



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. See page 6 to learn more.



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:

- Your Primary Care Provider (PCP) offers 24/7 accessibility by phone and can help you avoid an ER visit in some cases.
- When you need to see a provider right away, we offer care after hours in urgent care centers.
- We offer NurseLine that you can call anytime 24/7.
- Virtual visits are offered in New York, visit our website for providers.

Learn more about your benefits and services. Visit myuhc.com/communityplan 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.



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? If you have questions about a determination you received or you need help with filing an appeal, contact Member Services at the phone on the back of your member ID card.





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 would like more information about Care Management programs, call the member services number on the back of your card.



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.



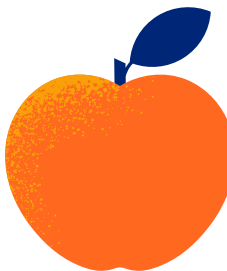
By the book

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 number on the back of your Member ID card to request a copy of the handbook.






How well is your asthma controlled?

Asthma control means fewer flare-ups and a better quality of life. Keeping track of your symptoms helps your healthcare provider decide whether your treatment plan is working or needs to be adjusted.

Good asthma control is based on:

- How often and how intense your symptoms are
- Changes in your lung function
- How much asthma limits your daily activities
- Your risk of future flare-ups

When asthma is well controlled, people tend to feel better, stay more active, and reduce the risk of long-term lung damage.

Asthma control table	 Well Controlled	 Not Well Controlled	 Very Poorly Controlled
Symptoms present (Often out of breath, coughing)	Twice a week or less	More than 2 days a week or multiple times a day	Present throughout the day
Rescue inhaler use (Albuterol)	Twice a week or less	Used more than 2 days a week	Used several times a day
Sleep quality	Good - no nighttime or early wakening	Nighttime awakenings are 2 times a month or more	Nighttime awakenings are more than 1 time a week
Ability to go to work, school or exercise	No limitations	Some limitation	Extremely limited
Next steps	Keep up the good work	Discuss symptoms with your doctor at your next appointment	See your doctor immediately

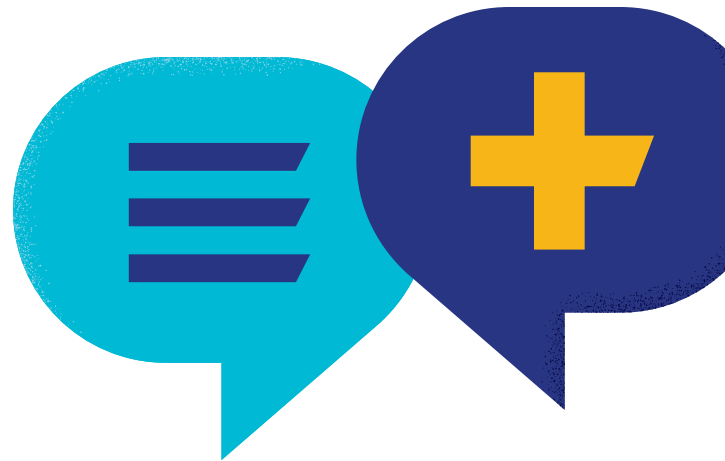
Communication needs

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.

我們提供免費服務，以幫助您與我們溝通。我們可寄給您英文以外之其他語言版本或大字版的資訊。您可要求提供口譯服務。如欲要求協助，請致電會員服務部，電話號碼列於第 9 頁。

저희는 귀하가 저희와 의사소통할 수 있도록 도와드리기 위해 무료 서비스를 제공합니다. 저희는 영어 이외의 언어 또는 큰 활자체로 된 정보를 귀하에게 보내드릴 수 있습니다. 귀하는 통역사를 요청하실 수 있습니다. 도움을 요청하시려면 9 페이지에 있는 전화번호로 가입자 서비스부에 전화해 주십시오.



Nous proposons des services gratuits pour vous aider à communiquer avec nous. Nous pouvons vous envoyer des informations dans des langues autres que l'anglais ou en gros caractères. Vous pouvez également demander l'assistance d'un ou d'une interprète. Pour obtenir de l'aide, veuillez appeler le service aux membres au numéro de téléphone indiqué à la page 9

Nou bay sèvis gratis pou ede w kominike avèk nou. Nou ka voye enfòmasyon ba ou nan lòt lang ki pa anglè oswa ki ekri ak gwo lèt. Ou ka mande yon entèprèt. Pou ou mande èd, tanpri rele Sèvis Manm yo nan nimewo telefòn ki nan paj 9 la.

