



Health Talk

Your journey to better health



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Spring 2024

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.



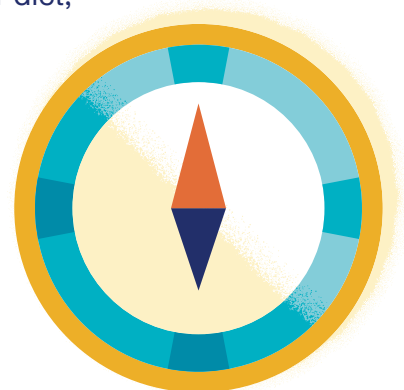
Care guidelines

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.



UnitedHealthcare Community Plan
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Dublin, OH 43016

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Health equity

Safe and secure

How we use and protect language, cultural and social needs

At UnitedHealthcare®, we help coordinate your care across all of your health care providers. To do that, we receive and share important information about you. This may include your race, ethnicity, language you speak, gender identity, sexual orientation and social needs. 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/re-collection-and-use](https://www.uhc.com/about-us/re-collection-and-use). For more information on our health equity program, visit [unitedhealthgroup.com/what-we-do/health-equity.html](https://www.unitedhealthgroup.com/what-we-do/health-equity.html).

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. Or call Member Services toll-free at the phone number on Page 8 to request a copy.



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. We also have a Nurse Hotline that you can call anytime – 24 hours a day, 7 days a week. 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. Or use the UnitedHealthcare app.

Your drug benefits

What you need to know

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

- 1. 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.
- 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 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 also might be limits to the amount you can get of certain drugs.
- 4. Any costs to you.** You may have copayments for prescriptions.



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Look it up. Find information on your drug benefits at 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.

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. 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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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.

Our website

Just for you

Get personalized health plan information

When you sign up to use our member website, you'll get tools to help you use your plan. You can:

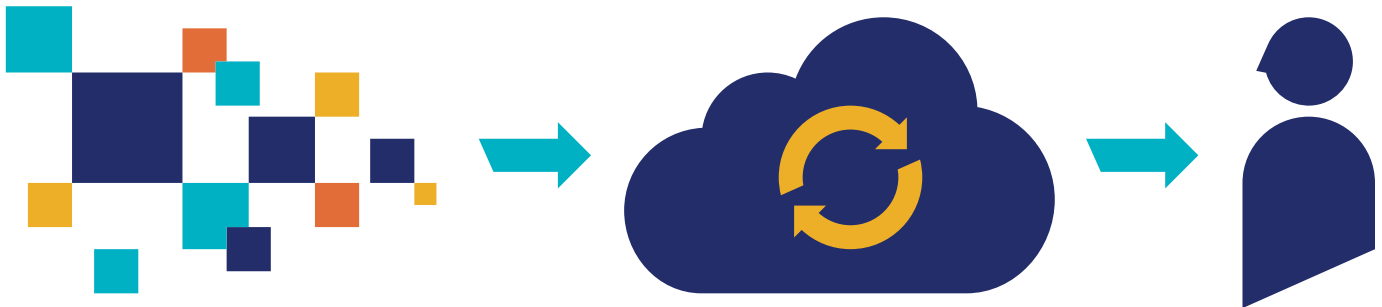
- See your member ID card at any time
- Get help with using your benefits
- Find a provider or pharmacy near you
- Update your preferences to get messages the way you want, including texts and emails



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Sign up today. It only takes a few minutes. Then you can log in anytime. To get started, visit myuhc.com/communityplan.



Member app

Get connected

With the no-cost UnitedHealthcare® app, you can access your plan information on the go. You can:

- Find urgent care centers near you
- Search for providers in your area
- Access plan documents, including your member ID card, health history and claims
- Access prescriptions
- See plan programs and services



Download today. Find the UnitedHealthcare app on the App Store® or Google Play™.

Communication needs

UnitedHealthcare Connected for MyCare Ohio (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Ohio Medicaid to provide benefits of both programs to enrollees.

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.

