



# HealthTALK

SPRING 2019



## Register online!

You can get important information about your health plan anytime at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan). At this secure site, you can view your ID card, find a provider, take a health assessment, learn about your benefits and more. Go to [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan) to register today and start getting more from your benefits.

## We care.

UnitedHealthcare Community Plan provides care management. Care management helps members with special needs get the services and care they need. Care managers work with the health plan, providers and outside agencies. They help people with:

- Physical disabilities.
- Serious mental illness.
- Complex health problems.
- Other special needs.



### How can we help?

Take a Health Assessment at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan). Or take it over the phone by calling Member Services toll-free at **1-866-292-0359**, **TTY 711**. This short survey will help find programs that are right for you.

UnitedHealthcare Community & State  
13655 Riverport Drive  
Maryland Heights, MO 63043



# Your partner in health.

## How to choose the right PCP.

Your primary care provider (PCP) provides or coordinates your health care. You should see your PCP for well visits, immunizations and important screenings. Your PCP can help you lead a healthier lifestyle by providing tools to help you lose weight or quit smoking.

You want to feel comfortable talking with your PCP. You need a PCP with an office location and hours that work for you. You may want a PCP who speaks your language or understands your culture. You might prefer a male or a female PCP.

Teens have different health care needs than children. It may be time for your teen to switch to a doctor who treats adults. Your daughter may need a woman's health provider such as an OB/GYN.

If your PCP isn't right for you, you can switch at any time. You can learn more about plan providers online or by phone. Information available includes:

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

## 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 have. Here's how you can take charge of your health care:

- 1. Think about what you want to get out of the visit before you go.** Try to 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 medicine itself with you.
- 3. Tell your provider about other providers you may be seeing.** Include behavioral health providers. Mention any medications or treatment they have prescribed for you. Also bring copies of results of any tests you have had.



**Need a new doctor?** To find a new PCP, visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan) or use the UnitedHealthcare **Health4Me**® app. Or call us toll-free at **1-866-292-0359, TTY 711**.



## What to expect.

### Don't forget your postpartum checkup.

It's easy for a new mom to neglect her own health. But it's very important to see your doctor or midwife 6 weeks after you give birth. If you had a Cesarean section, you should also go 2 weeks after you give birth. At your postpartum checkup, your provider will:

- Check to make sure you are healing well from childbirth.
- Screen you for postpartum depression.
- Do a pelvic exam.
- Let you know if you are ready to start having sex again.
- Talk about birth control options.
- Answer questions about breastfeeding and examine your breasts.



**Pregnant?** Join Healthy First Steps®. This free program provides support and information. Call **1-877-370-2851, TTY 711**, toll-free, to learn more.

## Health equity.

We receive cultural data about you. This may include your race, ethnicity and the language you speak. We use this information to help us meet your health care needs. We may use it to improve the services we provide by:

- Finding gaps in care.
- Helping you in other languages.
- Creating programs that meet your needs.
- Telling your health care providers what language you speak.

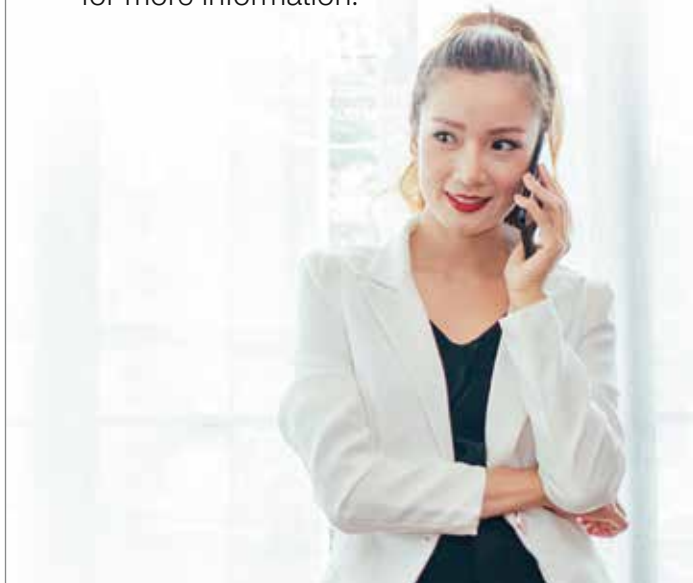
We do not use this data to deny coverage or limit benefits. We protect this information. We limit who can see your cultural data. We keep your race, ethnicity and language data safe and secure. Only those who need to use this data have access to it. We guard it using physical, technical and administrative means.



**Learn more.** Want more information on our health equity programs? Visit

**[uhc.com/about-us/health-equity](https://uhc.com/about-us/health-equity).**

You may also call Member Services toll-free at **1-866-292-0359, TTY 711**, for more information.







