



# Health Talk



Karim Dreyer via Getty Images

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United  
Healthcare®  
Community Plan

## Strategies for coping

Learn ways to be mindful and keep your stress in check. Visit [LiveandWorkWell.com](https://www.liveandworkwell.com) for mental health resources.



istock.com/Natalia Sirobaba

## Take charge

### Prepare to see your provider

Preparing for your annual wellness visit can help you get the most out of it. Here are 3 things you can do to take charge of your health.

- 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 on a regular basis.** Bring a written list. Or bring the medicine itself.
- 3. Tell your provider about other providers you see.** Include behavioral health providers. Mention treatments they have prescribed. Bring copies of test results.

## You're not alone

Did you know that more than 17 million American adults have depression? And women are about twice as likely to have depression as men. To learn more about the different treatment options for depression, visit [LiveandWorkWell.com](https://www.LiveandWorkWell.com).



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## Take a walk

Going outside for a walk each day is an easy way to improve your overall health. Exercise helps reduce your risk for chronic conditions like heart disease and diabetes. Getting fresh air and being out in nature have been shown to improve mental health, too.



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## 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 that your provider asks for. They compare the care and services your provider requests against clinical guidelines. They also compare what is being asked for against the benefits you have.

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



**Questions?** Call Member Services toll-free at the phone number on the back of your member ID card. TDD/TTY services and language assistance are available if you need them.

# We care

## Voluntary 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 programs to help manage your health. 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 as covered benefits. You can choose to stop any program at any time.



**Take care.** Visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan) to find more information about network providers and the benefits, programs and services offered to you. If you want to make a referral to our case management program, call Member Services toll-free at the phone number on the back of your member ID card.



## Take care of your teeth

Brushing and flossing your teeth are important parts of your daily dental care routine. They help keep your teeth clean and your gums healthy.

Brushing and flossing also help remove plaque. Plaque is a sticky covering on the teeth that is made up of bacteria. It needs to be removed so cavities and gum problems do not develop.

You should brush your teeth twice a day and floss your teeth once a day. If you haven't flossed before, your gums might bleed when you start. Call your dentist if bleeding when you floss doesn't stop after a few days.

Children should start seeing a dentist when their first tooth arrives. Ask your pediatrician to apply fluoride varnish to protect your child's teeth during their well visit between the ages of 1 and 6.



**Smile.** For information about dental services, call Medi-Cal Dental Program toll-free Monday–Friday, 8 a.m.–5 p.m. PT, at **1-800-322-6384**, TTY **1-800-735-2922**. Or visit [dental.dhcs.ca.gov](https://dental.dhcs.ca.gov).



# Follow-up care

## Know what to do after going home from the hospital

It is important to receive follow-up instructions before you go home from the hospital or emergency room (ER). Make sure you understand what is being asked of you. Ask questions if you do not. You can have someone you trust listen to the instructions, so they also understand what you are supposed to do when you go home.

Make an appointment with your primary care provider as soon as you get home from the hospital. Bring your follow-up instructions and medications with you and share them with your provider. Proper follow-up may prevent another visit to the hospital or ER.



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## Your partner in health

Your primary care provider provides or coordinates your health care. You should see your provider every year for well visits, immunizations and important screenings.

You want to feel comfortable talking with your primary care provider. You need a provider with an office location and hours that work for you. You may want a provider who speaks your language or understands your culture. You might prefer a male or female provider. If your provider isn't right for you, you can switch at any time.

Teens have different health care needs than children. It may be time for your teen to switch to a provider who treats adults. Your daughter may need a woman's health provider such as an OB/GYN.

You can learn more about plan providers online or by phone. Information available includes:

- Address and phone number
- Qualifications
- Specialty
- Board certification
- Languages they speak
- Medical school or residency (information available by phone only)



**Choose your provider.** To find a new provider, visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan). Or call Member Services toll-free at the phone number on the back of your member ID card.

## 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/CommunityPlan](https://myuhc.com/CommunityPlan). To request a print copy, call Member Services toll-free at the phone number on the back of your member ID card.



## Quitting smoking is hard

Most people who smoke cigarettes say they want to quit. In fact, more than half of adult smokers say they tried to quit in the past year. But only 7.5% were able to quit successfully.

Don't be discouraged if you weren't able to quit smoking the first time you tried. Try talking to your health care provider. Getting advice improves your chances of quitting smoking for good. Even a brief 3-minute conversation can make a difference.



### **You can do it.**

Don't give up on quitting smoking.

Make an appointment to talk to your provider today. You can also access and download health education materials on quitting smoking at [UHCCommunityPlan.com/CA](https://UHCCommunityPlan.com/CA). Materials are available upon request in large print, braille or other languages.