हामी तपाईंलाई हामीसँग सञ्चार गर्नमा मद्दत गर्नका लागि निःशुल्क सेवाहरू उपलब्ध गराउँछौं। हामी तपाईंलाई अङ्ग्रेजी बाहेक अन्य भाषाहरूमा वा ठूलो प्रन्टमा जानकारी पठाउन सक्छौं। तपाईं दोभासेका लागि अनुरोध गर्न सक्नुहुन्छ। मद्दतका लागि अनुरोध गर्न, कृपया सदस्य सेवाहरूलाई पृष्ठ 8 मा रहेको टोल-फ्री नम्बरमा फोन गर्नुहोस्।

في كذا دعاسم لة يان اجم تامدخ مدقن تامول عم لاسر ان انكم مي. ان عم لصاوت ل طخب و اة يزي ل ج ن ل ا ل غ ل ل ري غ تا غ ل ب ك يروف م ج ر ت م ب ل ط ك ن ك مي. ري ب ك ي غ ا ب ط م ق ر ل ا ب ل اص ت ا ل ا ي ج ري. دة دعاسم ل ب ل ط ل ف ت ا ه ل 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 ح ف ص ل ا ي ف د و ج و م ل ا

Waxaan bixinaa adeegyo bilaash ah si aan kaaga caawino inaad nala soo xiriirto. Waxaan kuugu soo gudbin karnaa macluumaad luuqado aan Ingiriis aheyn ama daabacaada farta waweyn. Waxaad dalban kartaa turjubaan. Si aad u dalbato caawin, fadlan ka soo wac khadka bilaashka ah ee Adeegyada Xubinta taleefon lambarka ku qoran Bogga 8-aad.



ကျွန်ုပ်တို့နှင့် ဆက်သွယ်ပြောဆိုနိုင်ရန်အတွက် သင့်အား အခမဲ့ ဝန်ဆောင်မှုများ စီစဉ်ပေးလျက်ရှိပါသည်။ အချက်အလက်များကို အင်္ဂလိပ်ဘာသာဖြင့် မဟုတ်ဘဲ အခြားဘာသာစကားများဖြင့်ဖြစ်စေ၊ စာလုံးကြီးကြီးဖြင့် ပုံနှိပ်၍ဖြစ်စေ သင့်ကို ပို့ပေးနိုင်ပါသည်။ သင့်အနေဖြင့် စကားပြန်တစ်ဦးကိုလည်း တောင်းဆိုနိုင်ပါသည်။ အကူအညီ တောင်းဆိုရန်အတွက် အခမဲ့ ဖုန်းခေါ်ဆိုနိုင်သော စာမျက်နှာ 8 ရှိ အဖွဲ့ဝင် ဝန်ဆောင်မှုဌာန၏ ဖုန်းနံပါတ်ထံ ဖုန်းခေါ်ပေးပါ။

Nous fournissons des services gratuits destinés à vous aider à communiquer avec nous. Nous pouvons vous envoyer des informations rédigées dans d'autres langues que l'anglais ou imprimées en gros caractères. Vous pouvez demander un interprète. Pour demander de l'aide, veuillez appeler le numéro gratuit d'assistance destiné aux membres indiqué page 8.

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). **1-877-542-9236, 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**

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™

NurseLine: Get health advice from a nurse 24 hours a day, 7 days a week, at no cost to you (toll-free). **1-800-542-8630, TTY 1-800-855-2880**

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



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Transportation: Call Member Services 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 30 one-way or 15 round trips per year to and from your PCP, WIC, pharmacy, or other participating health care or behavioral health care providers, such as vision, dental, and mental health and substance use providers. **1-877-542-9236, TTY 711**

Care Management: You will have a care manager. This is a person who works with you, with UnitedHealthcare Connected® for MyCare Ohio, and with your care providers to make sure you get the care you need. They will be a member of your care team. **1-877-542-9236, TTY 711**

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

Pulsewrx Wireless Program: Get unlimited text, talk and data each month. Plus, get a free smartphone. Go to **mybenefitphone.com** to enroll today.

Go digital: Sign up for email, text messages and digital files to receive your health information more quickly. **myuhc.com/communityplan/preference**

Civil Rights Notice

Discrimination is against the law. UnitedHealthcare Community Plan of Ohio complies with applicable federal civil rights laws and does not discriminate on the basis of any of the following:

- Race
- Color
- National origin
- Military Status
- Religion
- Genetic information
- Age
- Disability (including physical or mental impairment)
- Ancestry
- Political beliefs
- Public assistance status
- Medical condition
- Sex (including sex stereotypes and gender identity)
- Sexual orientation
- Health status (including the need for health services)

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

- Qualified American Sign Language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

UnitedHealthcare Community Plan of Ohio 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, please call Member Services using the toll-free number on your member identification card.

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by **UnitedHealthcare Community Plan of Ohio**. You can file a complaint and ask for help filing a complaint in person or by mail, phone, fax, or email at:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UT 84130
Email: **UHC_Civil_Rights@uhc.com**

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

Online: **<https://www.hhs.gov/civil-rights/filing-a-complaint/index.html>**
By mail: U.S. Department of Health and Human Services
200 Independence Avenue SW, Room 509F, HHH Building
Washington, D.C. 20201
By phone: **1-800-368-1019** (TDD: **1-800-537-7697**)

English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. If you need help, please call the toll-free number on your member identification card.