## Diabetes and gum disease.

People with diabetes are 2 to 4 times more likely to develop gum disease. This may be because they get infections more easily. Their gum disease is also more severe. It produces 50 percent more bone and tooth loss. People with poorly controlled diabetes are especially at risk.

Gum disease also makes it harder for people with diabetes to control their blood sugar. That is because it increases inflammation, which can raise blood sugar levels. Treating gum disease will help control your blood sugar.

Common signs of gum disease include:

- Red and swollen gums that bleed when you brush or floss your teeth.
- Gums that have pulled away from the teeth.
- Bad breath.
- Permanent teeth that become loose.
- Changes in the way your teeth fit together.

Keeping your gums healthy will make it easier to control your diabetes. And controlling your diabetes will make it easier to avoid or manage gum disease. It's a win-win approach.



## The right care.

UnitedHealthcare Community Plan does utilization management (UM). All managed care health plans do. It's how we make sure our members are getting the right care at the right time and in the right place.

A doctor reviews requests when care may not meet guidelines. Decisions are based on care and service as well as your benefits. We do not reward doctors or staff for denying services. We do not pay anyone for providing less care.

Members and doctors have the right to appeal denials. The denial letter will tell you how to appeal.

**Questions?** You can talk to our staff. They are available 8 hours a day during normal business hours. If you need to leave a message, someone will call you back. TDD/TTY services and language assistance, including American Sign Language, are available if you need them. Just call **1-866-292-0359, TTY 711**, toll-free.



## JOIN for ME.

UnitedHealthcare Community Plan in Missouri has launched a new program called JOIN for ME. It is a yearlong program to teach children and teens ages 6 to 17 about how to achieve a healthier weight and lifestyle.

JOIN for ME has two groups:

- **Kid group (ages 6–12).** The child and a parent or caregiver attend all classes.
- **Teen group (ages 13–17).** The teen attends all classes. A parent or caregiver attends classes 1, 2 and 16 with their teenager.

During the first 16 weeks of the program, trained UnitedHealthcare coaches work with the kids on a weekly basis in a classroom setting. They inspire behavior change by using evidence-based tools, strategies and incentives. The rest of the year consists of 8 monthly support classes.

The goal of the program is to reduce the intake of calories and increase physical activity. A healthy home environment is important in helping to achieve this goal. That means having the support of the whole family.

In order to qualify for JOIN for ME, your child must be at or above the 85th percentile for body mass index (BMI). Your doctor can check your child's BMI. Your child's BMI will also be checked by a program coach at the first class.

### By the book.

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 that are covered.
- The benefits and services that are not covered (exclusions).
- That there are no costs for covered services.
- How to find out about network providers.
- 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 grievance 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](https://myuhc.com/CommunityPlan).**

Or call Member Services toll-free at **1-866-292-0359, TTY 711**, to request a copy of the handbook.



**Join today.** For more information on the JOIN for ME program, please call Member Services toll-free at **1-866-292-0359, TTY 711**.



## Resource corner.

**Member Services:** Find a doctor, ask benefit questions or file a grievance, in any language (toll-free).

**1-866-292-0359, TTY 711**

**Our website and app:** Find a provider, read your Member Handbook or see your ID card, wherever you are.

**[myuhc.com/CommunityPlanHealth4Me](http://myuhc.com/CommunityPlanHealth4Me)**<sup>®</sup>

**NurseLine<sup>SM</sup>:** Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).

**1-866-351-6827, TTY 711**

**Text4baby:** Sign up by texting the word **BABY or BEBE to 511411**. Then enter the participant code HFS.

**Healthy First Steps<sup>®</sup>:** Get support throughout your pregnancy (toll-free).

**1-877-370-2851, TTY 711**

**Baby Blocks<sup>TM</sup>:** Get rewards for timely prenatal and well-baby care.

**[UHCBabyBlocks.com](http://UHCBabyBlocks.com)**

**KidsHealth<sup>®</sup>:** Get reliable information on health topics for and about kids.

**[KidsHealth.org](http://KidsHealth.org)**

# Top quality.

## Our quality improvement results.

UnitedHealthcare Community Plan has a Quality Improvement program. It works to give members better care and services.

Each year we report how well we are doing.

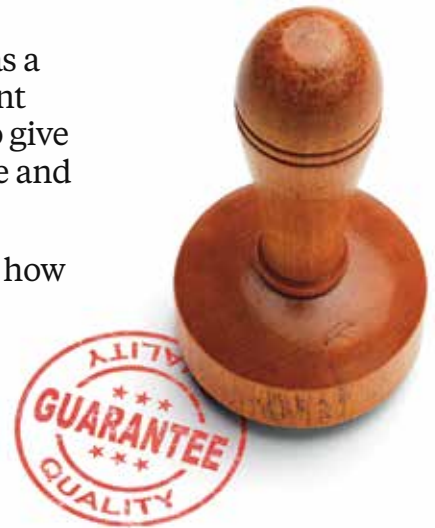
Last year, one of our goals was to increase the number of children who received yearly checkups.


