



# HealthTALK

SPRING 2019 | ¡VOLTEE PARA ESPAÑOL!



## 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, take a health assessment, learn about your benefits 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.

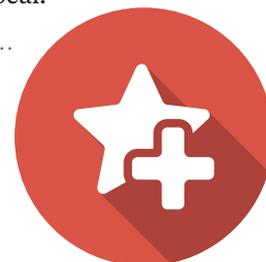
UnitedHealthcare Community Plan does utilization management (UM). All managed care health plans do. It's how we make sure our members are getting the right care at the right time and in the right place.

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 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. Just call **1-800-414-9025**, **TTY/PA Relay 711**, toll-free.



UnitedHealthcare Community Plan  
2 Allegheny Center, Suite 600  
Pittsburgh, PA 15212

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# 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.
- 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 us toll-free at **1-800-414-9025**, TTY/PA Relay 711.

## 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 care 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 **1-800-414-9025**, TTY/PA Relay 711, to request a copy of the handbook.



# Know your drug benefits.

## Find out more online.

Visit our website at [myuhc.com/CommunityPlan](https://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 may have copayments for prescriptions.



**Look it up.** Find information on your drug benefits at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan). Or, call Member Services toll-free at **1-800-414-9025, TTY/PA Relay 711**.

## 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.

## 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 **1-800-414-9025, TTY/PA Relay 711**, for more information.



# Wait no more.

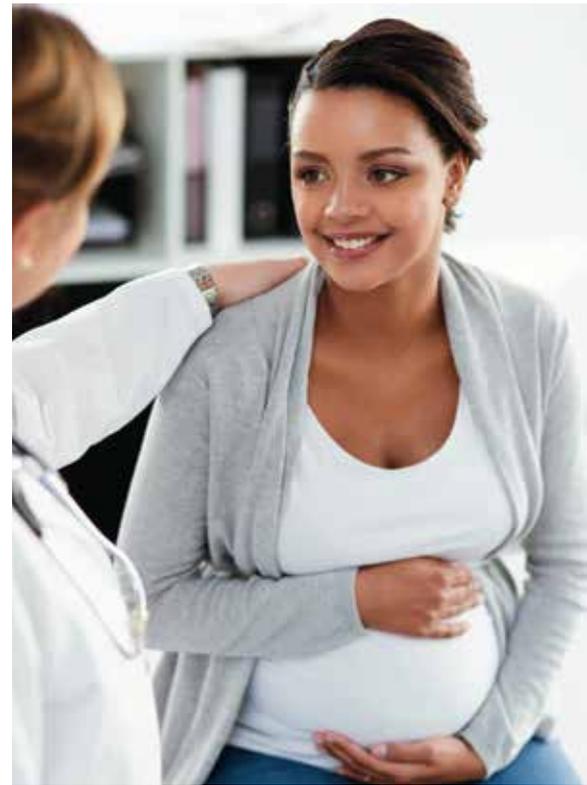
## Time to see your doctor?

As our member, we want you to get the right services at the right time in the right place. When you call to make an appointment, it's important to tell the office why you need to be seen. This will help them know how soon they need to make the appointment. You should be able to get appointments in the following time frames.