Spanish: ATENCIÓN: Si habla español, los servicios de asistencia de idiomas están disponibles para usted sin cargo. Si necesita ayuda, llame al número de teléfono gratuito que aparece en su tarjeta de identificación de miembro.

Ukrainian: УВАГА! Якщо ви говорите українською мовою, ви можете скористатися безкоштовними послугами перекладача. Якщо вам потрібна допомога, зателефонуйте за безкоштовним номером, вказаним у вашій ідентифікаційній картці учасника.

Haitian Creole: ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Si ou bezwen èd, tanpri rele nimewo gratis lan ki sou kat idantifikasyon ou kòm manm lan.

Nepali: ध्यान दिनुहोस: तपाईं नेपाली भाषा बोल्नुहुन्छ भने, तपाईंका लागि भाषा सहायता सेवाहरू निः शुल्क रूपमा उपलब्ध छन्। कृपया तपाईंलाई मद्दत चाहिएमा तपाईंको सदस्यता परिचय कार्डमा भएको टोल-फ्री नम्बरमा फोन गर्नुहोस्।

Arabic: تنبيه: إذا كنت تتحدث العربية، فنتوفر لك خدمات المساعدة اللغوية مجاناً. اتصل على الرقم المجاني أعلاه. إذا كنت بحاجة إلى مساعدة، يُرجى الاتصال بالرقم المجاني المدوّن على بطاقة تعريف العضو الخاصة بك.

Russian: Внимание! Если Вы говорите по-русски, Вы можете бесплатно воспользоваться помощью переводчика. Если Вам нужна помощь, позвоните по номеру телефона для бесплатных звонков, указанному на Вашей идентификационной карточке участника.

Somali: OGSOONOW: Haddii aad ku hadasho Soomaali, adeegyada kaalmada luuqadda, oo bilaash ah, ayaad heli kartaa. Haddii aad u baahan tahay caawimaad, fadlan wac lambarka sida bilaashka loo waco ee ku yaala kaarkaaga aqoonsiga xubinnimo.

French: ATTENTION : si vous parlez français, vous pouvez obtenir une assistance linguistique gratuite. Si vous avez besoin d'aide, veuillez composer le numéro gratuit figurant sur votre carte de membre.

Kinyarwanda (Burundi): ICYITONDERWA: Niba uvuga Ikinyarwanda, serivisi z'ubufasha mu by'indimi zirahari ku buntu. Niba ukeneye ubufasha, hamagara nimeru itishyurwa iri ku karita yawe iranga umunyamuryango.

Swahili: TAZAMA: : Ikiwa unasungumza Kiswahili, huduma za usaidizi kuhusu lugha, bila malipo, zinapatikana kwa ajili yako. Ikiwa unahitaji msada, tafadhali piga simu bila malipo kwa nambari iliyo kwenye kitambulisho chako cha mshiriki.

Uzbek: DIQQAT: Agar ingliz tilida soʻzlasangiz, til masalasida yordam beradigan bepul xizmatlar mavjud. Agar yordam zarur boʻlsa, aʼzo identifikatsiya kartasidagi bepul raqamga telefon qiling.

Pashto: پاملرنه: که تاسو په پښتو ژبه خبرې کوئ، د ژبې د مرستې خدمتونه، په وړیا توګه، تاسو لپاره شتون لري. که تاسو مرستې ته اړتیا لرئ، مهرباني وکړئ خپل د غړی پیژندنې کارت کې ورکړل شوې وړیا شمیرې ته زنگ ووهئ.

Turkish: DİKKAT: İngilizce konuşuyorsanız, size ücretsiz dil yardımı hizmetleri sunulabilir. Yardıma ihtiyaç duyarsanız, lütfen üye kimlik kartınızdaki ücret telefon numarasını arayın.

Dari: توجه: اگر شما به لسان دری صحبت میکنید، خدمات اسیستانت لسان به قسم رایگان در دسترس تان قرار میگیرد. اگر به کمک ضرورت پیدا کردید، لطفاً به نمبر رایگان مندرج در کارت هویت اعضا به تماس شوید.

Vietnamese: LƯU Ý: Nếu quý vị nói tiếng Việt, chúng tôi có dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Nếu quý vị cần trợ giúp, vui lòng gọi số miễn cước trên thẻ nhận dạng hội viên của quý vị.