



Health Talk



Karim Dreyer via Getty Images

Spring 2021

United
Healthcare®
Community Plan

Strategies for coping

Learn ways to be mindful and keep your stress in check. Visit [LiveandWorkWell.com](https://www.liveandworkwell.com) for mental health resources.

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Take charge

Prepare to see your provider

Preparing for your annual wellness visit can help you get the most out of it. Here are 3 things you can do to take charge of your health.

- 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 medicine itself.
- 3. Tell your provider about other providers you see.** Include behavioral health providers. Mention treatments they have prescribed. Bring copies of test results.

Protect your privacy

How to have a safe virtual visit

Many people are used to going to their doctor in person. But some doctor appointments do not need to be in person. During the COVID-19 health crisis, many patients are using virtual options to safely meet with their doctor.

If you live with other people, a virtual visit may not be as private as an in-person one. To have more privacy during a virtual visit, try to:

- Schedule your visit when others are not home
- Ask the other people in your house for privacy
- Find a private space to have your visit
- Use headphones for extra privacy

Questions about your relationship or personal health might not be safe to answer during a virtual visit. Even if you are in a private room, there is a chance someone could hear your answers.

Always put your safety first. If it is not safe to answer questions about your relationship or personal health, a doctor may refer you to other help nearby. If you do not feel safe at home, you can contact a local domestic violence program for help. Remember, you should never answer questions during a virtual visit that could put your safety at risk.



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 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 service or approving less care. If care is denied, you and your provider have a right to appeal. The denial letter will tell you how.



Stay safe. Visit the National Network to End Domestic Violence website at techsafety.org to learn more about staying safe online. You can also find a local domestic violence program on the Pennsylvania

Coalition Against Domestic Violence website at pcadv.org. Or call the National Domestic Violence Helpline at **1-800-799-SAFE (7233)**, TTY/PA Relay **711**, for free and confidential support 24 hours a day, 7 days a week.



Questions? Call Member Services toll-free at the

phone number on the back of your member ID card. TDD/TTY services and language assistance are available if you need them.

We care

Voluntary 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 programs to help manage your health. 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 as covered benefits. You can choose to stop any program at any time.



Take care. Visit myuhc.com/CommunityPlan to find more information about network providers and the benefits, programs and services offered to you. If you want to make a referral to our case management program, call Member Services toll-free at the phone number on the back of your member ID card.



Know your drug benefits

Visit myuhc.com/CommunityPlan to learn about your prescription drug benefits. There is information about:

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



Look it up. Find information on your drug benefits at myuhc.com/CommunityPlan. Or, call Member Services toll-free at the phone number on the back of your member ID card.

Follow-up care

Know what to do after going home from the hospital

It is important to receive follow-up instructions before you go home from the hospital or emergency room (ER). Make sure you understand what is being asked of you. Ask questions if you do not. You can have someone you trust listen to the instructions, so they also understand what you are supposed to do when you go home.

Make an appointment with your primary care provider as soon as you get home from the hospital. Bring your follow-up instructions and medications with you and share them with your provider. Proper follow-up may prevent another visit to the hospital or ER.



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Your partner in health

Your primary care provider provides or coordinates your health care. You should see your provider every year for well visits, immunizations and important screenings.

You want to feel comfortable talking with your provider. You need 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 might prefer a male or female provider. If your provider isn't right for you, you can switch at any time.

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

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 (information available by phone only)



Choose your provider. To find a new provider, visit myuhc.com/CommunityPlan. Or, call Member Services toll-free at the phone number on the back of your member ID card.

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 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. To request a print copy, call Member Services toll-free at the phone number on the back of your member ID card.



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Quitting smoking is hard

Most people who smoke cigarettes say they want to quit. In fact, more than half of adult smokers say they tried to quit in the past year. But only 7.5% were able to quit successfully.

Don't be discouraged if you weren't able to quit smoking the first time you tried. Try talking to your health care provider. Getting advice improves your chances of quitting smoking for good. Even a brief 3-minute conversation can make a difference.



You can do it. Don't give up on quitting smoking. Make an appointment to talk to your provider today.

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Pleasing picky eaters

You've probably heard that eating lots of fruits and vegetables is key to a healthy diet. But some kids don't like the taste of vegetables and refuse to eat them. So how can you make sure your child is getting all of the vitamins and nutrients they need?

To please picky eaters, try adding cooked broccoli, carrots, spinach or peas to kid-friendly mac and cheese. Cut the vegetables into small pieces so they are less noticeable. The cheese sauce will help hide the taste of the vegetables.

Health equity

How we use and protect cultural data

We receive cultural data about you. This data may include your race, ethnicity and the language you speak.

We do not use this data to deny coverage or limit benefits. We use this information to improve the services we provide. Having access to this data allows us to:

- Help you in other languages
- Find gaps in care
- Create programs that meet your needs

UnitedHealthcare protects your cultural data. 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.



Learn more. Want more information on our health equity programs? Visit unitedhealthgroup.com/who-we-are/health-equity.html.



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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.

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.

