

# COVID-19



## Important Message from UnitedHealthcare on Coronavirus (COVID-19)

Your health and wellbeing is our number one priority. That's why we want to make sure you stay informed about Coronavirus (COVID-19). We're working with and following the latest information from the Centers for Disease Control and Prevention (CDC). We're also in touch with state and local public health departments. For the most up-to-date information and resources about prevention, coverage, care and support please visit **UHCCP.com**.

In response to COVID-19, UnitedHealthcare is making telehealth available to NJ FamilyCare members. Telehealth visits allow you to talk with a local health care provider for both urgent and non-urgent needs using your mobile device or computer. Call your Primary Care Provider (PCP) to see if they offer visits online or by phone. If you don't have a doctor you see regularly, visit **myuhc.com/CommunityPlan** to find a network provider that may be able to offer a telehealth visit.

The articles found in the Spring HealthTalk newsletter were written and printed prior to the COVID-19 outbreak. These short, interesting articles are aimed to help keep you and your family healthy all year long. To ensure your safety and those around you we suggest you schedule your annual wellness visit in the fall or winter.

## How can I protect myself from COVID-19?

The best way to prevent illness is to avoid being exposed to this virus. As with any potential illness, like the flu, it is important to follow good prevention practices, including:

- Hand washing with soap and water for 20 seconds or use of alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not available.
- Do not touch your eyes, nose and mouth with unwashed hands.
- Try to stay away from people who might be sick.
- Do not share cups or eating utensils with people who are sick.
- Clean and disinfect often touched surfaces.
- Cover your nose and mouth with a tissue when you cough or sneeze, and then throw the tissue in the trash.
- While a flu shot does not stop COVID-19, it's still good to protect yourself against the flu. Contact your primary care provider and schedule your flu shot.

### Stay informed on the latest advice:

- For the most updated information about COVID-19, visit the CDC's COVID-19 page **[cdc.gov/coronavirus/2019-ncov](https://www.cdc.gov/coronavirus/2019-ncov)**



## Five steps to wash your hands the right way

Handwashing is one of the best ways to protect yourself and your family from getting sick. During the COVID-19 pandemic, keeping hands clean is especially important to help prevent the virus from spreading.

Washing your hands is easy, and it's one of the most effective ways to prevent the spread of germs. Clean hands can stop germs from spreading from one person to another and throughout an entire community—from your home and workplace to childcare facilities and hospitals.

### Follow these five steps every time

1. Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
3. Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
4. Rinse your hands well under clean, running water.
5. Dry your hands using a clean towel or air dry them.

Learn more about regular handwashing at [cdc.gov/handwashing](https://www.cdc.gov/handwashing).



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# HealthTALK

SPRING 2020



## We speak your language.

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 **1-800-941-4647, TTY 711.**



## Going home.

Have you been in the hospital or emergency room (ER)? If so, it is important to receive follow-up instructions before you go home. Make sure you understand what is being asked of you. Ask questions if you do not understand. You can have someone you trust listen to the instructions so they also understand what you are supposed to do.

Make an appointment with your doctor as soon as you get home from the hospital. Bring your follow-up instructions and medications with you and share them with your doctor. Proper follow-up may prevent another visit to the hospital or ER.



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UnitedHealthcare Community Plan  
P.O. Box 31349  
Salt Lake City, UT 84131

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# Check it off.



## Take this checkup checklist to your next appointment.

You and your children should have regular checkups with your primary care providers (PCPs). Preparing for a checkup helps you get the most out of your visit.

Think about these topics before your next visit:

- Family history.** Have any of your relatives been diagnosed with diseases since your last visit?
- Screenings.** Ask your PCP if you are due for any tests or screenings.
- Immunizations.** Ask your PCP if you or your children are due for any shots.
- Questions.** Make a list of any health changes since your last visit.
- Goals.** Make a list of health goals, such as losing weight, getting pregnant or quitting smoking.



It's also important to be screened for diseases. Screenings help find conditions early.

- Breast cancer.** Every woman should have a baseline mammogram between 35 and 39 years of age, and annually thereafter.
- Cervical cancer.** Pap screening every 3 years for women ages 21 to 65. HPV tests every 5 years for women ages 30 to 65.
- Colorectal cancer.** Colonoscopy every 10 years for men and women beginning at age 50. Other tests are available; intervals vary.



# Haga una lista.



## Lleve esta lista de verificación a su próxima cita.

Tanto usted como sus hijos deben acudir a controles periódicos con su proveedor de atención primaria (PCP). Prepararse para un control le ayudará a sacar el máximo provecho de esta visita.

Piense en estos temas antes de su próxima visita:

- Antecedentes familiares.** ¿Se le ha diagnosticado alguna enfermedad a algún familiar desde su última visita?
- Exámenes de detección.** Pregunte a su PCP si debe realizarse alguna prueba o examen de detección.
- Inmunizaciones.** Pregunte a su PCP si usted o sus hijos necesitan alguna vacuna.
- ¿Tiene alguna pregunta?** Haga una lista de los cambios en su salud desde su última visita.
- Objetivos.** Haga una lista de sus objetivos en términos de salud, como perder peso, quedar embarazada o dejar de fumar.

