



# Health Talk

Your journey to better health



Spring 2023

¡Voltee para español!

United  
Healthcare  
Community Plan

## What's inside

Do you know what drugs are covered under your health plan? See Page 4 for details about your prescription drug benefits.



## 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](http://uhcprovider.com/cpg).





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## Health Equity

# 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. 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](https://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](https://unitedhealthgroup.com/what-we-do/health-equity.html).

## 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 8 to learn more.

If you need to see a provider right away, you can get after-hours care at urgent care centers. 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](https://connect.werally.com/state-plan-selection/uhc.medicaid/state). Or use the UnitedHealthcare app.



istock.com/sturti

## 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 [myuhc.com/communityplan/benefitsandcvg](https://myuhc.com/communityplan/benefitsandcvg). Or call Member Services toll-free at the phone number on Page 8 to request a copy.

Prescriptions

# Your drug benefits

## What you need to know

Visit our website to learn about your prescription drug benefits. It includes information on:

- 1. Which drugs are covered.** There is a list of covered drugs. This is called a prescription drug list (PDL). When your doctor prescribes medication, look at your list and talk about the cost. You can ask about a lower cost alternative if the drug your doctor chooses is too expensive or isn't covered. At times, a similar drug can work just as well — like if there's a generic version of the 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 (supply/quantity limits). Some medications are used to treat rare and complex conditions (known as specialty medications). You may need to get these from a specialty pharmacy. 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 if you are in NJ FamilyCare C or NJ FamilyCare D.



**Look it up.** Find information on your drug benefits at [myuhc.com/communityplan/pharmaciesandrx](https://myuhc.com/communityplan/pharmaciesandrx).

Or call Member Services toll-free at the phone number on Page 8.



## 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 8. TTY services and language assistance are available if you need them.

Language Help

# 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 8.

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 en la Página 8.

저희와 대화할 수 있도록 무료 서비스를 제공해 드립니다. 저희는 영어 이외의 다른 언어로 또는 큰 활자체로 정보를 제공할 수 있습니다. 통역사를 요청할 수 있습니다. 도움을 요청하시려면 8 페이지에 있는 전화 번호를 통해 회원 서비스에 전화하십시오(수신자 부담 전화).

ي ف ك تدعاسمل ةي ن اجم ت ام دخ مدقن تاملول عم ل اس را ان ن ك مي . ان عم ل ص اوت ل ا طخب و أ ة ي ز ل ج ن إ ل ا ة غ ل ل ا ر ي غ ت ا غ ل ب ك ل ي روف م ج ر ت م ب ل ط ك ن ك مي . ر ي ب ك ي ع ا ب ط م ق ر ل ا ب ل ا ص ت ا ل ا ي ج ر ي . ة د ع ا س م ل ا ب ل ط ل ف ت ا ه ل ا م ق ر ي ل ع ا ض ا ل ا ت ا م د خ ل ي ن ا ج م ل ا 8 ة ح ف ص ل ا ي ف د و ج و م ل ا

我們提供免費服務，協助您與我們溝通。我們可以寄送英文以外的其他語言資訊或提供大字體。您可以要求安排口譯員。如需協助，請撥打列於第 8 頁的會員服務部免付費電話。



Wellness Visit

# 5 tips to make the most of your health care visits

Do you have a health care visit coming up? Here are 5 things to think about.

## 1. Find a provider who is right for you

Does your provider offer appointment times that work for you? Is their office easy to get to? Do they speak your language? If you need help finding a provider, call Member Services at the phone number on Page 8. We're happy to help.

It's common for routine and specialist visits to take up to 4 weeks to schedule. If you're sick, a visit should be available within 72 hours. Urgent care centers are available for care right away when your primary care provider (PCP) is not able to see you quickly. Only use the emergency room for true life-threatening emergencies.

## 2. Prepare for your visit

Before you go:

- Make a list of medications you take and the amounts.
- Gather notes about your past provider visits, including any visits to a hospital or urgent care center. Include any summaries from those other providers if you have them.
- Make a list of any questions you want to ask.
- Grab your insurance card and ID to bring to the appointment.

## 3. Share your information during the visit

When you get to the visit, fill out any required forms. Also share the information you collected earlier. Answer all questions openly and honestly. This will help your provider understand your health care needs.

## 4. Get answers and make future plans

Sometimes health care can be confusing. If there is something you do not understand, it is always OK to ask your provider to explain it in a different way. While you're at your appointment:



- Ask questions. Write down the answers so they're easier to remember.
- If you do not agree with your provider's recommendations, it is OK to say so. Talk about your concerns. Ask if there are other options.
- Ask for a visit summary. This is a printout that gives details about your visit and the provider's recommendations.
- If your provider recommends a follow-up visit, make the appointment before you leave.
- If any special tests are ordered, ask your provider if you need a prior authorization (an insurance approval).

## 5. Follow your provider's advice after the visit

After the visit, make an appointment for any lab work or other tests that may have been ordered. Call Member Services if you need help scheduling a test or if you aren't sure if you need prior authorization. Also remember to take your medicines as prescribed. You can use your pharmacy by mail benefit (90-day supply retail program) to have many of your medications shipped to you.



