



Health Talk



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**United
Healthcare®**
Community Plan



Protect your health

For the latest information on the COVID-19 vaccine, visit uhccommunityplan.com/covid-19/vaccine.

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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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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Are you getting enough sleep?

There are many things you can do to try to live a healthier life. Getting enough sleep is one of them. According to the Centers for Disease Control and Prevention (CDC), lack of sleep is linked to some chronic conditions, including:

- Depression
- Obesity
- Heart disease
- Type 2 diabetes

If you have trouble falling asleep at night, here are 3 tips for getting a good night's rest:

- 1.** Go to bed and get up at the same time each day
- 2.** Be active during the day, so you feel tired at night
- 3.** Keep TVs, laptops, tablets and phones out of the bedroom

Learn more about good sleep habits at cdc.gov/sleep.

By the numbers

- Kids ages 6 to 12 need 9 to 12 hours of sleep a night
- Teens ages 13 to 18 need 8 to 10 hours of sleep a night
- Adults need at least 7 hours of sleep a night

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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 may 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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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.

Resource corner

Member Services: Find a provider, ask benefit questions or get help scheduling an appointment, in any language (toll-free). **1-888-269-5410, TTY 711** Monday–Friday, 8 a.m.–6 p.m.

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). **1-800-718-9066, TTY 711**

Quit for Life®: Get help quitting smoking at no cost to you (toll-free). **1-866-784-8454, TTY 711** quitnow.net

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



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Civil Rights Notice

Discrimination is against the law. UnitedHealthcare Community Plan of Minnesota does not discriminate on the basis of any of the following:

- Race
- Color
- National origin
- Creed
- Religion
- Sexual orientation
- Public assistance status
- Age
- Disability (including physical or mental impairment)
- Sex (including sex stereotypes and gender identity)
- Marital status
- Political beliefs
- Medical condition
- Health status
- Receipt of health care services
- Claims experience
- Medical history
- Genetic information

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by UnitedHealthcare Community Plan of Minnesota. You can file a complaint and ask for help filing a complaint in person or by mail, phone, fax, or email at:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130
Toll Free: **1-888-269-5410**, TTY **711**
Email: **UHC_Civil_Rights@uhc.com**

Auxiliary Aids and Services: UnitedHealthcare Community Plan of Minnesota provides auxiliary aids and services, like qualified interpreters or information in accessible formats, free of charge and in a timely manner to ensure an equal opportunity to participate in our health care programs. **Contact Member Services at 1-888-269-5410.**

Language Assistance Services: UnitedHealthcare Community Plan of Minnesota provides translated documents and spoken language interpreting, free of charge and in a timely manner, when language assistance services are necessary to ensure limited English speakers have meaningful access to our information and services. **Contact Member Services at 1-888-269-5410.**

Civil Rights Complaints

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by UnitedHealthcare Community Plan of Minnesota. You may also contact any of the following agencies directly to file a discrimination complaint.

U.S. Department of Health and Human Services Office for Civil Rights (OCR)

You have the right to file a complaint with the OCR, a federal agency, if you believe you have been discriminated against because of any of the following:

- Race
- Color
- National origin
- Age
- Disability
- Sex
- Religion (in some cases)

Contact the **OCR** directly to file a complaint:

Office for Civil Rights
U.S. Department of Health and Human Services
Midwest Region
233 N. Michigan Avenue, Suite 240
Chicago, IL 60601

Customer Response Center: Toll-free: 800-368-1019

TDD Toll-free: 800-537-7697

Email: ocrmail@hhs.gov

Minnesota Department of Human Rights (MDHR)

In Minnesota, you have the right to file a complaint with the MDHR if you have been discriminated against because of any of the following:

- Race
- Color
- National origin
- Religion
- Creed
- Sex
- Sexual orientation
- Marital status
- Public assistance status
- Disability

Contact the **MDHR** directly to file a complaint:

Minnesota Department of Human Rights
540 Fairview Avenue North, Suite 201
St. Paul, MN 55104

Voice: 651-539-1100

Toll free: 800-657-3704

MN Relay: 711 or 800-627-3529

Fax: 651-296-9042

Email: Info.MDHR@state.mn.us

Minnesota Department of Human Services (DHS)