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 9.



Mental health



Calm Health

Support your mental health with the Calm Health app. This no-cost app features digital programs designed to help you care for your well-being. Get started by downloading the **UnitedHealthcare® app** and finding Calm Health on the Coverage & Benefits page.



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?

Contact Member Services at the phone on the back of your member ID card.



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 contact Member Services at the phone on the back of your member ID card 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?

Contact Member Services at the phone on the back of your member ID card 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:

Medicaid/CHP: **1-800-493-4647**, TTY **711**

Wellness4Me: **1-866-433-3413**, TTY **711**

Essential Plan: **1-866-265-1893**, TTY **711**

UHC Dual Complete NY-Y001:

1-866-547-0772, 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).



New York State Smokers' Quitline:

1-866-NY-QUITS (1-866-697-8487) (toll-free)
nysmokefree.com

Get help quitting smoking at no cost to you.

National Suicide Prevention Lifeline: 988
988lifeline.org/chat

Help is available through phone or online chat 24 hours a day, 7 days a week.

Live and Work Well:

liveandworkwell.com

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



Member 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

uhchealthyfirststeps.com

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

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.

HIV Testing: health.ny.gov/diseases/aids/consumers/testing/index.htm

Get information on HIV and HIV counseling, testing, referral and partner notification (CTRPN) services. This includes perinatal HIV prevention and newborn screening.

AIDS Institute: health.ny.gov/diseases/aids

Get helpful information about programs, initiatives and services.

LANGUAGE ASSISTANCE

ATTENTION: Language assistance services and other aids, free of charge, are available to you. Call 1-800-493-4647, TTY 711.	English
ATENCIÓN: Dispone de servicios de asistencia lingüística y otras ayudas, gratis. Llame al 1-800-493-4647, TTY 711.	Spanish
请注意：您可以免费获得语言协助服务和其他辅助服务。请致电 1-800-493-4647, TTY 711。	Chinese
1-800-493-4647, ملاحظة: خدمات المساعدة اللغوية والمساعدات الأخرى المجانية متاحة لك. اتصل بالرقم .TTY 711	Arabic
주의: 언어 지원 서비스 및 기타 지원을 무료로 이용하실 수 있습니다. 1-800-493-4647, TTY 711 번으로 연락해 주십시오.	Korean
ВНИМАНИЕ! Вам доступны бесплатные услуги переводчика и другие виды помощи. Звоните по номеру 1-800-493-4647, TTY 711.	Russian
ATTENZIONE: Sono disponibili servizi di assistenza linguistica e altri ausili gratuiti. Chiamare il 1-800-493-4647, TTY 711.	Italian
ATTENTION : Des services d'assistance linguistique et d'autres ressources d'aide vous sont offerts gratuitement. Composez le 1-800-493-4647, TTY 711.	French
ATANSYON: Gen sèvis pou bay asistans nan lang ak lòt èd ki disponib gratis pou ou. Rele 1-800-493-4647, TTY 711.	French Creole
אכטונג: שפראך הילף סערוויסעס און אנדערע הילף, זענען אוועילעבל פאר אייך אומזיסט. 1-800-493-4647, TTY 711	Yiddish
UWAGA: Dostępne są bezpłatne usługi językowe oraz inne formy pomocy. Zadzwoń: 1-800-493-4647, TTY 711.	Polish
ATENSYON: Available ang mga serbisyong tulong sa wika at iba pang tulong nang libre. Tumawag sa 1-800-493-4647, TTY 711.	Tagalog
মনোযোগ নামূল্যে ভাষা সহায়তা পরিষেবা এবং অন্যান্য সাহায্য আপনার জন্য উপলব্ধ। 1-800-493-4647, TTY 711 -এ ফোন করুন।	Bengali
VINI RE: Për ju disponohen shërbime asistence gjuhësore dhe ndihma të tjera falas. Telefononi 1-800-493-4647, TTY 711.	Albanian
ΠΡΟΣΟΧΗ: Υπηρεσίες γλωσσικής βοήθειας και άλλα βοηθήματα είναι στη διάθεσή σας, δωρεάν. Καλέστε στο 1-800-493-4647, TTY 711.	Greek
توجہ فرمائیں: زبان میں معاونت کی خدمات اور دیگر معاونتیں آپ کے لیے بلا معاوضہ دستیاب ہیں۔ کال کریں 1-800-493-4647, TTY 711	Urdu