**We're here to help.** It's important to have a regular provider who can help you take charge of your health. If you don't have a provider or you'd like to see a different one, please call Member Services at the phone number on Page 8.

## Take Care: Preventive care to keep you healthy

### Primary Care

## 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.

### Health Tools

## 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:

- 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 [myuhc.com/communityplan/healthwellness](https://myuhc.com/communityplan/healthwellness).

If you want to make a referral to our care management program, call Member Services toll-free at the phone number on Page 8.



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## 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). **1-800-941-4647, 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. **[myuhc.com/communityplan](http://myuhc.com/communityplan)**

**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**

**New Jersey Quitline:** This is a free counseling service for smokers who are ready to stop. **1-866-657-8677, TTY 711** **[njquitline.org](http://njquitline.org)**

**Transportation:** Call Modivcare to ask about rides to and from your medical and pharmacy visits. To schedule a ride, call at least 5 business days before your appointment. We offer rides within 20 miles of your home. **1-866-527-9933, TTY 1-866-288-3133**

**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). **1-800-941-4647, TTY 711**

**Live and Work Well:** Find articles, self-care tools, caring providers, and mental health and substance use resources. **[liveandworkwell.com](http://liveandworkwell.com)**

**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](http://uhchealthyfirststeps.com)**

**Suicide & Crisis Lifeline:** Call or text if you need crisis support or are worried about someone else. **988**





UnitedHealthcare Community Plan does not treat members differently because of sex, age, race, color, disability or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability or national origin, 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 must send the complaint within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again.

If you need help with your complaint, please call the toll-free member phone number listed on your health plan member ID card, TTY **711**, 24 hours a day, 7 days a week.

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 the toll-free member phone number listed on your member ID card.

We provide free services to help you communicate with us, such as letters in other languages or large print. You can also ask for an interpreter. To ask for help, please call the toll-free member phone number listed on your health plan member ID card, TTY **711**, 24 hours a day, 7 days a week.

If the enclosed information is not in your primary language, please call UnitedHealthcare Community Plan at 1-800-941-4647, TTY 711

Yog cov ntaub ntawv muab tuaj hauv no tsis yog sau ua koj hom lus, thov hu rau UnitedHealthcare Community Plan ntawm 1-800-941-4647, TTY 711.

Afai o fa'amatalaga ua tuuina atu e le'o tusia i lau gagana masani, faamolemole fa'afesoota'i mail e vaega a le UnitedHealthcare Community Plan ile telefoni 1-800-941-4647, TTY 711.

Если прилагаемая информация представлена не на Вашем родном языке, позвоните представителю UnitedHealthcare Community Plan по тел. 1-800-941-4647, телетайп 711.

Якщо інформація, що додається, подана не на Вашій рідній мові, зателефонуйте до UnitedHealthcare Community Plan 1-800-941-4647 для осіб з порушеннями слуху 711.

동봉한 안내 자료가 귀하의 모국어로 준비되어 있지 않으면 1-800-941-4647, TTY 711 로 UnitedHealthcare Community Plan 에 전화하십시오.

Dacă informațiile alăturate nu sunt în limba dumneavoastră principală, vă rugăm să sunați la UnitedHealthcare Community Plan, la numărul 1-800-941-4647 TTY 711.

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Si la información adjunta no esta en su lengua maternal, llame a Unitedhealthcare Community Plan al 1-800-941-4647, TTY 711.

ຖ້າຂໍ້ມູນທີ່ຄັດມານີ້ບໍ່ແມ່ນພາສາສາຕົ້ນຕໍຂອງທ່ານ, ກະລຸນາໂທຫາ UnitedHealthcare Community Plan ທີ່ເບີ 1-800-941-4647, TTY 711.

Nếu ngôn ngữ trong thông tin đính kèm này không phải là ngôn ngữ chánh của quý vị, xin gọi cho UnitedHealthcare Community Plan theo số 1-800-941-4647, TTY 711.

若隨附資訊的語言不屬於您主要使用語言，請致電 UnitedHealthcare Community Plan，電話號碼為 1-800-941-4647 聽障專線 TTY 711。

ប្រសិនបើព័ត៌មានដែលភ្ជាប់មកនេះមិនមែនជាភាសាដើមរបស់អ្នកទេ សូមទូរស័ព្ទមកកាន់ UnitedHealthcare Community Plan លេខ 1-800-941-4647, សម្រាប់អ្នកឆ្លង់ TTY 7111។

Kung ang nakalip na impomasyon ay wala sa iyong panguhanig wika, mangyaring tumawaga sa UnitedHealthcare Community Plan sa 1-800-941-4647 (TTY: 711).

در صورت اینکه اطلاعات پیوست به زبان اولیه شما نمیباشد، لطفا با United Healthcare Community Plan با شماره 1-800-941-4647 تماس حاصل نمایید وسیله ارطباتی برای نا شنوایان- TTY 711.