You have the right to file a complaint with DHS if you believe you have been discriminated against in our health care programs because of any of the following:

- Race
- Color
- National origin
- Religion (in some cases)
- Age
- Disability (including physical or mental impairment)
- Sex (including sex stereotypes and gender identity)

Complaints must be in writing and filed within 180 days of the date you discovered the alleged discrimination. The complaint must contain your name and address and describe the discrimination you are complaining about. We will review it and notify you in writing about whether we have authority to investigate. If we do, we will investigate the complaint.

DHS will notify you in writing of the investigation's outcome. You have the right to appeal if you disagree with the decision. To appeal, you must send a written request to have DHS review the investigation outcome. Be brief and state why you disagree with the decision. Include additional information you think is important.

If you file a complaint in this way, the people who work for the agency named in the complaint cannot retaliate against you. This means they cannot punish you in any way for filing a complaint. Filing a complaint in this way does not stop you from seeking out other legal or administrative actions.

Contact **DHS** directly to file a discrimination complaint:

Civil Rights Coordinator
Minnesota Department of Human Services
Equal Opportunity and Access Division
P.O. Box 64997
St. Paul, MN 55164-0997
Voice: 651-431-3040 or use your preferred relay service

American Indian Health Statement

American Indians can continue or begin to use tribal and Indian Health Services (IHS) clinics. We will not require prior approval or impose any conditions for you to get services at these clinics. For elders age 65 years and older this includes Elderly Waiver (EW) services accessed through the tribe. If a doctor or other provider in a tribal or IHS clinic refers you to a provider in our network, we will not require you to see your primary care provider prior to the referral.

1-888-269-5410, TTY 711

Attention. If you need free help interpreting this document, call the above number.

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ملاحظة: إذا أردت مساعدة مجانية لترجمة هذه الوثيقة، اتصل على الرقم أعلاه.

သတိ။ ဤစာရွက်စာတမ်းအား အခမဲ့ဘာသာပြန်ပေးခြင်း အကူအညီလိုအပ်ပါက၊ အထက်ပါဖုန်းနံပါတ်ကို ခေါ်ဆိုပါ။*

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請注意，如果您需要免費協助傳譯這份文件，請撥打上面的電話號碼。

Attention. Si vous avez besoin d'une aide gratuite pour interpréter le présent document, veuillez appeler au numéro ci-dessus.

Thov ua twb zoo nyeem. Yog hais tias koj xav tau kev pab txhais lus rau tsab ntaub ntawv no pub dawb, ces hu rau tus najnpawb xov tooj saum toj no.

ဟ်သျှ်ဟ်သး. နမ့ၢ်လိၣ်ဘၣ်တၢ်မၤစၢၤကလီၣ်နၤလၢ တၢ်ကကွဲးကျိးထံဝဲဒၣ် လံာ်တီလံာ်မိတခါအံၤအပိ ကိးလိတဲစိနိၣ်ဂံၢ် လၢထးအံၤန့ၣ်တက့ၢ်.

알려드립니다. 이 문서에 대한 이해를 돕기 위해 무료로 제공되는 도움을 받으시려면 위의 전화번호로 연락하십시오.

ໂປຣດຊາບ. ຖ້າຫາກທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ ວິ, ຈົ່ງໂທໂປທີ່ໝາຍເລກຂ້າງເທິງນີ້.

Hubachiisa. Dokumentiin kun tola akka siif hiikamu gargaarsa hoo feete, lakkoobsa gubbatti kenname bilbili.

Внимание: если вам нужна бесплатная помощь в устном переводе данного документа, позвоните по указанному выше телефону.

Digniin. Haddii aad u baahantahay caawimaad lacag-la'aan ah ee tarjumaadda (afcelinta) qoraalkan, lambarka kore wac.

Atención. Si desea recibir asistencia gratuita para interpretar este documento, llame al número indicado arriba.

Chú ý. Nếu quý vị cần được giúp đỡ dịch tài liệu này miễn phí, xin gọi số bên trên.