# Health Talk

**Your journey to better health**

United Healthcare
Community Plan

**Spring 2024**

## 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 toll-free at the phone number on Page 6.

Care guidelines
# The best care

### Tools for better health

We give our providers tools so they can best care for our members. These tools are called clinical practice guidelines. They share best practices on how to manage illnesses and promote wellness.

The guidelines cover care for many illnesses and conditions like diabetes, high blood pressure and depression. They also give advice on how to stay well with proper diet, exercise and vaccines. For more information, visit **uhcprovider.com/cpg**.

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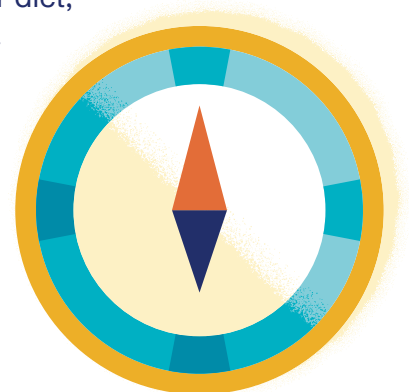
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# Safe and secure

## How we use and protect language, cultural and social needs

At UnitedHealthcare®, we help coordinate your care across all of your health care providers. To do that, we receive and share important information about you. This may include your race, ethnicity, language you speak, gender identity, sexual orientation and social needs. 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. This helps us meet your health care needs.

Examples of how we may use this information to improve our services include:

- To find gaps in care
- To help you in languages other than English
- To create programs that meet your needs
- To tell 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 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 your cultural data, visit **uhc.com/about-us/rel-collection-and-use**. For more information on our health equity program, visit **unitedhealthgroup.com/what-we-do/health-equity.html**.

**Member Handbook**

# All about your health plan

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 **uhccommunityplan. com/northcarolina**. Or call Member Services toll-free at the phone number on Page 6 to request a copy.



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**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, we can help. Our health plan offers transportation benefits to get you to appointments. Call Member Services at the phone number on Page 6 to learn more.

If you need to see a provider right away, you can get after-hours care at urgent care centers. We also have a NurseLine that you can call anytime — 24 hours a day, 7 days a week. Virtual visits also are available.

To find a provider or look for urgent care center locations near you, visit **connect.werally.com/ state-plan-selection/uhc.medicaid/state**. Or use the UnitedHealthcare app.

# Your drug benefits

## What you need to know

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 also might be limits to the amount you can get of certain drugs.
4. **Any costs to you.** You may have copayments for prescriptions.



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**Look it up.** Find information on your drug benefits at **uhccommunityplan.com/ northcarolina.** Or call Member Services toll-free at the phone number on Page 6.

Utilization management

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

When the care is not covered under your benefits, it may be denied. It may also be denied when it does not meet clinical practice guidelines. 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.

If you have any questions, call Member Services toll-free at the phone number on Page 6. TTY services and language assistance are available if you need them.

# 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 program. They may include:

● Support for social needs including food, housing, and transportation.
● 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.

**Learn more.** You can find more information about our programs and services at **uhccommunityplan.com/ northcarolina**. If you want to make a referral to our care management program, call Member Services toll-free at **1-855-202-0992, TTY 711**.

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# Take charge

Preparing for your provider 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.** 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 you go home.** Share your discharge instructions with them. Proper follow-up may prevent another hospital admission or visit to the ER.

Member resources

# Here for you

We want to make it as easy as possible for you to get the most out of your health plan. As our member, you have many services and benefits available to you.

**Member Services:** 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). **1-855-202-0992,** TTY **711**

**Our website:** Our website keeps all your health information in one place. You can find a health care provider, view your benefits or see your member ID card, wherever you are. **uhccommunityplan.com/ northcarolina**

**UnitedHealthcare app:** Access your health plan information on-the-go. View your coverage and benefits. Find nearby network providers. View your member ID card, get directions to your provider's office and much more. **Download on the App Store® or Google Play™**

**NurseLine:** Get health advice from a nurse 24 hours a day, 7 days a week, at no cost to you (toll-free). **1-855-202-0992,** TTY **711**

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

**Transportation:** Call at least 2 business days before your appointment. There is no limit on the number of rides for covered services in NC. There is also no mileage limit. However, out-of-state trip, trips over 75 miles, and trips requiring meals and lodging require prior authorization. Please see Page 41 of the Member Handbook for more information. **1-800-349-1855,** TTY **711**

**Care Management:** This program is for members with chronic conditions and complex needs. You can get phone calls, home visits, health education, referrals to community resources, appointment reminders, help with rides and more (toll-free). **1-800-349-1855,** TTY **711**

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

**Assurance Wireless:** Get unlimited high-speed data, minutes and texts each month. Plus an Android™ smartphone at no cost to you. **assurancewireless.com/ partner/buhc**

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

**Go digital:** Sign up for email, text messages and digital files to receive your health information more quickly. **myuhc.com/communityplan/ preference**

# Auxiliary Aids and Interpreter Services

You can request free auxiliary aids and services, including this material and other plan information in large print. Call **1-800-349-1855** (TTY/TDD **711**).

