



Health Talk



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Spring 2022

United
Healthcare®
Community Plan

Protect your health

UnitedHealthcare Community Plan members aged 5 and older who are fully vaccinated between July 1, 2021, and December 31, 2022, are eligible for a \$100 gift card. To receive your gift card, call **1-800-870-5574**, TTY **711**, Monday – Friday, 7 a.m. – 7 p.m.



We care

We give our providers tools, so they can best care for our members.

These tools are called clinical practice guidelines. They inform providers about best practices 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. To see the guidelines, visit uhcprovider.com/cpg.



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We value your ideas

You can help develop policies that best serve our members by joining our Quarterly Quality and Member Access Committee (QMAC) Meetings. Members can receive \$50 per meeting for participation.

To get involved, call Member Services, **1-866-293-1796**, TTY **711**, for more information.



You're not alone

Did you know that more than 40 million American adults have an anxiety disorder? That makes up over 18% of the U.S. population. Also, more than half of adults with a mental illness are not being treated for it. And women are about twice as likely to have depression as men. To learn more about the different treatment options for anxiety disorders, visit [liveandworkwell.com](https://www.liveandworkwell.com).

Healthy routine

Tips for a healthier day

Living a healthy life is not always easy. Big changes in your diet or activity can be difficult to stick to in the long term. Studies show that making small changes to your daily routine can help. Slowly adding healthy actions to your day makes it more likely you will keep doing them.

Looking for ideas? Here are 3 small steps you can take to make your daily routine healthier:

- 1. Take the long way.** Do you regularly use an elevator? Take the stairs instead. Or park in a far spot when you go to work or run errands. This extra exercise adds up.
- 2. Try a soda alternative.** Soda contains a lot of sugar. Studies suggest diet sodas can cause cravings. Sparkling water without artificial sweeteners can scratch the soda itch. Another tasty option is fruit-infused water.
- 3. Don't skip breakfast.** According to the Cleveland Clinic, a healthy breakfast helps fuel your body for the day, improves heart health, lowers diabetes risk and reduces brain fog. Oatmeal, a whole-grain breakfast wrap and cottage cheese with fruit or nuts are all healthy breakfast options. Make what works best with your busy schedule.



Take care. It's important to make time to take care of yourself. Visit healthtalkselfcare.myuhc.com to download a self-care BINGO card. Do a different self-care activity each day until you score BINGO.



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Know your drug benefits

Visit myuhc.com/communityplan/pharmaciesandrx to learn about your prescription drug benefits. It includes information on:

- 1. Which 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 may need to try a different drug first. (This is called step therapy.) Or you may 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 about your drug benefits at myuhc.com/communityplan/pharmaciesandrx. Or call Member Services toll-free at the phone number listed in the resource corner on page 6 of this newsletter.



Stay well

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 population health programs. 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 at no cost to you. You can choose to stop any program at any time. You can find more information about our programs and services at myuhc.com/communityplan/healthwellness.

If you want to make a referral to our case management program, call Member Services toll-free at the phone number listed in the resource corner on page 6 of this newsletter.

Getting care

Know who to see and where to go

Your primary care provider coordinates your health care. They should see you for all of your preventive care needs, such as well visits, immunizations and screenings. They should also care for you when you are sick. Your primary care provider can provide tools to help you lose weight, quit smoking or lead a healthier lifestyle.

You want to feel comfortable talking with your provider. You may want 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 may prefer a male or female provider.

If your provider isn't right for you, you may switch at any time. You can learn about plan providers. Information available includes:

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

If you need to see a provider right away, after-hours care is available at urgent care centers. Or ask your provider if they offer virtual visits.



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To find a new provider or look for urgent care center locations near you, visit connect.werally.com/state-plan-selection/uhc.medicaid/state. Or call Member Services toll-free at the phone number listed in the resource corner on page 6 of this newsletter.

Did you know?

You can call NurseLine to get health advice from a nurse 24 hours a day, 7 days a week. The phone number is listed in the resource corner on page 6 of this newsletter.

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 practice 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 services 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 listed in the resource corner on page 6 of this newsletter. TDD/TTY services and language assistance are available if you need them.