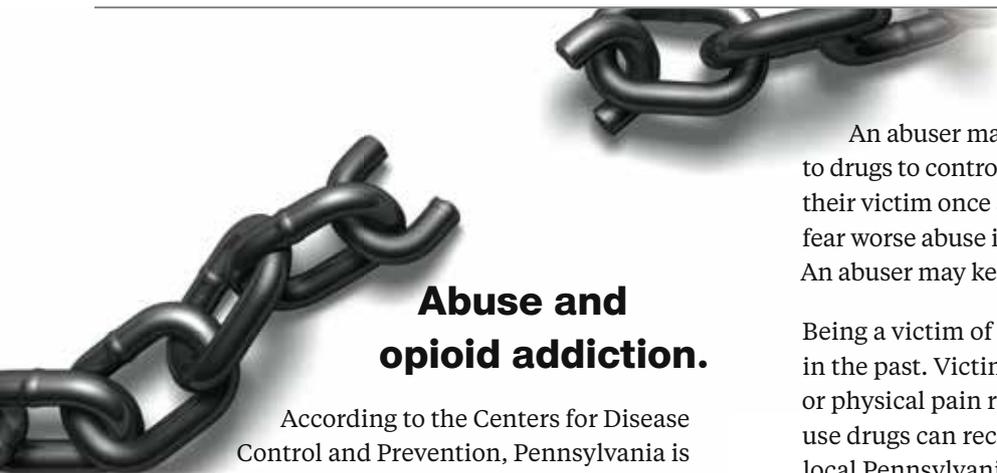
- **Emergency:** The same day. Your primary care provider (PCP) must see you immediately or refer you to an emergency room.
- **Urgent PCP visit:** Within 24 hours. Go for the treatment of illnesses such as a sinus infection, ear pain or rash.
- **Routine PCP visit:** Your PCP should see you within 10 business days of when you call. Go for a health assessment or a general physical exam.

Special rules apply for members who are pregnant. You should be able to get appointments in the following time frames depending on your stage of pregnancy.

- **First trimester:** Your provider must see you within 10 business days of UnitedHealthcare Community Plan learning you are pregnant.
- **Second trimester:** Your provider must see you within 5 business days of UnitedHealthcare Community Plan learning you are pregnant.
- **Third trimester:** Your provider must see you within 4 business days of UnitedHealthcare Community Plan learning you are pregnant.
- **High-risk pregnancy:** Your provider must see you within 24 hours of UnitedHealthcare Community Plan learning you are pregnant.



**Need help?** If you are having trouble getting an appointment with a provider or need a ride to an appointment, let us know. Call Member Services toll-free at **1-800-414-9025 TTY/PA Relay 711.**



## Abuse and opioid addiction.

According to the Centers for Disease Control and Prevention, Pennsylvania is no. 4 in the U.S. for drug overdose deaths.

Victims of abuse are at high risk for drug use and death. An abuser might keep a victim from getting help. If help is found, it might be refused if a victim:

- Seeks shelter or other help while on drugs.
- Is hard to work with.
- Does not show up to appointments.
- Does not take prescribed medicine.
- Returns to using drugs.

An abuser may introduce and keep a victim addicted to drugs to control them. They may also keep drugs from their victim once addicted to punish them. Victims may fear worse abuse if they do not use drugs or obey the abuser. An abuser may keep a victim on drugs to justify their abuse.

Being a victim of abuse is traumatic, even if the abuse was in the past. Victims may use drugs to cope with emotional or physical pain related to abuse. Victims of abuse who use drugs can receive domestic violence services at a local Pennsylvania Coalition Against Domestic Violence (PCADV) program. To find the program nearest you, visit **pcadv.org** and use the "Find Help" map on the home page.



**Speak up.** To reach the National Domestic Violence Hotline, call **1-800-799-SAFE (7233)**, TTY **1-800-787-3224**. A teen may call the National Dating Abuse Helpline to talk to a teen or adult at **1-866-331-9474**, TTY **1-866-331-8453**. Or visit the websites **loveisrespect.org** or **thatsnotcool.com**.



## We speak your language.

If you speak a language other than English, language assistance services, free of charge, are available to you. We can send you information in other languages or in large print. You can ask for an interpreter. To ask for help, please call **1-800-414-9025, TTY/PA Relay 711**, toll-free. Voicemail is available 24 hours a day, 7 days a week.

Si usted habla otro idioma además del inglés, dispone de servicios de asistencia lingüística gratuitos. Podemos enviarle información en otros idiomas o en letra grande. Puede solicitar un intérprete. Para pedir ayuda, llame a la línea gratuita **1-800-414-9025, TTY/PA Relay 711**. El correo de voz está disponible las 24 horas del día, los 7 días de la semana.