If English is not your first language, we can help. Call **1-800-349-1855** (TTY/TDD **711**). We can give you, free of charge, the information in this material in your language orally or in writing, access to interpreter services, and can help answer your questions in your language.

**Spanish**

**Ayudas auxiliares y servicios de interpretación**

Puede solicitar ayudas y servicios auxiliares gratuitos, incluido este material y otra información del plan en letra grande. Llame al **1-800-349-1855** (TTY/TDD **711**).

Si el inglés no es su lengua nativa, podemos ayudarle. Llame al **1-800-349-1855** (TTY/TDD **711**). Podemos ofrecerle, de forma gratuita, la información de este material en su idioma de forma oral o escrita, acceso a servicios de interpretación y podemos ayudarle a responder a sus preguntas en su idioma.

## Chinese – simplified

**辅助工具和翻译服务**

您可以申请免费的辅助工具和服务，包括本资料和其他计划信息的大字版。请致电

**1-800-349-1855 (TTY/TDD 711)**。

如果英语不是您的首选语言，我们能提供帮助。请致电 **1-800-349-1855 (TTY/TDD 711)**。我们可以通过口头或书面形式，用您使用的语言免费为您提供本资料中的信息，为您提供翻译服务，并且用您使用的语言帮助回答您的问题。

## Vietnamese

**Dịch Vụ Phiên Dịch và Hỗ Trợ Bổ Sung**

Quý vị có thể yêu cầu các dịch vụ và hỗ trợ bổ sung miễn phí, bao gồm tài liệu này và thông tin kế hoạch khác dưới dạng bản in chữ lớn. Gọi đến **1-800-349-1855 (TTY/TDD 711).**

Nếu Tiếng Anh không phải là ngôn ngữ mẹ đẻ của quý vị, chúng tôi có thể giúp quý vị. Gọi đến **1-800-349-1855 (TTY/TDD 711).** Chúng tôi có thể cung cấp miễn phí cho quý vị thông tin trong tài liệu này bằng ngôn ngữ của quý vị dưới dạng lời nói hoặc văn bản, quyền tiếp cận các dịch vụ phiên dịch, và có thể giúp trả lời các câu hỏi của quý vị bằng chính ngôn ngữ của quý vị.

## Korean

**보조 자료 및 통역사 서비스**

귀하는 무료 보조 자료 및 서비스를 요청할 수 있으며, 여기에는 큰 활자체의 자료 및 기타 플랜 정보가 포함되어 있습니다. **1-800-349-1855 (TTY/TDD 711)**번으로 전화주시기 바랍니다.

영어가 모국어가 아닌 경우 저희가 도와드리겠습니다. **1-800-349-1855 (TTY/TDD 711)**번으로 전화주시기 바랍니다. 저희는 귀하께 구두로 또는 서면으로 귀하의 언어로 된 자료의 정보를, 그리고 통역 서비스의 사용을 무료 제공해 드리며 귀하의 언어로 질문에 대한 답변을 제공해 드리겠습니다.

## French

**Aides auxiliaires et services d'interprétation**

Vous pouvez demander des aides et des services auxiliaires gratuits, y compris ce document et d'autres informations sur le plan en gros caractères. Composez le **1-800-349-1855 (TTY/TDD 711).**

Si votre langue maternelle n'est pas l'anglais, nous pouvons vous aider. Composez le **1-800-349-1855 (TTY/TDD 711).** Nous pouvons vous fournir gratuitement les informations contenues dans ce document dans votre langue, oralement ou par écrit, vous donner accès aux services d'un interprète et répondre à vos questions dans votre langue.

## Hmong

**Cov Khoom Pab Cuam thiab Kev Pab Cuam Txhais Lus**

Koj tuaj yeem thov tau cov khoom pab cuam thiab cov kev pab cuam, suav nrog rau tej ntaub ntawv no thiab lwm lub phiaj xwm tej ntaub ntawv kom muab luam ua tus ntawv loj. Hu rau **1-800-349-1855 (TTY/TDD 711).**

Yog tias Lus Askiv tsis yog koj thawj hom lus hais, peb tuaj yeem pab tau. Hu rau **1-800-349-1855 (TTY/TDD 711).** Peb tuaj yeem muab tau rau koj yam tsis sau nqi txog ntawm tej ntaub ntawv muab txhais ua koj hom lus hais ntawm ncauj los sis sau ua ntawv, mus siv tau cov kev pab cuam txhais lus, thiab tuaj yeem pab teb koj cov lus nug hais ua koj hom lus.

