call **1-888-716-8787**, TTY **711**, 8 a.m.–7 p.m., Monday–Friday.

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

Online: **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**

Phone: **1-800-368-1019, 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

Complaint forms are available at: **<http://www.hhs.gov/ocr/office/file/index.html>**.

This notice is available at: **<https://www.uhc.com/nondiscrimination-med>**
<https://www.optum.com/en/language-assistance-nondiscrimination.html>

Notice of availability of language assistance services and alternate formats

ATTENTION: Free language assistance services and free communications in other formats, such as large print, are available to you. Call the toll-free number on your member identification card. Call member services at 1-888-716-8787, TTY 711, 8 a.m.–7 p.m., Monday–Friday.

ATENSYON: Kung nagsasalita ka ng **Tagalog**, (**Tagalog**), may makukuha kang mga serbisyong libreng tulong sa wika at mga libreng komunikasyon sa mga ibang anyo, tulad ng malaking print. Tawagan ang mga serbisyo sa miyembro sa 1-888-716-8787, TTY 711, 8 a.m. – 7 p.m., Lunes – Biyernes.

ATENCIÓN: Si habla **español** (**Spanish**), tiene acceso a servicios gratuitos de asistencia lingüística y a materiales gratuitos en otros formatos, como letra grande. Llame a Servicios para Miembros al 1-888-716-8787, TTY 711, de lunes a viernes, de 8 a.m. a 7 p.m.

ВНИМАНИЕ: Если Вы говорите по-**русски**, (**Russian**), Вы можете бесплатно воспользоваться помощью переводчика и информационными материалами в альтернативных форматах, например, крупным шрифтом. Звоните в отдел обслуживания участников по телефону 1-888-716-8787, TTY 711, с 8 а.м. до 7 р.м., с понедельника по пятницу.

ATANSYON: Si ou pale **Kreyòl Ayisyen**, (**Haitian Creole**), gen sèvis asistans lengwistik gratis ak kominikasyon gratis ki nan lòt fòm, tankou gwo karaktè, ki disponib pou ou. Rele Sèvis Manm yo nan 1-888-716-8787, TTY 711, 8 a.m.– 7 p.m., Lendi jiska Vandredi.

تنبيه: إذا كنت تتحدث اللغة العربية، الترجمة (**Arabic**) للغة، فتوجد هناك خدمات مساعدة لغوية مجانًا ورسائل مجانية بتنسيقات أخرى، مثل الطباعة بحروف كبيرة. ما عليك سوى الاتصال بقسم خدمات الأعضاء على الرقم 1-888-716-8787، أو عبر الهاتف النصي 711، من الساعة 8 صباحًا إلى الساعة 7 مساءً، من يوم الإثنين إلى الجمعة.

CHÚ Ý: Nếu quý vị nói tiếng **Việt**, (**Vietnamese**), quý vị sẽ nhận được các dịch vụ hỗ trợ ngôn ngữ miễn phí và nhận các tài liệu truyền thông miễn phí ở các định dạng khác như chữ in lớn. Gọi cho bộ phận dịch vụ hội viên theo số 1-888-716-8787, TTY 711, từ 8 giờ sáng đến 7 giờ tối, Thứ Hai đến Thứ Sáu.

ATTENZIONE: se parla **italiano**, (**Italian**), sono disponibili servizi gratuiti di assistenza linguistica e comunicazioni gratuite in altri formati, come la stampa a caratteri grandi. Chiama il servizio soci al numero 1-888-716-8787, TTY 711, dalle 8.00 alle 19.00, dal lunedì al venerdì.

ATENÇÃO: se você fala **português do Brasil, (Brazilian Portuguese)**, serviços gratuitos de assistência linguística e comunicações gratuitas em outros formatos, como letras grandes, estão disponíveis para você. Ligue para o serviço do associado no número 1-888-716-8787, TTY 711, das 8 a.m. às 7 p.m., de segunda à sexta-feira.

HINWEIS: Wenn Sie **Deutsch** sprechen, (**German**) stehen Ihnen kostenlose Sprachdienste und kostenlose Mitteilungen in anderen Formaten, beispielsweise in Großdruck, zur Verfügung. Rufen Sie den Mitglieder-Service an, unter 1-888-716-8787, TTY 711, verfügbar von Montag bis Freitag zwischen 8:00 Uhr und 19:00 Uhr.

注意：如果您說中文， (**Chinese**)，您可獲得免費語言協助服務和其他格式（例如大字版）的免費通訊。請致電1-888-716-8787 與會員服務部聯絡，聽障專線 (TTY) 711，服務時間週一至週五上午 8 時至晚上 7 時。

참고: 귀하가 **한국어 (Korean)**을 구사하시는 경우, 무료 언어 지원 서비스와 다른 형식의 무료 커뮤니케이션(예, 큰 활자체로 된 정보)을 이용하실 수 있습니다. 가입자 서비스부 (1-888-716-8787, TTY 711, 월요일 - 금요일, 오전 8 시 - 오후 7 시 사이)에 전화하십시오.

ATTENTION : Si vous parlez **français (French)**, des services d'assistance linguistique gratuits et des communications gratuites dans d'autres formats, tels que du texte en gros caractères, sont à votre disposition. Veuillez appeler le département des services aux membres au 1-888-716-8787, TTY 711, de 8 h à 19 h, du lundi au vendredi.

UWAGA: Jeśli mówi Pan/Pani w języku **polskim, (Polish)**, dostępne są bezpłatne usługi pomocy językowej i komunikacji w innych formatach, np. duży druk. Prosimy zadzwonić do działu obsługi klienta pod numer 1-888-716-8787, TTY 711, w godzinach od 8:00 do 19:00, od poniedziałku do piątku.

ધ્યાન આપો: જો તમે **ગુજરાતી, (Gujarati)** બોલતા હો, તો મફત ભાષા સહાય સેવાઓ અને મોટા પ્રિન્ટ જેવા અન્ય ફોર્મેટમાં મફત સંદેશાવ્યવહાર તમારા માટે ઉપલબ્ધ છે. સોમવાર-શુક્રવાર, સવારે 8 થી સાંજે 7 વાગ્યા સુધી, 1-888-716-8787, TTY 711 પર સભ્ય સેવાઓનો સંપર્ક કરો.

โปรดทราบ: หากคุณพูดภาษาไทย (**Thai**) คุณมีสิทธิได้รับบริการช่วยเหลือด้านภาษาโดยไม่มีค่าใช้จ่ายรวมถึงการสื่อสารในรูปแบบอื่น เช่น ตัวพิมพ์ขนาดใหญ่ โดยไม่มีค่าใช้จ่ายเช่นกัน โทรติดต่อบริการสมาชิกได้ที่ 1-888-716-8787 และ TTY 711 ตั้งแต่เวลา 8.00 น.-19.00 น. วันจันทร์-วันศุกร์