Nếu quý vị nói một ngôn ngữ không phải là tiếng Anh thì có sẵn các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Chúng tôi có thể gửi thông tin cho quý vị bằng ngôn ngữ khác hay in chữ to. Quý vị có thể yêu cầu có thông dịch viên. Để yêu cầu được hỗ trợ, vui lòng gọi số miễn phí là **1-800-414-9025, TTY/PA Relay 711**. Có hộp thư thoại cho quý vị để lại tin nhắn 24 tiếng/ngày, 7 ngày/tuần.

បើសិនអ្នកនិយាយភាសាមួយ ក្រៅពីអង់គ្លេស សេវាជំនួយខាងភាសាឥតគិតថ្លៃ គឺមានសំរាប់អ្នក។ យើងអាចផ្ញើព័ត៌មានជូនអ្នកជាភាសាផ្សេងៗ ឬជាអក្សរពុម្ពធំៗ។ អ្នកអាចស្នើសុំអ្នកបកប្រែម្នាក់។ ដើម្បីស្នើសុំជំនួយ សូមហៅលេខឥតចេញថ្លៃ **1-800-414-9025, TTY/PA Relay 711**។ ការផ្ញើសារសំឡេង គឺមាន 24 ម៉ោងមួយថ្ងៃ 7 ថ្ងៃមួយអាទិត្យ។

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## Nurse on call.

Sometimes you need health answers you can trust — fast. Call NurseLine<sup>SM</sup> to get immediate answers to your questions, without even leaving your home. An experienced nurse can give you information that may help you decide if you should seek immediate care, make an appointment at a doctor's office or use self-care treatments at home.

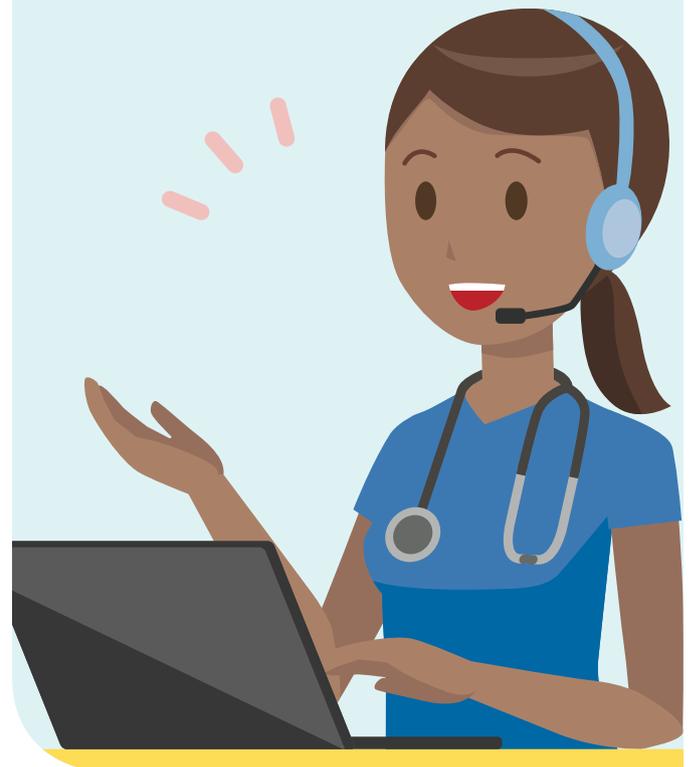
Nurses are available 24 hours a day, 7 days a week, to help you:

- Understand your symptoms.
- Decide if you should go to a doctor's office, seek immediate care or treat yourself at home.
- Find the nearest place for care.
- Explain treatment options for symptoms and conditions.
- Provide more information about a diagnosis received from your doctor.
- Help you understand your medications.