យើងផ្តល់ជូនសេវាឥតគិតថ្លៃដើម្បីជួយអ្នកទំនាក់ទំនងជាមួយនឹងយើង។ យើងអាចធ្វើព័ត៌មានទៅអ្នកក្នុងភាសាជាច្រើនក្រៅពីអង់គ្លេស ឬនៅក្នុងការបោះពុម្ពខ្នាតធំ។ អ្នកអាចស្នើសុំអ្នកបកប្រែផ្ទាល់មាត់ម្នាក់។ ដើម្បីសុំជំនួយ សូមហៅទូរសព្ទមកសេវាបម្រើសមាជិកដោយឥតគិតថ្លៃតាមលេខទូរសព្ទនៅខាងក្រោយកាតសម្គាល់សមាជិករបស់អ្នក។

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.



istock.com/Drazen

Resource corner

Member Services: Find a provider, ask benefit questions or get help scheduling an appointment, in any language (toll-free).
1-800-414-9025,
TTY/PA Relay **711**

Our website: Find a provider, view your benefits or see your 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).
1-844-222-7341,
TTY/PA Relay **711**

Quit For Life®: Get help quitting smoking at no cost to you (toll-free).
1-866-784-8454,
TTY/PA Relay **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/PA Relay **711**
UHCHealthyFirstSteps.com

Live and Work Well: Find mental health and substance use resources.
LiveandWorkWell.com

Special Needs Unit: Get support for ongoing physical, developmental, emotional or behavioral conditions.
1-877-844-8844,
TTY/PA Relay **711**



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Protect against COVID-19

An important message from UnitedHealthcare

Your health and well-being are our No. 1 priority. That's why we want to make sure you stay informed about the coronavirus (COVID-19). We're working with and following the latest information from the Centers for Disease Control and Prevention (CDC). We're also in touch with state and local public health departments.

How can I protect myself from COVID-19?

The best way to prevent illness is to avoid being exposed to this virus. As with any potential illness, like the flu, it is important to follow good prevention practices, including:

- Hand-washing with soap and water for 20 seconds or use of alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not available
- Do not touch your eyes, nose and mouth with unwashed hands
- Try to stay away from people who might be sick
- Do not share cups or eating utensils with people who are sick
- Clean and disinfect surfaces that are touched often
- Cover your nose and mouth with a tissue when you cough or sneeze, and then throw the tissue in the trash



Stay informed. For the most up-to-date information and resources about COVID-19 prevention, coverage, care and support, please visit **UHCCommunityPlan.com/covid-19.**



UnitedHealthcare Community Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

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

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

UnitedHealthcare Community Plan 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, contact UnitedHealthcare Community Plan at **1-800-414-9025**, TTY/PA RELAY **711**.

If you believe that UnitedHealthcare Community Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation, you can file a complaint with:

UnitedHealthcare Community Plan
P.O. Box 30608
Salt Lake City, UT 84131-0364

The Bureau of Equal Opportunity
Room 223, Health and Welfare Building
P.O. Box 2675, Harrisburg, PA 17105-2675
Phone: **717-787-1127**, TTY/PA Relay **711**
Fax: **717-772-4366**, or
Email: **RA-PWBEOAO@pa.gov**

You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, UnitedHealthcare Community Plan and the Bureau of Equal Opportunity are available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW, Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 1-800-537-7697 (TDD)

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

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call: **1-800-414-9025, TTY/PA RELAY: 711.**

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-414-9025, TTY/PA RELAY: 711.**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните по телефону **1-800-414-9025, TTY/PA RELAY: 711.**

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 **1-800-414-9025, TTY/PA RELAY: 711**。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-414-9025, TTY/PA RELAY: 711.**

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوفر لك بالمجان. اتصل برقم **1-800-414-9025, TTY/PA RELAY: 711**.

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ। फोन गर्नुहोस् **1-800-414-9025, TTY/PA RELAY: 711**।

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-414-9025, TTY/PA RELAY: 711** 번으로 전화해 주십시오.

សូមចាប់អារម្មណ៍ : ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ សេវាជំនួយផ្នែកភាសាភាគតិចផ្លែ គឺអាចមានសម្រាប់បម្រើជូនអ្នក។ ចុះទូរស័ព្ទទៅលេខ **1-800-414-9025, TTY/PA RELAY: 711**។

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-414-9025, TTY/PA RELAY: 711.**

သတိပြုရန် - အကယုၤၤ သဠညှိ ဝုမနွာစကား ဝေပုဟပါက ဘာသာစကား အကူအညီကို သဒ္ဒါအတြက အခမဲ့ ဝေဆာငုၤကဝေးပါမညှိ။ ဖုနုးနံပါတွာ **1-800-414-9025၊ TTY RELAY: 711** သိုၤ ဝေခုဆိုပါ။

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-800-414-9025, TTY/PA RELAY: 711.**

ATENÇÃO: se fala português, encontram-se disponíveis serviços linguísticos gratuitos. Ligue para **1-800-414-9025, TTY/PA RELAY: 711.**

লক্ষ্য করুন: আপনি যদি বাংলায় কথা বলেন, তাহলে আপনার জন্য বিনা খরচে ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। **1-800-414-9025, TTY/PA RELAY: 711.**

KUJDES: Nëse flisni shqip, për ju ka në dispozicion shërbime falas të ndihmës gjuhësore. Telefononi në **1-800-414-9025, TTY/PA RELAY: 711.**

সূचना: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. કૉલ કરો **1-800-414-9025, TTY/PA RELAY: 711.**