



# HealthTALK

SPRING 2019 | 请翻页以阅读中文



## Register online!

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

WWW...



## 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 UM 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 are available if you need them. Call Member Services toll-free at the number on the back of your member ID card.



UnitedHealthcare Community Plan  
P.O. Box 1037  
New York, NY 10268

AMC-050-NY-CAID-CHI

CSNY19MC4402470\_001



# 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 change yours in the first 30 days after your first appointment with your PCP. After that, you can change your PCP 3 times during the year without cause, or more often if you have a good reason.

You can learn more about plan providers online or by phone. Information available includes:

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



**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 Member Services toll-free at the 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](https://myuhc.com/CommunityPlan).

Or call Member Services toll-free at the number on the back of your member ID card to request a copy of the handbook.



# Know your drug benefits.

## Find out more online.

Visit our website at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan) 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 may also be limits to the amount you can get of certain drugs.
- 4. Any costs to you.** You do not have copayments for prescriptions.

 **Look it up.** Find information on your drug benefits at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan). Or, call Member Services toll-free at the number on the back of your member ID card.

## 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.

## Preteen vaccines.

When your child turns 11 or 12, it's time for another round of shots. These shots are given at your preteen's annual checkup. These vaccines help protect your children, their friends and your family members from serious diseases. The next time you take your middle-schooler to your health care provider, ask about the following shots:

- **HPV:** Prevents human papillomavirus.
- **Meningococcal conjugate:** Prevents bacterial meningitis.
- **Tdap:** Prevents tetanus, diphtheria and pertussis.

If your child missed any of these shots, it's not too late to make them up.



**It's your best shot.** Learn more about vaccines for every member of your family at [CDC.gov/vaccines](http://CDC.gov/vaccines).





## Resource corner.

**Member Services:** Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).  
**Medicaid/CHIP: 1-800-493-4647**  
**Wellness4Me: 1-866-433-3413**  
**Essential Plan: 1-866-265-1893**  
**TTY 711**

**Our website and app:** Find a provider, read your Member Handbook or see your ID card, wherever you are.  
**[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)**  
**Health4Me®**

**Healthy First Steps®:** Get support throughout your pregnancy (toll-free).  
**1-800-599-5985, TTY 711**

**KidsHealth®:** Get reliable information on health topics for and about kids.  
**[KidsHealth.org](http://KidsHealth.org)**

**National Domestic Violence Hotline:** Get support, resources and advice 24 hours a day, 7 days a week (toll-free).  
**1-800-799-SAFE, TTY 1-800-787-3224**  
**[thehotline.org](http://thehotline.org)**

**Want to receive information electronically?** Call Member Services and give us your email address (toll-free).

# 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 the number on the back of your member ID card.



## 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.

## **NOTICE OF NON-DISCRIMINATION**

UnitedHealthcare Community Plan complies with Federal civil rights laws. UnitedHealthcare Community Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

UnitedHealthcare Community Plan provides the following:

- Free aids and services to people with disabilities to help you communicate with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose first language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, please call the toll-free member phone number listed on your member ID card.

If you believe that UnitedHealthcare Community Plan has not given you these services or treated you differently because of race, color, national origin, age, disability, or sex, you can file a grievance with Civil Rights Coordinator by:

- Mail:                   Civil Rights Coordinator  
UnitedHealthcare Civil Rights Grievance  
P.O. Box 30608  
Salt Lake City, UTAH 84130
- Email:                 **[UHC\\_Civil\\_Rights@uhc.com](mailto: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 by:

- Web:                   Office for Civil Rights Complaint Portal at  
**<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**
- Mail:                   U.S. Dept. of Health and Human Services  
200 Independence Avenue SW  
Room 509F, HHH Building, Washington, D.C. 20201
- Phone:                 Toll-free 1-800-868-1019, 1-800-537-7697 (TDD)

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 Member Services at **1-800-493-4647, TTY 711**, Monday – Friday 8:00 a.m. to 6:00 p.m.