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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 get. Here are 4 ways you can take charge of your health care:

- 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 actual medicines. Mention who prescribed them for you.
- 3. Tell your provider about other providers you see.** Include behavioral health providers. Bring copies of any test results or treatment plans from other providers.
- 4. If you were in the hospital or emergency room (ER), see your provider as soon as possible after discharge.** Share your discharge instructions with them. Proper follow-up may prevent another hospital 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 health 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/benefitsandcvg.

To request a copy of the handbook, call Member Services toll-free at the phone number listed in the resource corner on page 6 of this newsletter.



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Resource corner

Member Services: Find a provider, ask benefit questions or get help scheduling an appointment, in any language (toll-free).
1-866-293-1796, TTY 711

Our website: Find a provider, view your benefits or see your member 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).
1-800-985-3856, TTY 711

Quit Now Kentucky: Get help quitting smoking at no cost to you (toll-free).
1-800-QUIT-NOW, TTY 711
quitnowkentucky.org

Healthy First Steps®: Get support throughout your pregnancy. Get rewards for timely prenatal and well-baby care (toll-free).
1-800-599-5985, TTY 711
uhchealthyfirststeps.com

Live and Work Well: Find articles, self-care tools, caring providers, and mental health and substance use resources.
liveandworkwell.com

Behavioral Health Crisis Line: Get help 24 hours a day, 7 days a week.
1-855-789-1977, TTY 711

MedImpact: Call to find a pharmacy or medications, 24 hours a day, 7 days a week.
1-800-210-7628, TTY 711
kyportal.medimpact.com

Safe and secure

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 and sexual orientation. 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 PHI to improve the services we provide include:

- Finding gaps in care
- Helping you in languages other than English
- Creating programs that meet your needs
- Telling your health care providers which language(s) 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 the 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/about-us/rel-collection-and-use**. To get more information on our health equity program, visit **unitedhealthgroup.com/what-we-do/health-equity.html**.



You can get this material and other plan information in large print for free. To get materials in large print, call Member Services at **1-866-293-1796**, TTY **711**.

If English is not your first language, we can help. Call Member Services at **1-866-293-1796**, TTY **711**. You can ask us for the information in this material in your language. We have access to interpreter services and can help answer your questions in your language.

Spanish: Si el inglés no es su lengua materna, podemos ayudarle. Llame a Servicios para Miembros al **1-866-293-1796**, TTY **711**. Puede solicitarnos la información de este material en su idioma. Tenemos acceso a servicios de intérpretes y podemos ayudar a responder sus preguntas en su idioma.

Chinese: 如果英文不是您的母語，我們可以提供協助。請致電 **1-866-293-1796**、**聽障專線 711** 與會員服務部聯絡。您可以要求我們以您的母語提供本資料中的資訊。我們有提供口譯員服務且我們可以使用您的母語協助您解答疑問。

Vietnamese: Nếu tiếng Anh không phải là ngôn ngữ chính của quý vị, chúng tôi có thể trợ giúp. Xin gọi cho Dịch vụ Hội viên theo số **1-866-293-1796**, TTY **711**. Quý vị có thể yêu cầu chúng tôi cung cấp thông tin trong tài liệu này bằng ngôn ngữ của quý vị. Chúng tôi có dịch vụ thông dịch và có thể giúp giải đáp các thắc mắc bằng ngôn ngữ của quý vị.

Korean: 영어가 모국어가 아닌 경우 저희가 도와드릴 수 있습니다. 가입자 서비스부에 **1-866-293-1796**, TTY **711**번으로 전화하십시오. 본 자료에 있는 정보를 귀하의 언어로 요청하실 수 있습니다. 저희는 통역 서비스를 이용할 수 있으며 귀하의 언어로 질문에 답변하는데 도움을 드릴 수 있습니다.

French: Si l'anglais n'est pas votre langue maternelle, nous pouvons vous aider. Appelez le Service membres au **1-866-293-1796**, ATS **711**. Vous pouvez nous demander de vous fournir, dans votre langue, les informations contenues dans ce document. Nous avons accès à des services d'interprétariat et pouvons vous aider à obtenir des réponses à vos questions dans votre langue.

Arabic:

إذا لم تكن اللغة الانجليزية هي لغتك الأولى، فيمكننا تقديم المساعدة. اتصل بقسم خدمات الأعضاء على الرقم **1-866-293-1796**، أو عبر الهاتف النصي على الرقم **711**. يمكنك أن تطلب منا المعلومات الواردة في هذه المادة بلغتك. يمكننا الحصول على خدمات الترجمة الفورية والمساعدة في الإجابة عن أسئلتك بلغتك.

