

Fall 2022

## What's inside

Our flu shot location finder makes your life easier and your family healthier. It's quick and easy to find a spot near you and schedule your visit. See Page 3 for more details.



United Healthcare Community Plan



**Health + Wellness** 

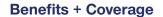
# Connect to a doctor in seconds

No matter your issue, there's a doctor by your side when you need one. As a UnitedHealthcare member, you can chat with a doctor about urgent care concerns, behavioral health, women's health, chronic conditions, health care for children and more with UHC Doctor Chat.

You can get care from anywhere on your mobile phone or computer 24 hours a day, 365 days a year. There is no appointment, no wait time and no cost to you.

Get care now. Register at uhcdoctorchat.com. Or download the UHC Doctor Chat app for free on the App Store® and Google Play®.

UnitedHealthcare Community Plan PO Box 31349 Salt Lake City, UT 84131





# Find what you need

### Information about your Apple Health (Medicaid) benefits and coverage

Find what you need at uhccommunityplan.com/wa/medicaid or at our member-only site myuhc.com/communityplan. You can also use the UnitedHealthcare app. When you use these resources, you will always know where to find your health plan documents. Here is what you will find:

- Member Handbook details about your Apple Health benefit coverage and how to obtain medical and behavioral health care.
- Provider directory a list of medical and behavioral health care providers in our UnitedHealthcare network who are close to you.
- Preferred drug list (PDL) a list of medications covered for eligible Apple Health members.
- Health risk assessment a survey that helps us better understand your health care needs to get you the care you need.
- Advance directives and physician orders for life-sustaining treatment (POLST) information about our policies on these legal documents. Advance directives state

- your wishes about your future medical and mental health care if you become too ill to make decisions about your care. A POLST is created with your provider and is a plan about your wishes for end-of-life care.
- Member rights and responsibilities a list of your rights and responsibilities as an Apple Health member.
- **Grievances and appeals** information on how to file a grievance or request an appeal.
- Practice guidelines a list of evidencebased clinical guidelines that assist providers in making decisions about appropriate health care.



**Need help?** You can receive this information in your preferred language or another format, such as large print,

Braille, Sign Language, audio tapes or other devices to assist the hearing impaired at no cost. Interpreters are also available to help you by phone. Call Member Services toll-free at 1-877-542-8997, TTY 711, Monday-Friday, 8 a.m.-5 p.m.

#### **Annual Wellness Visit**

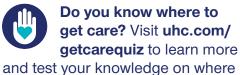
# Health in your hands

#### Annual wellness visits are important for good health

Preventive care tells you about your health before it gets bad. It is a covered benefit under your health plan. It includes regular visits to your primary care provider, screenings and vaccines.

All members of your family should see their primary care provider once a year for an annual wellness visit. These visits keep your family healthy. They can find and prevent problems before they happen.

Visit myuhc.com/communityplan to find a provider.



and test your knowledge on where you should go to get care.





**Important Vaccine** 

# Schedule your flu shot

Everyone over the age of 6 months should get the flu shot every year. It is one of the best ways to protect your family against the flu.

We know that it can be hard to find time in your busy day to get a flu shot. So we have an online tool that makes it easy. It only takes a few minutes to find a location near you. Then you can schedule an appointment for a day and time that works best.

Spend a few minutes now to plan your visit. It can make a big difference in your family's health this fall and winter. To get started, visit myuhc.com/findflushot.



#### **Member Resources**

# Here for you

We want to make it as easy as possible for you to get the most from 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 provider or urgent care center, ask benefit questions or get help scheduling an appointment, in any language (toll-free).

1-877-542-8997, TTY 711

Our website: Our website keeps all your health information in one place. You can 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, at no cost to you (toll-free).

1-877-543-3409, TTY 711

1-877-542-8997, TTY 711

**Care Management:** This program is for members with chronic conditions and complex needs. You can receive phone calls, home visits, health education, referrals to community resources, appointment reminders, transportation assistance and more (toll-free).

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

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

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

liveandworkwell.com

**UHC Doctor Chat:** Skip the waiting room and video chat with a doctor 24 hours a day, 7 days a week. **uhcdoctorchat.com** 





UnitedHealthcare Community Plan complies with all Federal civil rights laws that relate to healthcare services. UnitedHealthcare Community Plan offers healthcare services to all members without regard to race, color, national origin, age, disability, or sex. UnitedHealthcare Community Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. This includes gender identity, pregnancy and sex stereotyping.