## LANGUAGE ASSISTANCE

ATTENTION: Language assistance services, free of charge, are available to you. Call 1-800-493-4647 TTY/711.	English
ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-493-4647 TTY/711.	Spanish/ Español
注意：您可以免費獲得語言援助服務。請致電 1-800-493-4647 TTY/711。	Chinese/ 中文
ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-493-4647 رقم هاتف الصم والبكم TTY/711.	Arabic/ اللغة العربية
주의: 무료 언어 지원 서비스를 이용하실 수 있습니다. 1-800-493-4647 TTY/711로 전화하시기 바랍니다.	Korean/ 한국어
ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-493-4647 (телетайп: TTY/711).	Russian/ Русский
ATTENZIONE: Nel caso in cui la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il 1-800-493-4647 TTY/711.	Italian/ Italiano
ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-493-4647 TTY/711.	French/ Français
ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-493-4647 TTY/711.	French Creole/ Kreyòl ki soti nan Fransè
אכטונג: אויב איר רעדט אידיש, זענען פאראן פאר אייך שפראך הילף סערוויסעס פריי פון אפצאל. רופט 1-800-493-4647 TTY/711.	Yiddish/ אידיש
UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-493-4647 TTY/711.	Polish/ Polski
PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyong pantulong sa wika nang walang bayad. Tumawag sa 1-800-493-4647 TTY/711.	Tagalog
দৃষ্টি আকর্ষণ: যদি আপনার ভাষা “Bengali বাংলা” হয় তাহলে আপনি বিনামূল্যে ভাষা সহায়তা পাবেন। 1-800-493-4647 TTY/711 নম্বরে ফোন করুন।	Bengali/ বাংলা
KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-800-493-4647 TTY/711.	Albanian/ Shqip
ΠΡΟΣΟΧΗ: Στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-800-493-4647 TTY/711.	Greek/ Ελληνικά
توجه دیں: اگر آپ اردو بولتے ہیں، تو آپ کے لیے زبان سے متعلق مدد کی خدمات مفت دستیاب ہیں۔ کال کریں 1-800-493-4647 TTY/711.	Urdu/ اردو

## NOTIFICACIÓN DE LA NO-DISCRIMINACIÓN

UnitedHealthcare Community Plan cumple con los requisitos fijados por las leyes Federales de los derechos civiles. UnitedHealthcare Community Plan no excluye a las personas o las trata de manera diferente debido a su raza, color, nacionalidad, edad, discapacidad o sexo.

UnitedHealthcare Community Plan provee lo siguiente:

- Asistencia y servicios gratuitos de ayuda para las personas con discapacidades en su comunicación con nosotros, con:
  - Interpretes calificados en el lenguaje de señas
  - Información por escrito en diferentes formatos (letras de mayor tamaño, audición, formatos electrónicos accesibles, otros formatos)
- Servicios gratuitos con diversos idiomas para personas para quienes el inglés no es su lengua materna, como:
  - Interpretes calificados
  - Información impresa en diversos idiomas

Si usted necesita estos servicios, por favor llame gratuitamente al número anotado en su tarjeta de identificación como miembro.

Si usted piensa que UnitedHealthcare Community Plan no le ha brindado estos servicios o le han tratado a usted de manera diferente debido a su raza, color, nacionalidad, edad, discapacidad o sexo, puede presentar una queja ante el Coordinador de los Derechos Civiles (Civil Rights Coordinator) haciéndolo por:

- Correo: Civil Rights Coordinator  
UnitedHealthcare Civil Rights Grievance  
P.O. Box 30608  
Salt Lake City, UTAH 84130
- Correo electrónico: **UHC\_Civil\_Rights@uhc.com**

Usted también puede presentar una queja acerca de sus derechos civiles ante el Departamento de Salud y Servicios Humanos de los Estados Unidos, Oficina de Derechos Civiles, haciendo por:

Internet: Sitio en Internet para la Oficina de Derechos Civiles en  
**<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**

Correo: U.S. Dept. of Health and Human Services  
200 Independence Avenue SW  
Room 509F, HHH Building, Washington, D.C. 20201

Teléfono: Gratuitamente al 1-800-868-1019, 1-800-537-7697 (TDD)

Ofrecemos servicios gratuitos para ayudarle a comunicarse con nosotros. Tales como, cartas en otros idiomas o en letra grande. O bien, puede solicitar un intérprete. Para pedir ayuda, por favor llame a Servicios para Miembros al **1-800-493-4647, TTY 711**, de lunes a viernes, 8:00 a.m. a 6:00 p.m.