**Call anytime.** Call NurseLine at **1-844-222-7341, TTY/PA Relay 711**, 24 hours a day, 7 days a week. In

an emergency, call **911** or go to the nearest emergency room.





## Resource corner.

**Member Services:** Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).  
**1-800-414-9025, TTY/PA Relay 711**

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

**NurseLine<sup>SM</sup>:** Get health advice from a nurse 24 hours a day, 7 days a week, (toll-free).  
**1-844-222-7341, TTY/PA Relay 711**

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

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

**KidsHealth®:** Get reliable information on health topics for and about kids.  
**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**

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

**Want to receive information electronically?** Call Member Services and give us your email address (toll-free).  
**1-800-414-9025, TTY/PA Relay 711**

# 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 **1-800-414-9025, TTY/PA Relay 711.**

## 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.
- Complex health problems.
- Serious mental illness.
- Other special needs.



**How can we help?** Take a Health Assessment at **myuhc.com/CommunityPlan**. Or take it over the phone by calling Member Services toll-free at **1-800-414-9025, TTY/PA Relay 711**. This short survey will help find programs that are right for you.



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>**.



UnitedHealthcare Community Plan cumple con las leyes federales de derechos civiles aplicables y no discrimina por raza, color, nacionalidad, edad, discapacidad, creencias, afiliación religiosa, ascendencia, sexo, identificación de sexo, expresión sexual u orientación sexual.

UnitedHealthcare Community Plan no excluye a las personas ni las trata de manera diferente debido a su raza, color, nacionalidad, edad, discapacidad, creencias, afiliación religiosa, ascendencia, sexo, identificación de sexo, expresión sexual u orientación sexual.

UnitedHealthcare Community Plan proporciona ayuda y servicios gratuitos a personas con discapacidades para que puedan comunicarse con nosotros de manera efectiva, por ejemplo:

- Intérpretes de lenguaje de señas calificados
- Información escrita en otros formatos (letra grande, audio, formatos electrónicos accesibles y demás formatos)

UnitedHealthcare Community Plan ofrece servicios de idioma gratuitos a las personas cuyo idioma principal no es el inglés, por ejemplo:

- Intérpretes calificados
- Información escrita en otros idiomas

Si necesita estos servicios, comuníquese con UnitedHealthcare Community Plan al **1-800-414-9025, TTY/PA RELAY 711**.

Si considera que UnitedHealthcare Community Plan no ha proporcionado estos servicios o ha discriminado de otro modo en función de la raza, el color, la nacionalidad, la edad, la discapacidad, las creencias, la afiliación religiosa, la ascendencia, el sexo, la identificación de sexo, la expresión sexual o la orientación sexual, puede presentar una queja con:

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  
Teléfono: **717-787-1127, TTY/PA Relay 711**  
Fax: **717-772-4366**, o  
Correo electrónico: **RA-PWBEOAO@pa.gov**

Usted puede presentar una queja en persona o por correo, fax o por correo electrónico. Si necesita ayuda para presentar una queja, UnitedHealthcare Community Plan y la Oficina de Igualdad de Oportunidades están disponibles para brindarle asistencia.

También puede presentar un reclamo de derechos civiles ante la Oficina de Derechos Civiles del Departamento de Salud y Servicios Humanos de los EE. UU. por vía electrónica a través del Portal de Quejas de la Oficina de Derechos Civiles disponible en <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, o por correo postal o teléfono al:

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

Los formularios de reclamos están disponibles en <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 تتوافر 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 សេវាជំនួយផ្នែកភាសាឥតគិតថ្លៃ គឺអាចមានសម្រាប់បំរើជូនអ្នក ។ ចូរទូរស័ព្ទទៅលេខ **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 -** အကယ်၍ သင်သည် မြန်မာစကား ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် **1-800-414-9025, TTY/PA RELAY: 711** သို့ ခေါ်ဆိုပါ။

**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** নম্বরে ফোন করুন।

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

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