## Resource corner

**Member Services:** Find a provider, ask benefit questions or get help scheduling an appointment, in any language (toll-free).  
**1-866-270-5785, TTY 711**

**Our website:** Find a provider, view your benefits or see your ID card, wherever you are.  
**myuhc.com/CommunityPlan**

**NurseLine:** Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).  
**1-866-270-5785, TTY 711**

**California Smokers' Helpline:** Get help quitting smoking at no cost (toll-free).  
**1-800-NO-BUTTS**  
**nobutts.org**

**Live and Work Well:** Find mental health and substance use resources.  
**LiveandWorkWell.com**

**Health Education Materials Resource Library:** Access and download health education materials on various wellness topics at **UHCommunityPlan.com/CA**. Materials are available upon request in large print, braille or other languages.

**Case Management:** Members with complex needs can receive phone calls and home visits, health education, referrals to community resources, appointment reminders, transportation assistance and more (toll-free).  
**1-866-270-5785, TTY 711**



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# Protect against COVID-19

## An important message from UnitedHealthcare

Your health and well-being are our No. 1 priority. That's why we want to make sure you stay informed about the coronavirus (COVID-19). We're working with and following the latest information from the Centers for Disease Control and Prevention (CDC). We're also in touch with state and local public health departments.

### How can I protect myself from COVID-19?

The best way to prevent illness is to avoid being exposed to this virus. As with any potential illness, like the flu, it is important to follow good prevention practices, including:

- Hand-washing with soap and water for 20 seconds or use alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not available
- Do not touch your eyes, nose or mouth with unwashed hands
- Try to stay away from people who might be sick
- Do not share cups or eating utensils with people who are sick
- Clean and disinfect surfaces that are touched often
- Cover your nose and mouth with a tissue when you cough or sneeze, and then throw the tissue in the trash



**Stay informed.** For the most up-to-date information and resources about COVID-19 prevention, coverage, care and support, please visit **UHCommunityPlan.com/covid-19**.



UnitedHealthcare Community Plan complies with Federal civil rights laws. UnitedHealthcare Community Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

UnitedHealthcare Community Plan:

- Provides free aids and services to people with disabilities to help you communicate with us, such as:
  - Qualified sign language interpreters.
  - Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Provides free language services to people whose first language is not English, such as:
  - Qualified interpreters.
  - Information written in other languages.

If you need these services, please call the toll-free member phone number listed on your member ID card.

If you believe that UnitedHealthcare Community Plan has not given you these services or treated you differently because of race, color, national origin, age, disability, or sex, you can file a grievance with Civil Rights Coordinator by:

**Mail:** Civil Rights Coordinator  
UnitedHealthcare Civil Rights Grievance  
P.O. Box 30608  
Salt Lake City, UTAH 84130

**Email:** [UHC\\_Civil\\_Rights@uhc.com](mailto: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 by:

**Web:** Office for Civil Rights Complaint Portal at  
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

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

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

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call the toll-free member phone number on your health plan member ID card, TTY **711**, 7 a.m. – 7 p.m., Monday – Friday.



## English

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call **1-866-270-5785, TTY: 711**.

## Spanish

ATENCIÓN: Si habla español, tiene a su disposición los servicios gratuitos de asistencia lingüística. Llame al **1-866-270-5785, TTY: 711**.

## Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-866-270-5785, TTY: 711**.

## Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-866-270-5785, TTY: 711**.

## Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-866-270-5785, TTY: 711**번으로 전화해 주십시오.

## Traditional Chinese

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**1-866-270-5785, TTY: 711**

## Simplified Chinese

请注意：如果您不会说英语，您可以免费获取语言帮助服务。请致电**1-866-270-5785（听障专线：711）**

## Armenian

ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Զանգահարեք **1-866-270-5785, TTY: 711**

## Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-866-270-5785, TTY: 711**

## Farsi

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با **TTY: 711, 1-866-270-5785** تماس بگیرید.

## Japanese

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。**1-866-270-5785, TTY: 711** まで、お電話にてご連絡ください。

## Mon-Khmer

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អូល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ  
ទូរស័ព្ទ **1-866-270-5785, TTY: 711**។



**Hmong**

LUS QHIA: Yog tias koj hais lus Hmoob, muaj kev pab txhais lus pub dawb rau koj. Hu rau  
**1-866-270-5785, TTY: 711.**

**Punjabi**

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਵਿੱਚ ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ।  
**1-866-270-5785, TTY: 711** 'ਤੇ ਕਾਲ ਕਰੋ।

**Arabic**

ملحوظة: إذا كنت تتحدث، فاذكر اللغة، حيث إن خدمات المساعدة اللغوية متاحة لك مجانًا. اتصل بالرقم  
**1-866-270-5785** الهاتف النصي **711**.

**Hindi**

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं।  
**1-866-270-5785, TTY: 711** पर कॉल करें।

**Thai**

โปรดทราบ: หากท่านพูดภาษาอังกฤษไม่ได้ มีบริการให้ความช่วยเหลือด้านภาษาให้แก่ท่านโดยไม่เสียค่าใช้จ่าย  
โทร **1-866-270-5785, TTY: 711**.

**Laotian**

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ  
☎ **1-866-270-5785, TTY: 711**