## Arabic - UAE

يمكنك طلب الخدمات والمساعدات الإضافية المجانية بما في ذلك، هذا المستند ومعلومات أخرى حول الخطة بأحرف كبيرة. اتصل على الرق
**1-800-349-1855 (TTY/TDD 711).**

إذا كانت اللغة الإنجليزية ليست لغتك الأولى، فيمكننا المساعدة. اتصل على الرقم
**1-800-349-1855 (TTY/TDD 711).** يمكننا أن نقدم لك المعلومات الواردة في هذا المستند بلغتك شفهيًا أو كتابيًا والوصول إلى خدمات الترجمة مجانًا ويمكننا مساعدتك في الحصول على إجابات لأسئلتك بلغتك.

## Russian

**Вспомогательные средства и языковая поддержка**

Вы можете запросить бесплатные вспомогательные средства и услуги, включая этот справочный материал и другую информацию о плане, напечатанную крупным шрифтом. Позвоните по номеру
**1-800-349-1855 (TTY/TDD 711).**

Если английский не является Вашим родным языком, мы можем Вам помочь. Позвоните по номеру **1-800-349-1855 (TTY/TDD 711).** Мы бесплатно предоставим Вам более подробную информацию этого справочного материала в устной или письменной форме, а также доступ к языковой поддержке и ответим на все вопросы на Вашем родном языке.

## Tagalog

**Mga Auxiliary Aid at Serbisyo ng Interpreter**

Maaari kang humiling ng libreng mga auxiliary aid at serbisyo, kabilang ang materyal na ito at iba pang impormasyon ng plan sa malaking print. Tumawag sa **1-800-349-1855 (TTY/TDD 711).**

Kung hindi English ang iyong unang wika, makakatulong kami. Tumawag sa **1-800-349-1855 (TTY/TDD 711).** Maaari ka naming bigyan, nang libre, ng impormasyon sa materyal na ito sa iyong wika nang pasalita o nang pasulat, access sa mga serbisyo ng interpreter, at matutulungang sagutin ang mga tanong sa iyong wika.

## Gujarati

### સહાયક સહાય અને દુભાષિયા સેવાઓ

તમે મોટી પ્રિન્ટમાં આ સામગ્રી અને અન્ય પ્લાનની માહિતી સહિત મફત સહાયક સહાય અને સેવાઓની વિનંતી કરી શકો છો.  **1-800-349-1855 (TTY/TDD 711).** પર કૉલ કરો

જો અંગ્રેજી તમારી પ્રથમ ભાષા ન હોય, તો અમે મદદ કરી શકીએ છીએ. **1-800-349-1855 (TTY/TDD 711).** પર કૉલ કરો તમારી ભાષામાં મૌખિક રીતે અથવા લેખિતમાં તમને આ સામગ્રીની માહિતી અમે વિના મૂલ્યે આપી શકીએ છીએ, દુભાષિયા સેવાઓની સુલભતા આપી શકીએ છીએ અને તમારી ભાષામાં તમારા પ્રશ્નોના જવાબ આપવામાં અમે સહાયતા કરી શકીએ છીએ.

## Khmer - Cambodian

### សម្ភារៈជំនួយ និងសេវាអ្នកបកប្រែ

អ្នកអាចស្នើសុំសម្ភារៈនិងសេវាជំនួយដោយឥតគិតថ្លៃ រួមទាំងព័ត៌មានអំពីសម្ភារៈនេះ និងព័ត៌មាន អំពីផែនការ ឡើងទៅ៕តទៅជាអក្សរពុម្ពធំ។ ហៅទូរសព្ទទៅលេខ **1-800-349-1855 (TTY/TDD 711) ។** ប្រសិនបើភាសាអង់គ្លេសមិនមែនជាភាសាទីមួយរបស់អ្នក យើងអាចជួយអ្នកបាន។ ហៅទូរសព្ទទៅ លេខ **1-800-349-1855 (TTY/TDD 711) ។** យើងអាចផ្ដល់ជូនអ្នកដោយឥតគិតថ្លៃនូវព័ត៌មាននៅក្នុង ឯកសារនេះជាភាសារបស់អ្នក ដោយផ្ទាល់មាត់ឬជាលាយលក្ខណ៍អក្សរ ទទួលបានសេវាអ្នកបកប្រែ និង អាចជួយឆ្លើយសំណួររបស់អ្នកជាភាសារបស់អ្នក ។

## German

### Hilfsmittel und Dolmetscherdienste

Sie können kostenlose Hilfsmittel und Services anfordern, darunter diese Unterlagen und andere Versicherungsinformationen in Großdruck. Rufen Sie uns an unter **1-800-349-1855 (TTY/TDD 711).**

Sollte Englisch nicht Ihre Muttersprache sein, können wir Ihnen behilflich sein. Rufen Sie uns an unter **1-800-349-1855 (TTY/TDD 711).** Wir können Ihnen die in diesen Unterlagen enthaltenen Informationen kostenlos mündlich oder schriftlich in Ihrer Sprache zur Verfügung stellen, Ihnen einen Dolmetscherdienst vermitteln und Ihre Fragen in Ihrer Sprache beantworten.