También es importante realizarse exámenes de detección de enfermedades que pueden ayudar a detectar enfermedades de forma temprana.

- Cáncer de mama.** Cada mujer debe someterse a una mamografía de base de referencia entre los 35 y 39 años y posteriormente, cada año.
- Cáncer de cuello uterino.** Prueba de Papanicolaou cada 3 años para las mujeres entre 21 y 65 años. Pruebas de Papanicolaou y de detección de VPH cada 5 años para mujeres entre 30 y 65 años.
- Cáncer colorrectal.** Colonoscopia cada 10 años para hombres y mujeres a partir de los 50 años. También hay disponibles otras pruebas y exámenes; los intervalos varían.

# Questions for the doctor. Preguntas para el médico.



## Write it down. Escríbalo.

Sometimes it is hard to remember questions to ask your doctor during your visit. Write down your questions here before your visit. Then tear off this page and bring it with you when you go! A veces es difícil recordar las preguntas para plantear a su médico durante su visita. Como ayuda, escríbalas antes de su visita. Luego, desprenda esta página y llévela con usted.

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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, or 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 UnitedHealthcare providers online or by phone. Information available includes:

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



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**Need a new doctor?** To find a new PCP, visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan). Or call us toll-free at **1-800-941-4647, TTY 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 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 **1-800-941-4647, TTY 711**, to request a free copy of the handbook.

# Know your drug benefits.

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 on how much of certain drugs you can get each time you fill or renew a prescription.
- 4. Any costs to you.** You may have copayments for prescriptions (if you are in NJ FamilyCare C or NJ FamilyCare D).



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**Look it up.** Find information on your drug benefits at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan). Or, call Member Services toll-free at **1-800-941-4647, TTY 711**.



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## The right care.

### How we decide which services are covered.

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 for care and services to make sure they 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. The Medicaid membership call center is available 24 hours a day, 7 days a week. 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 **1-800-941-4647, TTY 711**, toll-free.

# We care for you.

## Voluntary 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 can 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 doctor 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.



**Take care.** Visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan) to find more information about network doctors. You can also learn more about the benefits, programs and services offered to you. If you want to make a referral to our case management program, call Member Services toll-free at **1-800-941-4647, TTY 711**.



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## Checkup time.

School-age children and teens need to see the doctor once a year for a checkup. This visit is sometimes called a well-child visit or an Early and Periodic Screening, Diagnostic and Treatment (EPSDT) visit. Checkups help make sure your child is growing strong and healthy. At this visit, the doctor will:

- Check your child's height, weight and body mass index (BMI).
- Give your child any immunizations he or she needs.
- Talk to your child about important health and safety topics for his or her age.
- Make sure your child is developing well.



**Find Dr. Right.** Need to find a new doctor for your child? Use our provider directory online at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan). Or call Member Services toll-free at **1-800-941-4647, TTY 711**.



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# Take charge.

## 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 receive. Here's how you can take charge of your health care:

- **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.
- **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.
- **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.



# Controlling asthma.

## Take steps to limit attacks.

Asthma is a disease that affects the lungs and airways. It causes serious coughing and wheezing. Children and adults with asthma can get help from their doctor. Medication can help control daily symptoms.

Sometimes, even with medication, a person can have a severe asthma attack. A bad attack makes it difficult to breathe. This could become an emergency.

To control your asthma, learn what can trigger an attack.

- **Exercise.** Some people only have attacks after vigorous physical activity.
- **Airborne irritants.** Things in the air, such as pollen, dust mites, smoke or pet dander.
- **Cold or dry air.**
- **Catching a common cold or the flu.**

Develop an asthma action plan. Talk to your doctor about the best way to prevent or manage attacks. You might need to add quick-relief medications or use an inhaler.



**We can help.** We have disease management programs. They help people with asthma, diabetes and other conditions. Call Member Services toll-free at **1-800-941-4647, TTY 711**, to learn more.



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# Getting the right care.

## Where to go for the care you need.

Choosing the right place to go when you are sick or injured can help you be seen faster. It is important to choose a primary care provider (PCP). Make an appointment to see your PCP before you have an urgent need.

See your PCP whenever possible. Your PCP has easy access to your records, knows the bigger picture of your health and may even offer same-day appointments to meet your needs. You may want to see your PCP for needs or symptoms such as:

- Skin rash.
- Minor injuries.
- Flu shot.
- Earache.

If you cannot get in to see your PCP, you can go to an urgent care center. Urgent care centers take walk-in patients. You may want to go to urgent care for:

- Cough or cold.
- Fever or sore throat.
- Stomach pain.
- Minor cuts or burns.

Emergency rooms are for medical emergencies only. Go there only when you think your illness or injury could result in death or disability if not treated right away.

For general health questions, call Member Services, 24 hours a day, 7 days a week. Experienced registered nurses can give you information and answer questions about:

- Choosing where to get medical care.
- Finding a doctor or hospital.
- Health and wellness help.
- Medicine questions.



