

THE KEY TO A GOOD LIFE IS A GREAT PLAN
HealthTALK



What do you think?

In a few weeks, you may get a survey in the mail. It asks how happy you are with UnitedHealthcare Community Plan. If you get a survey, please fill it out and mail it back. Your answers will be private. Your opinion helps us make the health plan better.



Take care


You can avoid the emergency room.

When you are sick or hurt, you don't want to wait to get medical care. Choosing the right place to go can help you get better, faster care.

Hospital emergency rooms are for major medical emergencies only. Go to one only when you think your illness or injury could result in death or disability if not treated right away.

Instead, call your primary care provider's (PCP's) office first when you need care. You might get an appointment for later that day. You can even call at night or on weekends.

If you cannot get in to see your doctor, you could go to an urgent care center. Many of them are open at night and on weekends.

 **Hello, nurse!** UnitedHealthcare has a 24/7 NurseLine. They can help you decide the best place to get care. Call NurseLine 24/7 at **1-877-543-4293 (TTY 711)**.






Breathe deeply

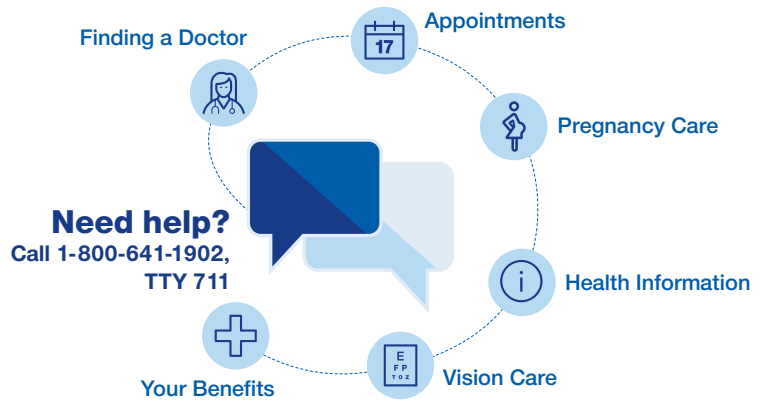
Have an asthma action plan.

There are many different medications for asthma. The doctor will prescribe the right ones for you or your child. In general, there are two types of asthma medications.

Long-term medications: Some drugs are taken every day. These long-term medications keep asthma under control. They can be oral or inhaled. They may take a while to start working. Not everyone with asthma needs long-term medications.

Rescue medications: Most people with asthma have inhaled rescue medications. You take them only when you are having symptoms. They should be with you all the time, just in case they are needed. Rescue medications can stop an asthma attack in minutes.

 **Have a plan.** Take asthma medications the way the doctor says you should. You should have a written asthma action plan to help you know what to take and when.



We're here for you

Welcome to UnitedHealthcare Community Plan.


We want your experience with UnitedHealthcare Community Plan to be the best it can be. Call one of our member advocates when you have a question or need help with your health plan in one phone call. A member advocate can help with:


- recommending a primary care provider (PCP) and scheduling an appointment
- getting answers about your benefits
- joining programs that can help you manage your health
- ensuring you get the most out of your plan

 **Give us a call.** Our toll-free number remains the same. Call **1-800-641-1902 (TTY 711)**. We're here for you.

Culture club

We want members of all cultures and languages to get the care they need. Let your providers know what language you prefer reading and speaking in. Tell them if you have any special cultural needs. In-person interpreters and signers for the deaf are available. Your doctor's office can help you with coordination.



 **Just ask.** If you need to receive care in a language other than English, we can help. We can also provide materials for members with visual impairment. Just call **1-800-641-1902 (TTY 711)**.

See here

Don't let diabetes take your sight.

Diabetic retinopathy is a common complication of diabetes. It damages the blood vessels in the eye. Symptoms rarely start until the damage is bad. Treatment can stop it from getting worse. But it can't reverse the vision loss that already happened.

That's why it is so important to have a diabetic eye exam every year. It can catch the problem before you have symptoms. The test is quick and painless.

People with diabetes are also at higher risk for other eye diseases. These include cataracts and glaucoma. Good control of your diabetes can help prevent these eye diseases.



We can help. If you have diabetes or another chronic condition, we can help. We offer disease management programs. They help you manage your condition. To learn more, call Member Services toll-free at **1-800-641-1902 (TTY 711)**.



Know your drug benefits

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.
- 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.



Look it up. Find information on your drug benefits at **myuhc.com/CommunityPlan**. Or, call Member Services toll-free at **1-800-641-1902 (TTY 711)**.

Your privacy is important

We take your privacy seriously. We are very careful with your family's protected health information (PHI). We also guard your financial information (FI). We use PHI and FI to run our business. It helps us provide products, services, and information to you.

We protect oral, written, and electronic PHI and FI. We have rules that tell us how we can keep PHI and FI safe. We don't want PHI or FI to get lost or destroyed. We want to make sure no one misuses it. We use it carefully. We have policies that explain:

- how we may use PHI and FI
- when we may share PHI and FI with others
- what rights you have to your family's PHI and FI



It's no secret. You may read our privacy policy in your Member Handbook. It's online at **myuhc.com/CommunityPlan**. You may also call Member Services toll-free at **1-800-641-1902 (TTY 711)** to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.





Resource corner

Member Services If you do not speak English, Member Services will connect you with an interpreter. Monday–Friday, 7 a.m.–7 p.m. CT or 6 a.m.–6 p.m. MT

1-800-641-1902 (TTY 711)

NurseLine Get advice from a nurse, including help deciding the best place to get care, 24/7.

1-877-543-4293 (TTY 711)

Healthy First Steps Get pregnancy and parenting support. Join the Baby Blocks rewards program (toll-free).

1-800-599-5985 (TTY 711)

UHCBabyBlocks.com

Mental Health and Substance Use Services

1-800-641-1902 (TTY 711)

Superior Vision

1-800-879-6901

Care Management Nurse care managers are available Monday–Friday, 8 a.m.–5 p.m.

1-877-856-6351 (TTY 711)

Our website Look up a provider, print your ID card, or read your Member Handbook.

myuhc.com/CommunityPlan

ACCESSNebraska Call if you change your address or phone number or become pregnant.

1-855-632-7633 (TTY 711)

402-473-7000 in the Lincoln area

402-595-1178 in the Omaha area

IntelliRide Arrange for transportation services.

1-844-531-3783

402-401-6999 in the Omaha area

IRideNow.com

KidsHealth Get answers to your questions about children’s health.

UHCCommunityPlan.com/NEKids

UnitedHealthcare does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities.

Your partner in health

See your PCP for a well visit.

Your primary care provider (PCP) wants to see you for a checkup each year. This visit helps you and your PCP get to know each other. Well visits are also a good time for:

- important screenings and tests
- needed immunizations
- checking on chronic conditions
- monitoring medications you take
- coordinating care given by any specialists you see
- counseling about a healthy lifestyle
- discussions about mental health, substance use, safety, and other topics

When you see your PCP, tell him or her about:

- any medications or supplements you take
- any other providers you see, such as specialists or alternative providers
- any tests or treatments you have had and the results
- any mental health or substance use treatment you get

Well visits are covered at no cost to you. Has it been more than a year since your last well visit? Call your PCP to make an appointment today.



Need a doc? You can change your PCP at any time.

To find a new PCP, visit **myuhc.com/CommunityPlan** or use the **Health4Me** app. Or, call Member Services toll-free at **1-800-641-1902 (TTY 711)**.