## Hindi

**अतिरिक्त सहायता और दुभाषिया सेवाएं**

आप इस सामग्री और अन्य योजना की जानकारी बड़े प्रिंट में दिए जाने सहित मुफ्त अतिरिक्त सहायता और सेवाओं का अनुरोध कर सकते हैं। **1-800-349-1855 (TTY/TDD 711)** पर कॉल करें।

अगर अंग्रेजी आपकी पहली भाषा नहीं है, तो हम मदद कर सकते हैं। **1-800-349-1855 (TTY/TDD 711) पर कॉल करें।** हम आपको मुफ्त में इस सामग्री की जानकारी आपकी भाषा में जबानी या लिखित रूप में दे सकते हैं, दुभाषिया सेवाओं तक पहुंच दे सकते हैं और आपकी भाषा में आपके सवालों के जवाब देने में मदद कर सकते हैं।

## Lao (Laotian)

ການຊ່ວຍເຫຼືອເສີມ ແລະ ການບໍລິການນາຍແປພາສາ

ທ່ານສາມາດຂໍ ການຊ່ວຍເຫຼືອເສີມ ແລະ ການບໍລິການຕ່າງໆໄດ້ແບບຟຣີ, ລວມ ທັງເຮັດະສານນີ້ ແລະ ຂໍ້ມູນຂອງ ແຜນອື່ນໆ ໃຫ້ເປັນຕົວພິມໃຫຍ່. ໂທຫາເບີ **1-800-349-1855 (TTY/TDD 711).**

ຖ້າພາສາແມ່ ຂອງທ່ານ ບໍ່ແມ່ນພາສາອັງກິດ, ພວກເຮົາສາມາດຊ່ວຍໄດ້. ໂທຫາ ເບີ **1-800-349-1855 (TTY/TDD 711).** ພວກເຮົາສາມາດໃຫ້ ຂໍ້ມູນໃນເຮັກະສານນີ້ ເປັນ ພາສາຂອງທ່ານທາງປາກເປົ່າ ຫຼືເປັນລາຍລັກອັກສອນ, ການເຂົ້າເຖິງການ ບໍລິການນາຍແປພາສາໃຫ້ແກ່ທ່ານໂດຍບໍ່ເສຍຄ່າຫຍັງ ແລະ ສາມາດຊ່ວຍ ຕອບຄຳຖາມຂອງທ່ານເປັນພາສາຂອງທ່ານ.

## Japanese

補助具・通訳サービス

この資料やその他の計画情報を大きな文字で表示するなど、無料の補助支援やサービスを要請することができます。**1-800-349-1855 (TTY/TDD 711)**に電話してください。

英語が母国語でない方はご相談ください。**1-800-349-1855 (TTY/TDD 711)に電話してくだ**さい。この資料に記載されている情報を、お客様の言語で口頭または書面にて無料でお伝えするとともに、通訳サービスへのアクセスを提供し、お客様のご質問にもお客様の言語でお答えします。

# Notice of non-discrimination

UnitedHealthcare Community Plan of North Carolina complies with applicable federal civil rights laws and does not discriminate based on race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender identity or expression, or sexual orientation. UnitedHealthcare Community Plan of North Carolina does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender, gender identity or expression, or sexual orientation.

UnitedHealthcare Community Plan of North Carolina provides free auxiliary aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified American Sign Language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

UnitedHealthcare Community Plan of North Carolina provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, call **1-800-349-1855** (TTY/TDD **711**).

If you believe that UnitedHealthcare Community Plan of North Carolina has failed to provide these services or discriminated in another way based on race, color, national origin, age, disability, or sex, you can file a grievance with:

> **Civil Rights Coordinator**
> **UnitedHealthcare Civil Rights Grievance**
> P.O. Box 30608
> Salt Lake City, UT 84130

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

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

> By mail:
>   U.S. Department of Health and Human Services
>   200 Independence Avenue SW, Room 509F, HHH Building
>   Washington, D.C. 20201

> By phone: **1-800-368-1019** (TDD: **1-800-537-7697**)

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

The NC Medicaid Ombudsman program can provide you with free, confidential support and education about the rights and responsibilities you have under NC Medicaid. Call **1-877-201-3750** or visit **ncmedicaidombudsman.org**.