UnitedHealthcare Community Plan also complies with applicable state laws and does not discriminate on the basis of creed, gender, gender expression or identity, sexual orientation, marital status, religion, honorably discharged veteran or military status, or the use of a trained dog guide or service animal by a person with a disability.

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 can call or write us about a complaint at any time. We will let you know we received your complaint within two business days. We will try to take care of your complaint right away. We will resolve your complaint within 45 calendar days and tell you how it was resolved.

If you need help with your complaint, please call **1-877-542-8997**, TTY **711**, 8 a.m. – 5 p.m., Monday – Friday.

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 1-877-542-8997, TTY 711.

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 **1-877-542-8997**, TTY **711**, 8 a.m. – 5 p.m., Monday – Friday.

### English:

If the enclosed information is not in your primary language, please call UnitedHealthcare Community Plan at **1-877-542-8997**, TTY **711**.

#### Hmong:

Yog cov ntaub ntawv no tsis yog sau ua koj hom lus, thov hu rau UnitedHealthcare Community Plan ntawm 1-877-542-8997, TTY 711.

#### Samoan:

Afai o fa'amatalaga ua tuuina atu e le'o tusia i lau gagana masani, fa'amolemole fa'afesoota'i mai le vaega a le UnitedHealthcare Community Plan ile telefoni 1-877-542-8997, TTY 711.

#### Russian:

Если прилагаемая информация представлена не на Вашем родном языке, позвоните представителю UnitedHealthcare Community Plan по тел. 1-877-542-8997, телетай 711.

#### Ukranian:

Якщо інформацію, що додається, подано не Вашою рідною мовою, зателефонуйте представнику UnitedHealthcare Community Plan за телефоном 1-877-542-8997, телетайп 711.

#### Korean:

동봉한 안내 자료가 귀하의 모국어로 준비되어 있지 않으면 1-877-542-8997, TTY 711로 UnitedHealthcare Community Plan에 전화주십시오.

#### Romanian:

Dacă informațiile alăturate nu sunt în limba dumneavoastră principală, vă rugăm să sunați la UnitedHealthcare Community Plan, la numărul 1-877-542-8997, TTY 711.

#### Amharic:

#### Tigrinya:

ተተሓሒዙ ዘሎ ሓበሬታ ብቋንቋዥም እንተዘይኮይኑ፣ ብኽብረትኩም በዚ ዝስዕብ ቁጵሪ ስልኪ ናብ UnitedHealthcare Community Plan ደውሉ፡ 1-877-542-8997፣ ንፀጣማት/TTY፡711

#### Spanish:

Si la información adjunta no está en su lengua materna, llame a UnitedHealthcare Community Plan al 1-877-542-8997, TTY 711.

#### Lao:

ຖ້າຂໍ້ມູນທີ່ຕິດຄັດມານີ້ບໍ່ແມ່ນພາສາຕົນຕຂອງທ່ານ, ກະລຸນາໂທຫາ UnitedHealthcare Community Plan ທີເບັ 1-877-542-8997, TTY:711.

#### Vietnamese:

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 1-877-542-8997, TTY 711.

#### Traditional Chinese:

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 1-877-542-8997(聽障專線 (TTY) 為 711)

#### Khmer:

ប្រសនបរព័ត៌មានដែលភ្ជារ់មកបនេះមនដមនជាភ្ជួសាបែមបេ សូមេ ូរស័ពទមកកាន់UnitedHealthcareCommunity Plan ប លខ1-877-542-8997 ប្បុមារ់អ្នកថ្លងTTY: 711។

#### Tagalog:

Kung ang nakalakip na impormasyon ay wala sa iyong pangunahing wika, mangyaring tumawag sa UnitedHealthcare Community Plan sa 1-877-542-8997, TTY 711.

#### Farsi:

در صورت اینکه اطلاعات پیوست به زبان اولیه شما نمیباشد، لطفا با UnitedHealthcare Community Plan با این شماره تماس حاصل نمایید: 8997-542-1877 و سیله ارتباطی برای ناشنوایان TTY: 711