Russian: Если английский язык не является Вашим родным языком, мы можем помочь Вам. Обращайтесь в отдел обслуживания участников по телефону **1-866-293-1796, TTY 711**. Вы можете попросить нас предоставить Вам информацию, излагаемую в данном материале, на Вашем родном языке. У нас есть возможность воспользоваться услугами переводчика, и мы поможем Вам получить ответы на вопросы на Вашем родном языке.

Tagalog: Kung hindi English ang una mong wika, makakatulong kami. Tawagan ang Member Services sa **1-866-293-1796, TTY 711**. Maaari mong hilingin ang impormasyong nasa materyal na ito sa iyong wika. Makakakuha kami ng mga serbisyo ng interpreter at makakatulong kaming sagutin ang iyong mga tanong gamit ang iyong wika.

German: Wenn Englisch nicht deine Muttersprache ist, können wir helfen. Rufe den Mitgliederservice unter: **1-866-293-1796, TTY 711** an. Du kannst uns nach den Informationen in diesem Material in deiner Sprache fragen. Wir haben Zugang zu Dolmetscherdiensten und können dir helfen, deine Fragen in deiner Sprache zu beantworten.

Japanese: 英語がわからなくてもお手伝いいたします。次のメンバーサービスにお電話ください: **1-866-293-1796, TTY 711**。本資料の内容についてご質問がございましたら、ご自身の言語でお尋ねください。私たちの方で通訳サービスを利用し、ご質問いただいた言語でお答えします。

Somali: Haddii Ingiriisigu uusan ahayn luqaddaada koowaad, waan ku caawin karnaa. Ka wac Adeegyada Xubnaha telefoonka **1-866-293-1796, TTY 711**. Waad na weydiin kartaa macluumaadka ku jira agabkan oo ku qoran luqaddaada. Waxaan heli karnaa adeeyo turjubaan ee naga caawin kara inaan kaaga jawaabno su'aalahaaga luqaddaada.

Swahili: Ikiwa Kiingereza sio lugha yako ya kwanza, tunaweza kukusaidia. Pigia simu Huduma za Mema kwa **1-866-293-1796, TTY 711**. Unaweza kutuuliza kuhusu maelezo yaliyo kwenye hati hii kwa lugha yako. Tunaweza kupata huduma za mkalimani na tunaweza kujibu maswali yako kwa lugha yako.

Pennsylvania Dutch: Wann du net comfortable bischt English yuuse, kenne mer dich helfe. Ruf Member Services uff an die **1-866-293-1796, TTY 711**. Du kannscht uns frooge fer die Information as do hin is in Deitsch griege. Mir hen Leit as Deitsch interprete kenne un dich helfe kenne fer dei Questions gaensert griege in Deitsch.

Croatian: Ako engleski jezik nije vaš prvi jezik, možemo vam pomoći. Nazovite Službu za članove na broj **1-866-293-1796, odnosno 711** za osobe sa poteškoćama u govoru i sluhu (TTY). Možete zatražiti informacije sadržane u ovim materijalima na vašem jeziku. Imamo pristup uslugama prevoditelja i možemo vam pomoći tako da odgovorimo na vaša pitanja na vašem jeziku.

Nepali: यदि अंग्रेजी तपाईंको पहिलो भाषा होइन भने, हामी मद्दत गर्न सक्छौं। सदस्य सेवाहरूको लागि **1-866-293-1796, TTY 711** मा फोन गर्नुहोस्। तपाईंले यस विषय बारे जानकारीका लागि हामीलाई आफ्नो भाषामा सोध्न सक्नुहुन्छ। हामीसँग दोभाषे सेवाहरूमा पहुँच छ र तपाईंको भाषामा तपाईंका प्रश्नहरूको जवाफ दिन मद्दत गर्न सक्छौं।

Serbian: Ako engleski nije vaš maternji jezik, možemo da vam pomognemo. Pozovite korisničku podršku na broj **1-866-293-1796, TTY 711**. Možete nam postaviti pitanja vezana za ovaj materijal na vašem jeziku. Imamo pristup prevodilačkim uslugama i na vaša pitanja možemo da vam odgovorimo na vašem jeziku.

Notice of non-discrimination

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

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).