



Health Talk



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Spring 2022

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.



istock.com/Antonio_Diaz



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](https://www.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

We speak your language

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 the back of your member ID card.

Proporcionamos servicios gratuitos para ayudarle a comunicarse con nosotros. Podemos enviarle información en idiomas distintos al inglés o en letra grande. Puede solicitar un intérprete. Para solicitar ayuda, llame a la línea gratuita de Servicios para miembros al número que aparece al reverso de su tarjeta de identificación de miembro.

نقدم خدمات مجانية لمساعدتك في التواصل معنا. يمكننا إرسال معلومات لك بلغات غير اللغة الإنجليزية أو بخط طباعي كبير. يمكنك طلب مترجم فوري. لطلب المساعدة، يرجى الاتصال بهاتف خدمات الأعضاء المجاني على رقم الهاتف الموجود على ظهر بطاقة هوية العضو الخاصة بك.

Chúng tôi cung cấp các dịch vụ miễn phí nhằm giúp quý vị giao tiếp với chúng tôi. Chúng tôi có thể gửi cho quý vị thông tin bằng các ngôn ngữ khác không phải là tiếng Anh hoặc bằng chữ in lớn. Quý vị có thể yêu cầu cung cấp dịch vụ phiên dịch viên. Để yêu cầu trợ giúp, vui lòng gọi điện đến bộ phận Dịch vụ thành viên theo số điện thoại miễn phí ở mặt sau tấm thẻ ID thành viên của bạn.



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.** Generic prescription drugs do not have a copay. Brand non-preferred prescription drugs may have a \$3 copay. Medicare and other insurance copays may still apply. Covered medicines are on Nebraska's preferred drug list.



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

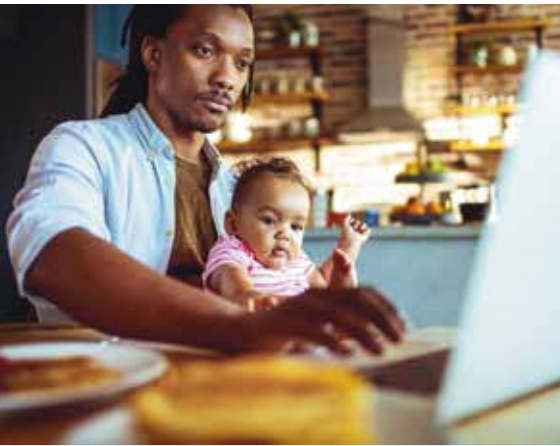


Get it all. You can read the Member Handbook online at myuhc.com/communityplan/benefitsandcvg.

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).
1-800-641-1902, 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).
1-877-543-4293, 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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UnitedHealthcare Community Plan does not discriminate on the basis of race, ethnicity, color, religion, marital status, sex, sexual orientation, age, disability, national origin, veteran status, ancestry, health history, health status or need for health services. We're glad you are a member of UnitedHealthcare Community Plan!

If you think you were treated unfairly because of your race, ethnicity, color, religion, marital status, sex, sexual orientation, age, disability, national origin, veteran status, ancestry, health history, health status or need for health services, you can send a complaint to:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130
UHC_Civil_Rights@uhc.com

You can send a complaint at any time. We will acknowledge your complaint in writing within ten (10) calendar days of receipt . A decision will be sent to you no later than 90 calendar days from receipt of your complaint.

You can also file a complaint with the U.S. Dept. of Health and Human Services.

Online:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Complaint forms are available at

<http://www.hhs.gov/ocr/office/file/index.html>

Phone:

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

Mail:

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

If you need help with your complaint, please call Member Services at **1-800-641-1902, TTY 711**, 7 a.m. – 7 p.m. CT (6 a.m. – 6 p.m. MT), Monday – Friday.

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 Member Services at **1-800-641-1902, TTY 711**, 7 a.m. – 7 p.m. CT (6 a.m. – 6 p.m. MT), Monday – Friday.