We sent members information about how important it is for their children to see their doctor every year for vaccines and screenings. We found that overall in 2018 more children did get these services.

We want to improve even more this year and have more children get lead screenings, vaccinations and yearly checkups. We also want more of our adult members who have diabetes to get their HgbA1c blood tests and retinal eye scans.

We also survey our members each year. We want to see how well we are meeting their needs. Last year we worked on improving how members rate their doctors. We gave our doctors tip sheets on what members like so they could serve them better. Our 2018 surveys showed higher scores in how members rate their doctors.

In the coming year we will continue to work on improving this. We will also work to decrease the time members have to wait when they need care right away. We will also continue to work with our Member Services team to provide members with all of the information they need.



 **Quality matters.** Want more information on our Quality Improvement program? Call Member Services toll-free at **1-866-292-0359, TTY 711**.

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

If you think you were not treated fairly due to race, color, national origin, sex, age or disability, you can file a grievance. File it with:

Civil Rights Coordinator  
UnitedHealthcare Civil Rights Grievance  
P.O. Box 30608  
Salt Lake City, UTAH 84130  
**UHC\_Civil\_Rights@uhc.com**  
**1-866-292-0359, TTY 711**

You may file on the phone, in person or in writing.

If you need help with your grievance, call **1-866-292-0359, TTY 711**. Hours are Monday to Friday, 8:00 a.m. to 5:00 p.m.

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

**Online:**

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

Get complaint forms 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

We provide communication help at no cost for people with disabilities. This includes materials with large print. It includes audio, electronic and other formats. We also provide American sign language interpreters. If English is not your main language, you may ask for an interpreter. We also provide materials in other languages. To ask for help, call **1-866-292-0359, TTY 711**. Hours are Monday to Friday, 8:00 a.m. to 5:00 p.m.



ATTENTION: If you do not speak English, language assistance services, at no cost to you, are available. Call **1-866-292-0359, TTY 711.**

### **Spanish**

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-866-292-0359, TTY 711.**

### **Traditional Chinese**

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-866-292-0359**，**TTY 711**。

### **Vietnamese**

LƯU Ý: Nếu quý vị nói Tiếng Việt, chúng tôi có các dịch vụ hỗ trợ ngôn ngữ miễn phí. Vui lòng gọi số **1-866-292-0359, TTY 711.**

### **Serbo- Croatian**

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su besplatno. Nazovite **1-866-292-0359, TTY 711.**

### **German**

HINWEIS: Wenn Sie Deutsch sprechen, stehen kostenlose Sprachendienste zur Verfügung. Wählen Sie: **1-866-292-0359, TTY 711.**

### **Arabic**

تنبيه: إذا كنت تتحدث العربية، تتوفر خدمات المساعدة اللغوية مجاناً. اتصل على الرقم **1-866-292-0359**، الهاتف النصي **711**.



## **Korean**

참고: 한국어를 하시는 경우, 통역 서비스를 비용 부담 없이 이용하실 수 있습니다. **1-866-292-0359, TTY 711**로 전화하십시오.

## **Russian**

ВНИМАНИЕ: Если вы говорите по-русски, вы можете воспользоваться услугами переводчика, без каких-либо затрат. Звоните по тел **1-866-292-0359, TTY 711**.

## **French**

ATTENTION : Si vous parlez français, vous pouvez obtenir une assistance linguistique sans aucun frais. Appelez le **1-866-292-0359, TTY 711**.

## **Tagalog**

ATENSYON: Kung nagsasalita ka ng Tagalog, may magagamit na serbisyo ng pantulong sa wika, nang wala kang gagastusin. Tumawag sa **1-866-292-0359, TTY 711**.

## **Pennsylvania Dutch**

WICHTIG: Wann du Deitsch (Pennsylvania Dutch) schwetze duscht, kannscht du ebber griege fer helfe mit Englisch unni as es dich ennich ebbes koschte zellt. Ruf **1-866-292-0359, TTY 711** aa.

## **Farsi**

توجه: اگر به زبان فارسی صحبت می کنید، خدمات ترجمه زبان به صورت رایگان به شما ارائه خواهد شد. لطفاً با شماره تلفن **1-866-292-0359, TTY 711** تماس بگیرید.

## **Oromo**

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa yoo ta'e, tajaajilli gargaarsa afaanii baasii kee malee, ni argama. Bilbilaa **1-866-292-0359, TTY 711.**

## **Portuguese**

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, sem custo nenhum. Ligue para **1-866-292-0359, TTY 711.**

## **Amharic**

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