**We're here for you.** From scheduling a checkup to finding a doctor, you can count on us to help you get care as quickly as possible. If you have questions, please call Member Services toll-free at **1-800-941-4647, TTY 711**.

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## Resource corner.

**Member Services:** Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).  
**1-800-941-4647, TTY 711**

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

**Quit For Life®:** Get free help quitting smoking.  
**quitnow.net**

**New Jersey Quitline:** Free counseling service for smokers who are ready to stop.  
**1-866-657-8677, TTY 711**  
**njquitline.org**

**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**

**Want to receive information electronically?**  
Call Member Services and give us your email address (toll-free).  
**1-800-941-4647, TTY 711**

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# 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 for more of our adult members who have diabetes to get their HbA1c blood tests and retinal eye scans. We sent members information and reminders about how important it is to see their doctor regularly to help manage their diabetes. We found that overall in 2019 more members did have their HbA1c blood tests and eye exams.

Last year, another goal was to increase the number of children who received yearly checkups. We want to improve even more this year and have more children get lead screenings, vaccinations and yearly checkups. We also want to improve the percentage of members who have cervical cancer and breast cancer screenings in the coming year. We will be calling members with reminders.

We also survey our members each year. We want to see how well we are meeting their needs. Our 2019 surveys showed mostly higher scores in how members rated their doctors. In the coming year, we will continue to work on improving how members rate their doctors and their overall health care. We also want to make sure members get the care they need when they need it. We gave our doctors tip sheets on what members like so they can better serve them.



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**Quality matters.** Want more information on our Quality Improvement program? Call Member Services toll-free at **1-800-941-4647, TTY 711.**



UnitedHealthcare Community Plan does not treat members differently because of sex, age, race, color, disability or national origin.

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 must send the complaint within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again.

If you need help with your complaint, please call the toll-free member phone number listed on your health plan member ID card, TTY 711, 24 hours a day, 7 days a week.

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 the toll-free member phone number listed on your member ID card.

We provide free services to help you communicate with us, such as letters in other languages or large print. You can also ask for an interpreter. To ask for help, please call the toll-free member phone number listed on your health plan member ID card, TTY 711, 24 hours a day, 7 days a week.

If the enclosed information is not in your primary language, please call UnitedHealthcare Community Plan at 1-800-941-4647, TTY 711

Yog cov ntaub ntawv muab tuaj hauv no tsis yog sau ua koj hom lus, thov hu rau UnitedHealthcare Community Plan ntawm 1-800-941-4647, TTY 711.

Afai o fa'amatalaga ua tuuina atu e le'o tusia i lau gagana masani, faamolemole fa'afesoota'i mai le vaega a le UnitedHealthcare Community Plan ile telefoni 1-800-941-4647, TTY 711.

Если прилагаемая информация представлена не на Вашем родном языке, позвоните представителю UnitedHealthcare Community Plan по тел. 1-800-941-4647, телетайп 711.

Якщо інформація, що додається, подана не на Вашій рідній мові, зателефонуйте до UnitedHealthcare Community Plan 1-800-941-4647 для осіб з порушеннями слуху 711.

동봉한 안내 자료가 귀하의 모국어로 준비되어 있지 않으면 1-800-941-4647, TTY 711로 UnitedHealthcare Community Plan에 전화하십시오.

Dacă informațiile alăturate nu sunt în limba dumneavoastră principală, vă rugăm să sunați la UnitedHealthcare Community Plan, la numărul 1-800-941-4647 TTY 711.

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ተተላሊዙ ዘሎ ሓበሬታ ብቋንቋኩም ተዘይኮይኑ፤ ብኹብረትኩም በዚ ዝስዕብ ቁጥር ስልኪ ናብ UnitedHealthcare Community Plan ደውሉ፡- 1-800-941-4647 ምስማቕ ንተጻግሙ/TTY 711።

Si la información adjunta no está en su lengua materna, llame a Unitedhealthcare Community Plan al 1-800-941-4647, TTY 711.

ຖ້າຂໍ້ມູນທີ່ຕິດຄັດມາມີບໍ່ແມ່ນພາສາຕົ້ນຕໍຂອງທ່ານ, ກະລຸນາໂທຫາ UnitedHealthcare Community Plan ທີ່ ເບີ 1-800-941-4647 TTY 711.

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 1-800-941-4647, TTY 711.

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 1-800-941-4647 聽障專線 TTY 711。

ប្រើសិនបើព័ត៌មានដែលភ្ជាប់មកនេះមិនមែនជាភាសារដើមរបស់អ្នកទេ សូមទូរស័ព្ទមកកាន់ UnitedHealthcare Community Plan លេខ 1-800-941-4647, សម្រាប់អ្នកផ្ទះ TTY 711 ។

Kung ang nakalakilip na impormasyon ay wala sa iyong pangunahing wika, mangyaring tumawag sa UnitedHealthcare Community Plan sa 1-800-941-4647 (TTY: 711).

در صورت اینکه اطلاعات پیوست به زبان اولیه شما نمیباشد . لطفا با United Healthcare Community Plan با شماره 1-800-941-4647 تماس حاصل نمایید . وسیله ارطبا تی برای نا شنوایان- TTY 711.